

# Sunshine

Winter 2024 - Issue 50

## Bank Holidays

Dates for ordering  
oxygen around  
Christmas and  
New Years Day

## Safeguarding

Stay safe from potential scams by  
following our simple advice

## Winter Warmth

Advice keeping warm  
this winter and the  
support available



Providing NHS services

# Welcome

Greetings Everyone! As Autumn becomes Winter, we are thrilled to present another exciting edition of our Sunshine magazine for you.

This issue is packed with valuable information, including:

- Tips on keeping warm
- Safeguarding advice to keep you safe from scams
- Electricity question and answers
- Advice on going away from home with your oxygen

Additionally, you'll find crucial delivery dates to keep in mind for ordering oxygen around Christmas and New Years day.

Wishing you all a Merry Christmas and a joyful New Year!

Best wishes,

*The Baywater Healthcare Team*



## Stress-Free Christmas

Are you looking to avoid the busy Christmas markets, or are you struggling to think of a movie to watch to get you into the Christmas spirit?

Stress-free Christmas gives you a platform to reduce holiday stress and bring Christmas magic to your home. Available on the site are cooking recipes, movie ideas, gift advice, craft activities and a Virtual Christmas market.

Check out: [www.thestressfreechristmas.com](http://www.thestressfreechristmas.com) to find out more!





# 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 is 18 degrees in your bedroom and 21 degrees in the living room. 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 as well as outdoors so that you feel at a comfortable temperature.

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

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 away from radiators and central heating.

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

**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)

# Bank Holiday Ordering

Important dates for ordering oxygen over Christmas and New Years day are shown below:

## Christmas

### For delivery on

Tuesday 24th December 2024

Friday 27th December 2024

### Place your order by

Monday 23rd December 2024

Tuesday 24 December 2024

### Emergencies only on

Wednesday 25th December 2024

Thursday 26th December 2024

## New Years Day

### For delivery on

Tuesday 31st December 2024

Thursday 2nd January 2025

### Place your order by

Monday 30th December 2024

Tuesday 31st December 2024

### Emergencies only on

Wednesday 1st January 2025



# Safeguarding

With methods being used by scammers becoming more complex, we want to remind you of how we protect you from scams and potential fraud.

## Scam calls

We will never make an unsolicited 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. If you receive an unexpected call from somebody claiming to be from Baywater Healthcare requesting your bank details or personal details, please do not provide these and hang up and call our Healthcare Helpline on [0800 373580](tel:0800373580) to confirm the request is legitimate.

## Visits from our Healthcare Technicians

Several verification checks can be conducted when a Healthcare Technician visits you to confirm their identity. 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](tel:0800373580) to confirm that it is a legitimate employee visiting you.



## Cyber Security

You may spend more time online as we approach the Christmas period, including online shopping and speaking to your loved ones via social media or email. To ensure the online safety of our patients and colleagues, 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/)

# Electricity Questions and Answers

We continue to reimburse electricity costs for oxygen machine usage on behalf of the NHS in accordance with the latest Government guidelines and tariffs. In this article, we have answered some of the most commonly asked questions that we receive regarding Electricity Reimbursements.

## **I need to have a cheque reissued; how do I go about it?**

Please return the cheque to the address at the top of the accompanying letter, including reissue details. If you can provide your bank sort code and account number details, this will ensure a quicker reissue.

## **What's the best way to receive my reimbursements?**

The easiest and most secure method is via credit transfer into your bank/building society account or that of a nominated third person.

## **How can I provide my bank details?**

Upon installation, our Healthcare Technician will provide you with a patient pack, which includes a reimbursement form with a pre-paid envelope.

You can also supply your reimbursement details via our web form, by emailing [electric@baywater.co.uk](mailto:electric@baywater.co.uk) or by calling the Healthcare Helpline on [0800 373580](tel:0800373580) and requesting a form to be posted.



