

Sunshine

Spring 2025 - Issue 51

Oxygen Away from Home

Advice on ordering
your oxygen for visits
away from home

Online Ordering

Learn more about ordering
your oxygen on our website

Sustainability

The latest update on
our sustainability and
social value initiatives



Providing NHS services

Welcome

Greetings everyone! It's that time of year again where the days are getting longer and the weather is slowly starting to get warmer. We hope you are enjoying the extra hours of daylight and planning to get out and about as much as possible.

We have some great articles for you in this issue, including:

- Advice on ordering oxygen away from home and flying
- Information on using our website to order online
- An update on our sustainability initiatives
- Tips on using and caring for your oxygen equipment

We have also included the important dates for ordering oxygen around the upcoming bank holidays.

Best wishes,

The Baywater Healthcare Team

Dog Safety

We love dogs, but when a stranger visits your home, it can cause stress for them, leading to anxious behaviours like barking and biting. Unfortunately, we have experienced instances of this when our Healthcare Technicians visit patients' homes.

To help keep our Healthcare Technicians safe, please ensure that your dog is secured in another room during their visit. Thank you!





Oxygen 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 are staying away for longer than you stated.

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.

Always contact your holiday destination before booking to ensure they are happy to have your oxygen delivered and stored for your stay.

Flying with Oxygen

If you have a breathing condition, you might need a hypoxic challenge test (also called an in-flight oxygen test), to check if you need extra oxygen while flying. This test checks if you need extra oxygen when flying by simulating the lower oxygen levels that you find in aeroplanes while they are flying.

Remember, this test alone doesn't determine if you're fit to fly. Your Healthcare Professional will review the results and might suggest a brief appointment to discuss your travel plans.

Not all airlines supply in-flight oxygen, please check with the airline before making a booking.

Baywater Healthcare oxygen equipment is for use inside of the UK only.

Bank Holiday Ordering

Important dates for the upcoming bank holidays are shown below:

