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A GUIDE TO OUR NEBULISER SERVICE FOR NEBULISER USERS AND THEIR CARERS

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BAYWATER HEALTHCARE HELPLINE - 0800 1214524
8.00am-5.00pm, Mon to Fri (24hrs for urgent calls)



ABOUT YOUR EQUIPMENT

To be completed by your engineer. Please refer to this page when reordering accessories or speaking to our Helpline.

INSTALLATION DETAILS

Date of first installation

Engineer's name

COMPRESSOR

Model name

Serial number

CHAMBER

Model

Standard/Ventstream/Sidestream
(please circle)

CONSUMABLES

Mouthpiece

Adult/child (please circle)

Mask

Adult/child (please circle)

Tracheostomy mask

Adult/child (please circle)

CAUTION

Please remember that you need to change your inlet filter every month(s)

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SAFETY INFORMATION

When used correctly your equipment is safe, but you should follow some basic safety advice:

- Always follow the medical advice given by your healthcare professional
- Do not immerse the nebuliser compressor in water
- Please ensure you do not spill any medication or liquids on the nebuliser compressor
- Never block the air intake grills on the side of the compressor
- Position the equipment on a clean surface - do not place on a carpet or any surface where fibres can be drawn into the unit when in use
- Always keep electrical leads away from sources of heat
- Do not use if either plug or power cable are damaged
- Always disconnect the nebuliser compressor from the electricity supply when cleaning and when not in use
- Store in a clean dust-free environment at room temperature
- Do not remove the covers of the compressor or attempt any maintenance yourself - you may get an electric shock
- Do not modify the equipment or its accessories in any way as this will affect drug delivery
- Store out of reach of children
- Do not let children or untrained persons tamper with the equipment
- If the therapy is having no effect, talk to your healthcare professional.

UNDERSTANDING NEBULISER THERAPY

What is nebuliser therapy?

Nebuliser therapy is the inhalation of a drug directly to the lungs. A nebuliser is a device that turns liquid medication into a fine mist of spray by blowing air through it. This will allow medicine to be delivered directly into your lungs where it can be absorbed more rapidly and more effectively.

The medication used in nebuliser therapy uses a lower dose of your medicine than if you were to take it in tablet form, and a higher dose than your ordinary inhalers. This means that, although side effects are possible, the chances are greatly reduced compared to medication taken orally.

Why do I need nebuliser therapy?

If you suffer from asthma, chronic obstructive pulmonary disease (COPD), cystic fibrosis or other lung disorders, your healthcare professional may prescribe nebuliser therapy for you.

If you have any questions about your medication you should contact your healthcare professional.





What kind of medicine is used?

Typically, the following types of drugs are used in nebuliser therapy:

Relievers or bronchodilators

These help the airways to open up allowing more oxygen to enter the lungs.

Preventers or anti-inflammatory drugs

These reduce inflammation inside the lungs helping oxygen to enter the bloodstream.

Antibiotics

These are usually taken to control infection within the lungs.

You should always follow the instructions given to you by your healthcare professional about your medication.

DRUG CAUTION/ SIDE EFFECTS

Relievers or bronchodilators

Side effects may include fine tremor, mouth dryness, chest tightness and angina, all of which should be reported to your healthcare professional. If you are feeling more breathless than normal, and your usual dose is not giving the relief that you normally expect, do not continue to treat yourself at home without first getting medical advice from your healthcare professional or the Accident and Emergency department of a nearby hospital.

Preventers or anti-inflammatory drugs

These drugs include steroids. Side effects may include a fungal infection of the mouth, skin rash and bruising.