### **When will I receive my first reimbursement?**

We will service your oxygen machine(s) three months after installation. Your first reimbursement will be made at the end of the fourth month. After that, your oxygen machine will be serviced every six months.

We usually make an estimated payment based on your historical usage between reimbursements based on readings. This will provide you with a regular payment every three months. Any over or underpayments will be adjusted when the next reading is taken.

### **Can I provide you with a reading myself?**

We are happy for you to provide us with a current reading from your oxygen machine. This will enable us to keep payments as accurate as possible. Your Healthcare Technician will be able to show you how to do this. Please note that this is not a substitute for services. These must still be carried out at regular intervals to ensure the continued safety of your equipment.

### **My statement is showing a minus balance. What should I do?**

There is nothing to worry about if your statement letter shows a minus figure/balance. This amount is usually a temporary payment. You should receive a payment every quarter from an actual reading from the oxygen machine. Then, an estimated temporary payment will be made based on the previous reading.

After that, the next payment will be an actual reading from the oxygen machine. The minus balance shown previously on your statement will then be recalculated based on the new reading from the oxygen machine.

If you miss a service, this can affect your electricity reimbursements, delaying your payments in the future. If possible, please always try to reschedule the service offered for the same month. This will ensure that you receive your payments every three months.



# Cold Cylinders

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

The colder your cylinder is, the more likely it is that the content gauge on the cylinder will show less than what is actually in the cylinder. 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 (between 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 your cylinders outside. Please use this to maintain their 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.**



# Away from Home

Please give us at least two weeks' notice if you will be staying away from home so we have time to put all the arrangements in place. Please notify us if you extend your stay.

When ordering your equipment, tell us it is for a trip away. We will need the full details of your holiday destination, booking number, name the booking has been made in, arrival and departure dates, and a mobile number.

If you are holidaying out of a Baywater Healthcare region, please inform us so we can inform the regional suppliers of your break. Give us as much notice as possible to ensure the other suppliers can accommodate your out-of-area stay. There is no need to take your equipment.

## **Please refer to our handy checklist when travelling:**

Have you checked with your destination that they will accept a delivery of oxygen equipment?

If your order includes liquid oxygen have you checked with your destination to ensure that they will accept a delivery of liquid oxygen and that there is safe storage for the dewar?

Have you checked how to travel with oxygen equipment?

Do you have contact details of your destination?

Do you have a booking reference or a caravan number?

Do you have the correct contact details for the home oxygen provider if your holiday is not in a Baywater Healthcare area?

For more information about travelling away from home and safely storing oxygen in your vehicle, please visit: [www.baywater.co.uk/oxygenaway](http://www.baywater.co.uk/oxygenaway)

# Power Cuts

If you use an oxygen machine, you will have a large emergency cylinder unless your Healthcare Professional has identified a safety concern within your home; in this case, your Healthcare Professional will have provided you with guidance.

Emergency cylinders provide oxygen for you to use during a power cut. When they are full, you will have enough cylinders to supply at least eight hours of oxygen.



Keep your cylinder close to your oxygen machine in a place that is easy to reach in case of a power cut. Keep your cylinder away from anything with a flammable logo or open flame fires, such as log burners.

You must have either nasal prongs or a mask (if you use one) attached to your cylinder so it is ready to use.

If you need to use your cylinder, turn the dial so the number in the window matches the one your Healthcare Professional has told you to use.

Keep a torch nearby with working batteries or charged if it is rechargeable. **Do not use candles near oxygen due to the risk of fire.**

# 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](tel:0800373580)

## 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)

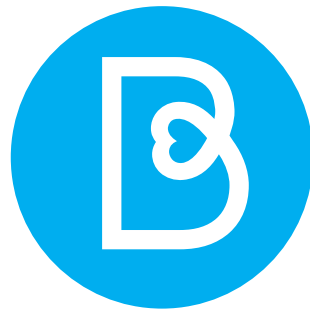
## Online ordering

[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





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The magazine for oxygen users and their carers  
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Wulvern House, Electra Way  
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**0800 373580**

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