Easter

For delivery on

Thursday 17th April

Saturday 19th April

Tuesday 22nd April

Place your order by

Wednesday 16th April

Thursday 17th April

Saturday 19th April

Emergencies only on

Good Friday 18th April

Easter Sunday 20th April

Easter Monday 21st April

Early May

For delivery on

Friday 2nd May

Tuesday 6th May

Place your order by

Thursday 1st May

Sunday 4th May

Emergencies only on

Monday 5th May 2025

Spring

For delivery on

Friday 23rd May

Tuesday 27th May

Place your order by

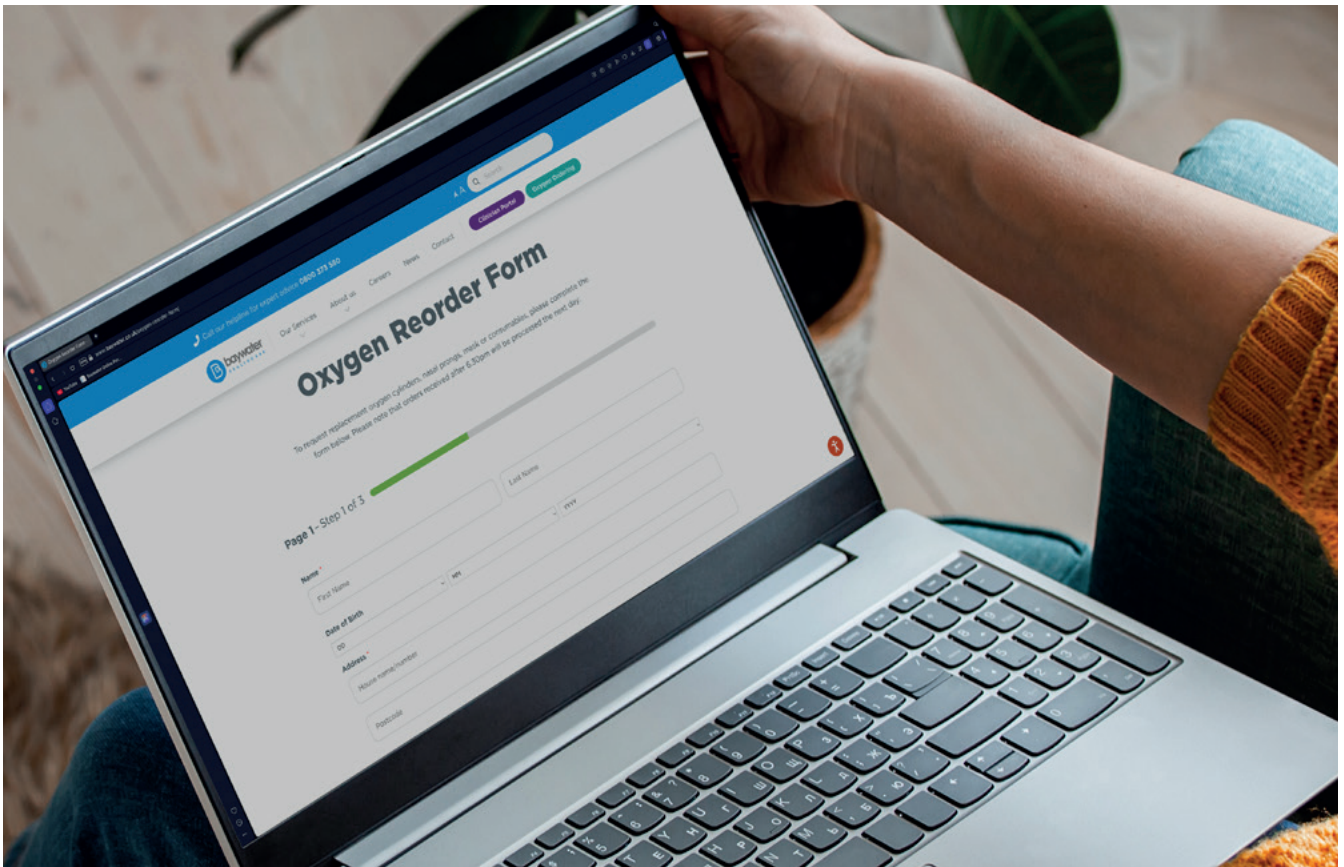
Thursday 22nd May

Sunday 25th May

Emergencies only on

Monday 26th May





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 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

Sustainability

At Baywater Healthcare, we are proud of our efforts to impact the environment and our community positively. Our sustainability commitment is at the heart of everything we do, and we want to share some highlights with you.

Supporting Local Communities

We actively give back to the areas where we work by donating to Community Foundations. Our Employee Charitable Giving Policy ensures employees can apply for donations towards a charity or social group they are directly involved with.

