

# Sunshine

Winter 2025 - Issue 53

## Winter Warmth

Advice on keeping warm  
this winter



## Essential Maintenance

Keep your oxygen equipment in  
top condition with our tips

## Patient Participation Group

Learn how you could  
join our patient  
participation group



Providing NHS services

# Welcome

Hello and welcome to the final issue of Sunshine for 2025! We hope you had a great summer and are getting excited for the festive season ahead. We would also like to welcome all our new patients in the London region!

This issue includes handy articles on topics such as changing your address, essential maintenance for your oxygen equipment, staying warm through the winter, safeguarding, and much more.

We really hope you enjoy reading this issue.

From all of us, we wish you a very Merry Christmas and a fantastic New Year!

Best wishes,

*The Baywater Healthcare Team*

## Quick and Easy Rescheduling

On the morning of a scheduled visit from our Healthcare Technician, we send you a text message with a time slot for when our Technician will arrive at your property. If this time slot is not appropriate for you, you can reschedule the visit by using the link in the text message.

When you reschedule the visit, our team will take care of everything, and you do not need to call our Healthcare Helpline about rescheduling.



# Online Ordering

You can reorder your oxygen cylinders, masks, nasal prongs, consumables, and book an oxygen machine service visit via our website.

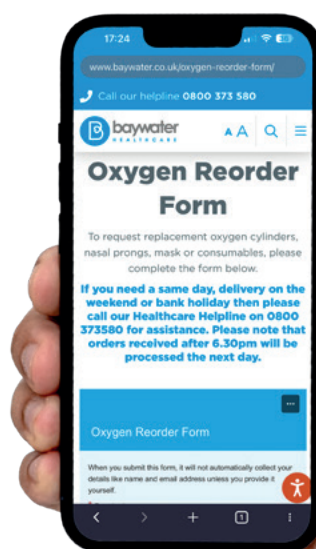
Ordering your oxygen using our online form is quick and easy. We only require a few simple details from you. Our online ordering form will ask for your name, date of birth, address, and the date you want your delivery, as well as a few short questions. You will then be asked to select the equipment you want to reorder, and your order will be logged.

**When you submit your online order, you do not need to call our Healthcare Helpline; our team will automatically process the order for you.**

Our online ordering form is available on the homepage of our website or by using this link:  
[www.baywater.co.uk/oxygen-reorder-form](http://www.baywater.co.uk/oxygen-reorder-form)



Scan to access our  
online form



## Did you know?

If you are moving house, we can arrange delivery of oxygen equipment to your new address and removal of your oxygen equipment from your old address. Please call 0800 373580 with as much notice as possible and please let us know on the call if you have a new GP surgery so we can update our records for your new address.



# Bank Holiday Ordering

Important dates for ordering oxygen around the upcoming Christmas and New Year bank holiday are shown below:

## Christmas

### For delivery on

Wednesday 24th December

Monday 29th December

### Place your order by

Tuesday 23rd December

Wednesday 24th December

### Emergencies only on

Thursday 25th December

Friday 26th December

## New Year

### For delivery on

Wednesday 31st December

Friday 2nd January

### Place your order by

Tuesday 30th December

Wednesday 31st December

### Emergencies only on

Thursday 1st January



# Safe Home Storage

For your safety, there is a limit to the number of oxygen cylinders that can be stored at home.

These limits are in place to keep you and your household safe by ensuring oxygen cylinders are stored and used correctly. If you have more than the recommended number your Healthcare Professional may discuss this with you at your next clinical review.



## Cylinder Contents Gauges

This is where the needle will point on your cylinder's contents gauge when it is full:



### **B10, B10p and F400**

The needle will point to the green part of the contents gauge.



### **F600, F300 and F300p**

The needle will point to the blue part of the contents gauge.



# Essential Equipment Maintenance

It is essential to care for your equipment during the winter. Please always ensure your machines are in a well-ventilated area away from furnishings such as curtains, fabric sofas, and chairs. If your machine has a filter this should be cleaned weekly. Our Healthcare Technician will be able to support you with this.

Please also keep your backup cylinder in an accessible location, should it be required.

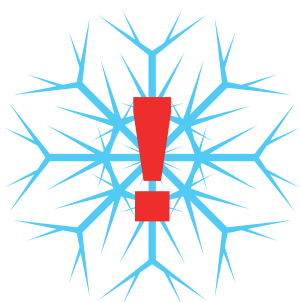
## Cylinder Content Dials

During this time of year, your cylinders will be exposed to cooler temperatures.

The colder your cylinder, the more likely the content dial will show less than what is actually in it. A warmer environment is more likely to give a more accurate reading.