Antibiotics

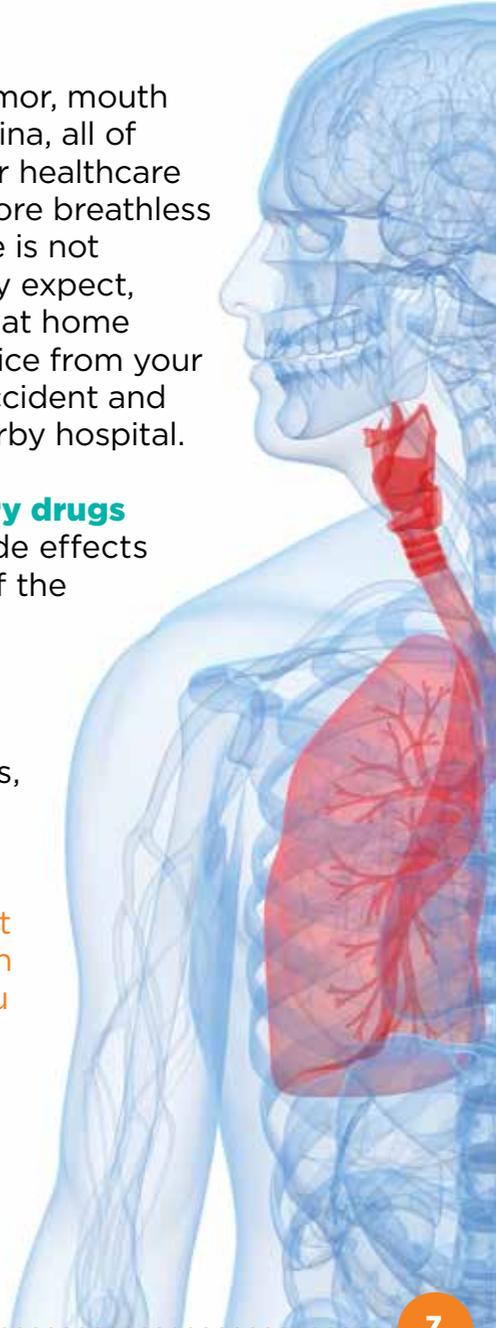
Side effects may include a tightening of the breathing tubes, a fungal infection of the mouth, and skin rash.

Before and after every treatment please rinse your mouth out then wash your face and hands. If you experience any side effects or ongoing problems please notify your healthcare professional.

CAUTION

If in doubt, you should contact your healthcare professional.

(open 24 hours for urgent calls only)



YOUR NEBULISER SERVICE

The home nebuliser service has been designed to provide you with all your nebuliser equipment needs at home. It aims to ensure your quality of life by giving you the most suitable equipment for your condition and lifestyle, together with the convenience of support and maintenance in your home. This booklet aims to answer questions you may have about your home nebuliser service.

If you have further questions, please call us, ask your engineer, email us at healthuk@baywater.co.uk or post a question on our website: www.baywater.co.uk

Our patient charter

Baywater Healthcare is committed to providing a home nebuliser service that puts the needs of patients first.

1. We strive to provide the most suitable nebuliser equipment for your condition and your lifestyle, as prescribed by your healthcare professional
2. We provide technical expertise to meet your nebuliser therapy requirements
3. We will endeavour to provide a service of the highest standard.



YOUR EQUIPMENT



The following section provides details of the different nebuliser equipment we can supply to patients.

You will not need all of the equipment. Please refer only to the equipment your engineer has provided you for your medication needs.

Compressor unit

This is the driving force which enables a nebuliser to convert the medicine to a gas. The compressor forces air through the drug solution into the nebuliser chamber where it is converted into fine mist, which you breathe in through a mask or a mouthpiece.

Nebuliser chamber

The nebuliser chamber is where you put your liquid medication. There are different types of chambers depending on the type of medication prescribed, for example, some medications such as antibiotics require a special type of nebuliser chamber - specific instructions will be provided in these cases.

Tubing

Tubing is used to get air from the compressor to the bottom of the nebuliser chamber.