It is generally recommended that you store your oxygen cylinders in a controlled environment with temperatures between 20°C and 25°C to maintain their integrity and ensure safety.

The safest way to keep your oxygen cylinders warm during cold weather is to store them indoors, where temperatures are more stable. A room temperature environment (15-25°C or 59-77°F) is ideal. Store cylinders away from any sources of heat or open flames.



If you need to take your oxygen cylinder outside in cold weather, Baywater Healthcare will provide you with a bag to carry it. Please use this to maintain its warmth. Avoid leaving your oxygen cylinder outside in freezing temperatures for long periods. You must never use open flames or heaters to warm your cylinders.



# Winter Warmth

During the winter, it is essential to keep ourselves warm, both inside and outdoors. You should layer clothing such as hats, gloves, thick socks, and coats. Adults may wish to try wrapping a scarf around their faces before stepping outside in the cold to help warm the cold air before it is breathed in.

It is important to keep rooms warm. The ideal temperature in your bedroom is 18 degrees, and in the living room, 21 degrees. If you need to manage heating costs, it is recommended to only heat one room at a time, the one being sat or slept in at the time. You should wear layers of clothes in the house and outdoors so that you feel comfortable.

Nighttime is when the temperature is at its lowest; shutting windows and doors will keep your house warm by blocking out draughts. To keep your body warm, try to eat at least one warm meal daily and drink plenty of hot drinks throughout the day.

**Please ensure oxygen is positioned safely away from fires, log burners, and halogen heaters. Oxygen must be three metres away from these items and 1.5 metres from radiators and central heating.**

Several charities offer support if you are struggling with fuel bills:

Citizens Advice Bureaux: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Scope: [www.scope.org.uk](http://www.scope.org.uk)

Contact: [www.contact.org.uk](http://www.contact.org.uk)

Age UK: [www.ageuk.org.uk](http://www.ageuk.org.uk)

# Safeguarding

We want to remind you how we protect you from scams and fraud.

## Scam calls and text messages

We will never make an unplanned call to request your bank or personal details. The only time that we would ever ask for bank details is to arrange electricity reimbursements for using your oxygen machine. We would also never send you a text message requesting money for your equipment. Please do not respond and block the phone number if you receive a similar message. If you ever have any doubt about any contact you receive, please call our Healthcare Helpline on 0800 373580 to check.



## Visits from our Healthcare Technicians

All our Healthcare Technicians wear Baywater Healthcare identification badges. You can ask to see our Healthcare Technician's ID badge to verify their identity before allowing them to enter your property. Furthermore, you can call our Healthcare Helpline on 0800 373580 to confirm that it is a member of our team visiting you.

## Cyber Security

As we approach the Christmas period, you may spend more time online, including shopping and speaking to your loved ones via social media or email. We have provided video guides on our website covering advice on phishing, how to know a website is secure, and how to stay safe on social media.

Visit the webpage here: [www.baywater.co.uk/safeguarding/](http://www.baywater.co.uk/safeguarding/)



Scan to access  
our website







# Patient Participation Group

Baywater Healthcare recognises the importance of seeking feedback from service users to assess service quality and inform improvement and development. Our Patient Participation Group is key in helping us understand service users' needs. The group encourages innovation and service improvements based on the feedback that we receive as part of these open forums.

Our Patient Participation Group meets on Microsoft Teams every quarter. We would like to invite patients to attend these meetings. If you would be interested in joining the group, please let us know by contacting [comms@baywater.co.uk](mailto:comms@baywater.co.uk)

"I've been part of the Patient Participation Group since it started, and I always find the meetings welcoming and helpful. It is a chance to meet and catch up with other oxygen users and engage with members of the Baywater Healthcare team. The group is a good place to share feedback and talk about any changes to the service, and it's been nice to see how our input has helped improve things for patients."