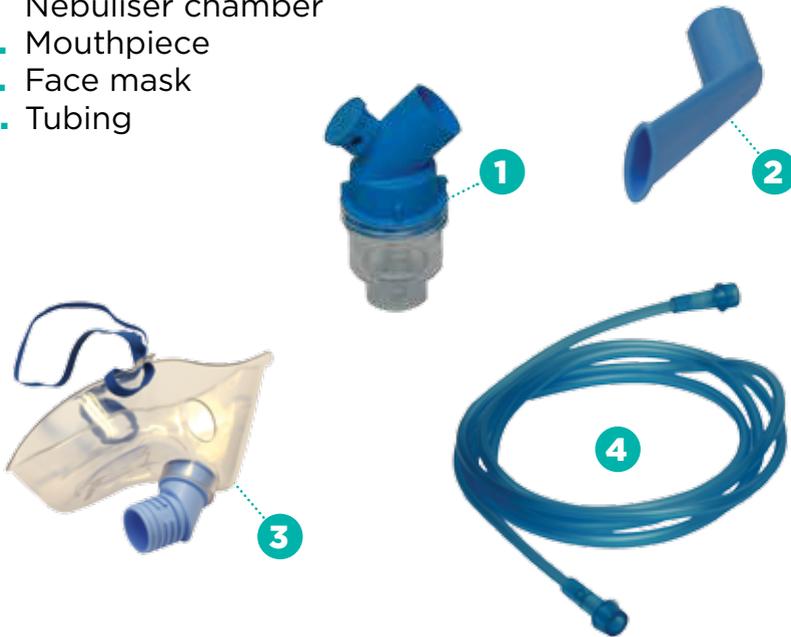
Mouthpiece/face mask

A mouthpiece or a face mask can be used to deliver your nebuliser therapy. Your healthcare professional will recommend which is more suitable for you.

A mouthpiece is most commonly used, as it prevents the medicine from getting into the eyes or causing irritation. This is connected to the nebuliser chamber and placed between your teeth and sealed by the lips while inhaling the medicine.

Alternatively, you may be advised to use a face mask. This is usually recommended for patients with severe breathing problems or a child. A face mask is placed over your mouth and nose and kept in place by a head strap.

1. Nebuliser chamber
2. Mouthpiece
3. Face mask
4. Tubing



Please note that equipment shown in this booklet may differ from what you receive during installation.

TYPES OF NEBULISER

The type of nebuliser you receive will depend on what your healthcare professional has ordered for you.

Mini-Neb/Mini-Plus

The Apex Mini-Neb and Mini-Plus have been designed to operate from AC mains voltage (120 VAC/60Hz, 230 VAC/50Hz). They are intended for intermittent use only and should not be used continuously for more than 30 minutes.

Both devices are high quality and compact. **They are suitable for most patients.**

Mini-Neb

1. Switch On/Off
2. Inlet filter
3. Outlet nozzle
4. Mains lead



Mini-Plus

1. Switch On/Off
2. Inlet filter
3. Outlet nozzle
4. Mains lead



ECONOneb

The ECONOneb has been designed to operate from AC mains voltage (230 volts 3 10% 50Hz)

These are suitable for patients who need to use them for longer nebulisation times, more frequent administration of medication, or for specific medications. Your healthcare professional will order the most suitable nebuliser for your needs.

1. Switch On/Off
2. Inlet filter
3. Outlet nozzle
4. Mains lead



AC4000

The AC4000 nebuliser is designed to be used from AC mains voltage (230 volts AC 50Hz). It is fitted with an automatic cut-out system to protect the equipment from over heating due to over use.

The AC4000 can be used from up to one hour and if continuously used for one hour you must wait at least an hour before using it again.

1. Switch On/Off
2. Inlet filter
3. Outlet nozzle
4. Mains lead



NEBULISER CHAMBERS

The nebuliser chamber is where you insert your medication. It is in this chamber the liquid will be converted into a fine mist for inhalation into your lungs.



Baffle

This chamber is suitable to nebulise the majority of medicines.

High performance chambers may be required for specialist medicines and some types of antibiotics. Your healthcare professional will order these if required.



OPERATING INSTRUCTIONS

Taking your nebuliser medication

1. Unscrew the top of the nebuliser chamber.
2. Open the vial drug solution by twisting off the top. Ensure the baffle is in place.
3. Put the prescribed amount of your medicine into the nebuliser chamber. The medicine normally comes in individual doses.
4. Screw on the top of the nebuliser chamber and attach the mouthpiece or face mask to the top of the chamber.