West Midlands Home  
Oxygen Patient

# Seasonal Affective Disorder

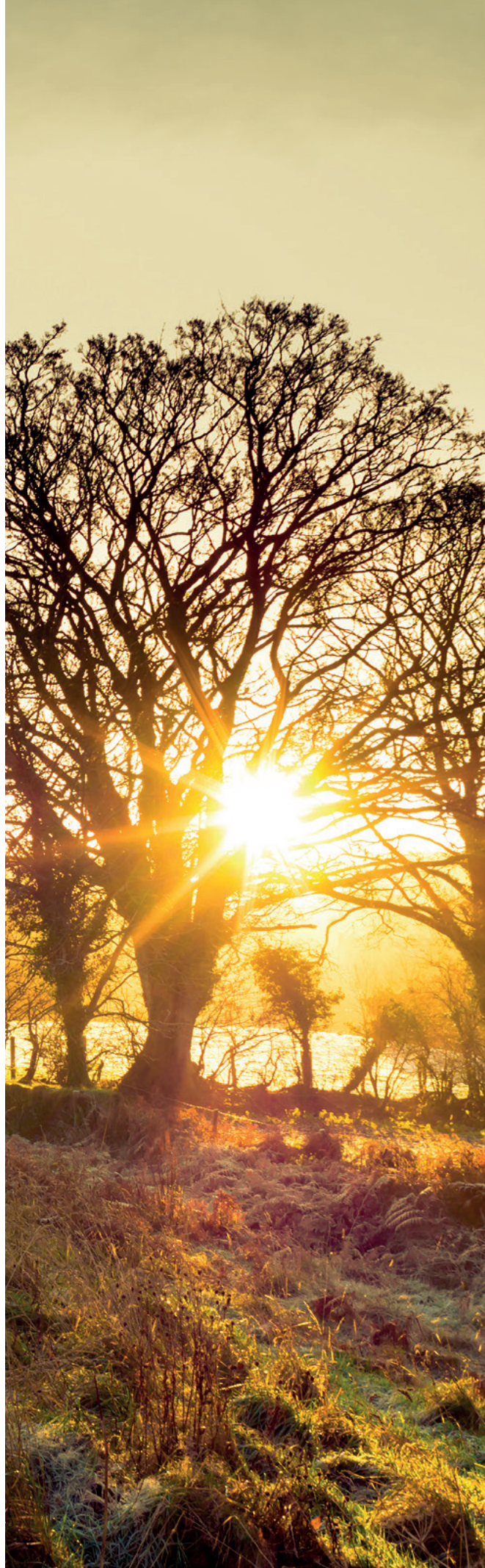
Seasonal Affective Disorder (SAD) is a form of depression that follows a seasonal pattern, often appearing in late fall or winter and subsiding in spring or summer.

SAD has many symptoms:

- Low mood
- Loss of interest in usual activities
- Tired and low energy
- Sleep disturbances (often oversleeping)
- Changes in appetite, especially cravings for carbohydrates
- Difficulty concentrating
- Feelings of hopelessness or worthlessness

There are effective ways to manage and even prevent the symptoms of SAD:

- 1.** Maximise sunlight exposure
- 2.** Light therapy (special light therapy boxes mimic natural sunlight and often recommended for daily use in the morning)
- 3.** Maintain an active lifestyle
- 4.** Stick to a sleep schedule and eat a healthy diet
- 5.** Stay in touch with friends and family





# How to Contact Us

Our Healthcare Helpline is available for regular calls from 8.00am to 6.30pm every day. We are available 24 hours a day for urgent calls only.

For example, if you need a replacement cylinder, you must call during our regular hours. However, if you have an equipment fault, you can contact us at any time.

We appreciate your feedback. Your concerns, complaints, compliments and ideas are always considered and acted upon.

We receive many kind words from our service users, all of which are distributed amongst the Baywater Healthcare team.

Listening to our service users is very important to us. We take your feedback and continually look to improve the service that we provide.

There are many ways that you can contact us:

## Phone

0800 373580

## Email

[healthuk@baywater.co.uk](mailto:healthuk@baywater.co.uk)

## Social media

Facebook: Baywater Healthcare

Twitter: @BaywaterHealth

## Post

Baywater Healthcare  
Wulvern House  
Electra Way, Crewe  
Cheshire, CW1 6GW

## Complaints

[complaints@baywater.co.uk](mailto:complaints@baywater.co.uk)

## Online ordering

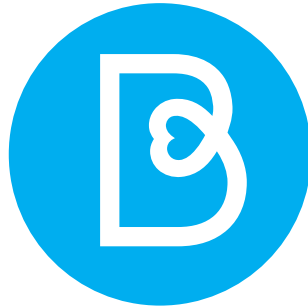
[www.baywater.co.uk/oxygen-reorder-form](http://www.baywater.co.uk/oxygen-reorder-form)

**Please call 999 if  
you have a medical  
emergency and  
need assistance  
immediately.**

Scan to visit  
our website







# Sunshine Magazine

The magazine for oxygen users and their carers  
Winter 2025 - Issue 53

## **Baywater Healthcare**

Wulvern House, Electra Way  
Crewe, Cheshire, CW1 6GW

**0800 373580**

For more information visit [www.baywater.co.uk](http://www.baywater.co.uk)