You may be advised to increase the volume of your drug solution by diluting it. You should only use the solution prescribed for dilution (usually normal saline). Occasionally some antibiotics may need to be diluted with sterile water. Your healthcare professional will provide instructions.

**ALWAYS
READ THE
INSTRUCTIONS
PROVIDED
WITH YOUR
MEDICATION**

Depending on the type you are using, there may also be a control valve at the top of the chamber. When adjusted this can help with faster and slower administration of your medication. Start with the valve in the half open position and then adjust accordingly. The open position allows for faster delivery of medication and the closed allows for slower.

CAUTION

Never use tap or distilled water to mix your medication.

Not all medicines can be mixed, always check with your pharmacist and physician before trying to mix them.

Assembling nebuliser equipment

Please refer to the your nebuliser equipment section for a diagram of your device.

1. Plug the mains lead on the nebuliser machine into the wall socket.
2. Connect one end of the tubing to the outlet nozzle.
3. Connect the other end of the tubing to the nebuliser chamber.

Administering treatment

1. If you are using a mouth piece, place it between your lips. If you are using a face mask place it over your mouth and nose and place the strap over your head.
2. Sit up in a well-supported position. Keep the chamber upright.
3. Switch on the power and breathe in the mist at your normal pace of breathing. Avoid talking while inhaling the treatment. If you are using a mouthpiece you may need to remove it to swallow collected saliva.
4. Relax when using the nebuliser, perhaps by watching TV or listening to music. While your nebuliser is in use, small drops of drug solution may form on the sides of the nebuliser chamber. This is quite normal. You can knock these droplets back into the drug solution by gently tapping the nebuliser chamber with your finger. A small amount of solution may be left in the nebuliser at this stage but this is also normal.
5. Nebulising your medication can take up to ten minutes depending on your equipment and the quantity of solution. When the liquid in the nebuliser chamber starts to splutter and sounds dry, the treatment has finished.
6. Switch off the compressor unit and disconnect the nebuliser chamber from the tubing.

CLEANING AND MAINTAINING YOUR EQUIPMENT

After each treatment

1. Wash face, rinse mouth and wash hands.
2. Disconnect the chamber and wash in warm soapy water and then rinse thoroughly with clean water and dry well. Remove the baffle from the chamber, clean separately, allow to completely air dry and replace.
3. Unplug then clean the compressor with a damp cloth.
4. Store the machine in a dust and smoke free area.
5. Check your tubing regularly for kinks or holes as these may affect the performance of your nebuliser.

Every two months

1. Replace the chamber, tubing and mouthpiece/face mask.

Filters

Your inlet filter will require replacement every one to three months. Please look on the inside front cover where your engineer will have specified how often the filter requires replacement for your unit.

CAUTION

Do not immerse the nebuliser compressor in water.

If you run out of consumables please call out helpline on **0800 121 4524** and we will arrange to send you more.

**YOU
MAY HAVE
BEEN GIVEN
SPECIFIC ADVICE
REGARDING YOUR
CONSUMABLES FROM
YOUR HEALTHCARE
PROFESSIONAL,
PLEASE FOLLOW
THIS ADVICE**

YOUR QUESTIONS ANSWERED

What are Baywater Healthcare's responsibilities?

To provide and maintain the best nebuliser equipment to suit your needs and to support the advice your healthcare professional gives you to help you manage your condition.

We supply all nebuliser equipment including compressors, chambers, tubing, mouthpieces and masks. Once we receive an order from your healthcare professional, we will arrange for our engineer to deliver your nebuliser.

On the first visit, the engineer will explain your equipment to and make sure you are comfortable using it.

Your healthcare professional will still be responsible for assessing your condition and providing medical advice.

How do I contact Baywater Healthcare?

Call us on **0800 121 4524** between 8.00am-5.00pm, Monday to Friday, 24 hours a day if you need urgent help.

If you need emergency medical assistance, you should contact your healthcare professional or call 999.

Will my nebuliser be serviced?

Yes. Your engineer will do this every twelve months.

In between services, you need to perform some simple maintenance, such as replacing the filter to ensure hygiene and the efficient operation. Refer to the cleaning and maintaining your equipment section for more details.

What if I have a problem with my equipment?

You should refer to the troubleshooting section in this booklet or the manufacturers user manual. If you cannot resolve the problem using these instructions call our helpline.

How do I obtain more mouthpieces, masks or tubing?

At each service visit your engineer will supply you with a year's supply of consumables and will advise you on replacements. This will depend on the type of nebuliser unit you are using. If you need replacement consumables before your next service is due, call our helpline during normal hours and we will arrange to send some to you.

Who do I contact if my respiratory condition changes?

If you are feeling unwell, or feel that your current nebuliser therapy is no longer helping your condition, please contact your healthcare professional.

You should not alter your medication without consulting your healthcare professional. If you need urgent medical assistance you should contact your healthcare professional or call **999** for an ambulance.

What do I do if I move house?

If you are moving house it is important that you inform us so that you can continue to get your equipment serviced and consumables replaced at your new address.



TROUBLESHOOTING

If you are having problems with your equipment, read this troubleshooting guide, or the manufacturers user manual to see if it solves the problem.

If you cannot resolve the issue, call our helpline.

MININEB/MINI-PLUS TROUBLESHOOTING

Problem	Probable cause	Solution
Device does not operate.	Mains disconnected.	Check mains lead is securely connected each end.
	Device automatically shut down due to being run continuously for 30 minutes.	Leave device turned off for 30 minutes before next use.
	Fuse gone in nebuliser.	Contact us.
Nebuliser chamber bubbles or produces little or no mist.	Inlet filter blocked or baffle missing from chamber.	Remove and replace filter or replace baffle.
	Nebuliser chamber blocked.	Wash nebuliser chamber and replace if necessary.
	Compressor blocked.	Contact us.
	Tubing kinked or leaking.	Replace tubing.

ECONONEB/AC4000 TROUBLESHOOTING

Problem	Probable cause	Solution
Compressor unit will not operate - green light in mains switched on and motor does not function.	Internal fault.	Contact us.
Air compressor will not operate - green light switched off.	Mains disconnected.	Check mains lead is securely connected each end.
	Fuse gone in nebuliser.	Contact us.
Nebuliser chamber bubbles or produces little or no mist.	Inlet filter blocked or baffle missing from chamber.	Remove and replace filter or replace baffle.
	Nebuliser chamber blocked.	Wash nebuliser chamber and replace if necessary.
	Tubing kinked or leaking.	Replace tubing.
	Compressor blocked.	Contact us.

USEFUL CONTACTS

Starting nebuliser therapy can be a difficult time for you and your family. We understand the anxieties you may experience and have developed our service to support your comfort and safety at all times.

There are also a number of support services and organisations available to provide you with more information and support.

Asthma Society UK

Summit House
70 Wilson Street
London
EC2A 2DB
Tel 020 7786 4900
Fax 020 7256 6075
Email info@asthma.org.uk
www.asthma.org.uk

British Lung Foundation

73 - 75 Goswell Road
London
EC1V 7ER
Tel 08458 50 50 20
www.lunguk.org

What if I have a complaint?

Baywater Healthcare always aims to provide our patients with the best possible service at all times. But if our service does not meet your expectations, please tell us immediately by calling our Helpline on freephone **0800 121 4524**. If you are still unhappy, a complaint should be made in writing and sent to:

Customer complaints
Baywater Healthcare
2 Millennium Gate
Westmere Drive
Crewe, Cheshire
CW1 6AP

Baywater Healthcare

2 Millennium Gate
Westmere Drive
Crewe, Cheshire
CW1 6AP

Freephone: 0800 1214524

Fax: 0800 214709

Email: healthuk@baywater.co.uk

 @BaywaterHealth