Volunteering Policy

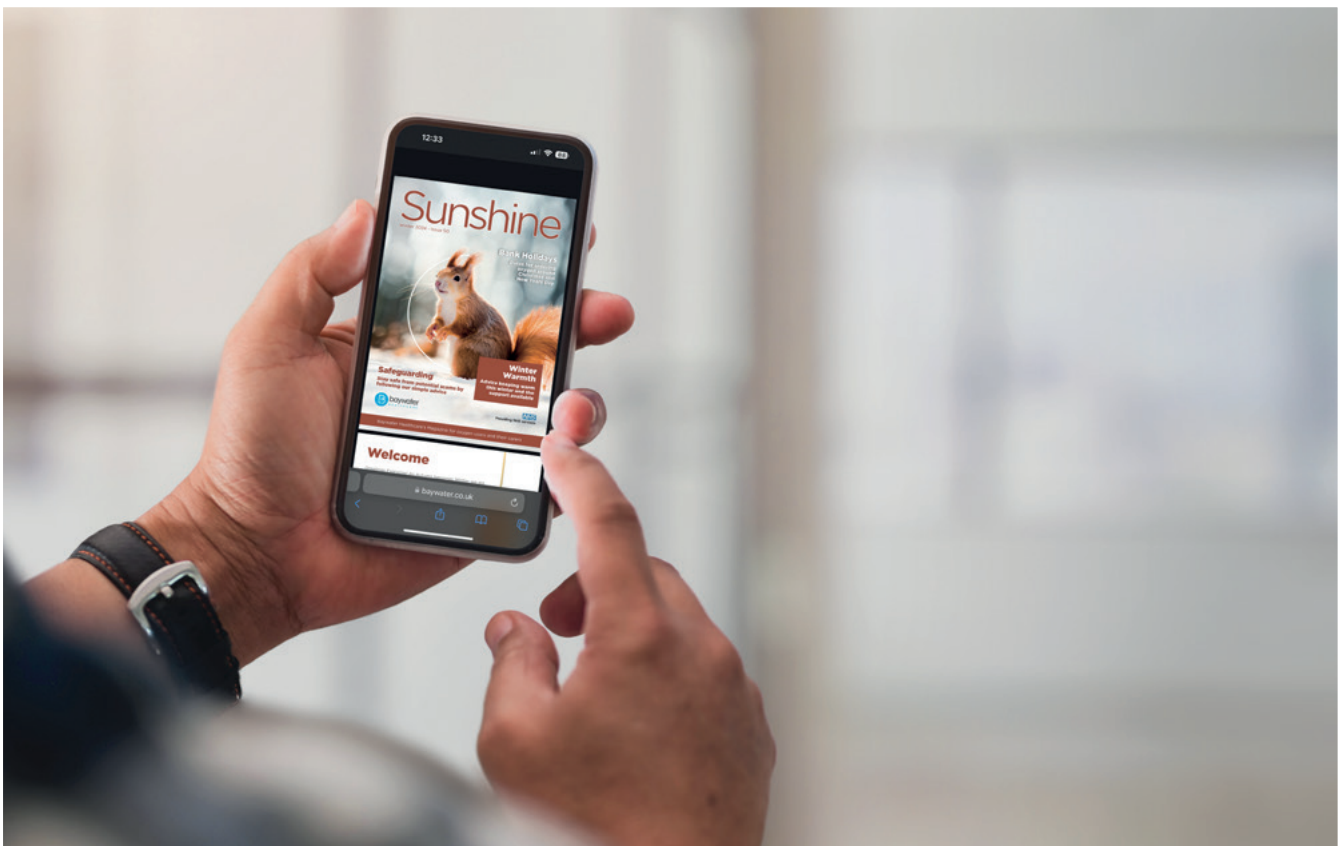
Our employees are at the forefront of our community efforts. Through our volunteering policy, they have opportunities to dedicate their time and skills to local initiatives, helping to create a lasting impact.



Environmental Sustainability

We are committed to reaching net zero and promoting greener practices across all our operations. Our dedicated Sustainability Champions lead the way in environmental initiatives, inspiring others to reduce waste, conserve energy, and enhance social value.

Our hard work has already been recognised with the Bronze Social Value Quality Mark, and we're excited to work towards achieving Silver.



Make a Greener Choice – Go Digital

Receiving your copy of Sunshine digitally instead of as a paper version helps reduce the environmental impact of production and delivery. By switching to digital, you're helping us save paper, cut down on carbon emissions and protect our natural resources for future generations. Small changes like this can make a big difference, and we encourage you to consider opting for the digital version.

Oxygen Equipment Tips

Here are some tips about how to use and care for your equipment:

Oxygen Cylinders

F400 side valve

F400 cylinders have a side valve. When the cylinder is turned to its prescribed setting, this valve must be opened to allow oxygen to flow.

Micro/low-flow meters

Some patients' cylinders are supplied with a micro-flow or low-flow meter. To use these meters, the cylinder's flow rate selector must be set to the 'on' position; and the micro/low-flow meter set to the prescribed flow rate.

Portable cylinders are safe to be laid down in your cylinder bag; this does not impact how the cylinder operates.

Cylinder Contents Gauges

This is where the needle will point on your cylinders contents gauge when it is full:



B10, B10p and F400 cylinders

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



F600, F300 and F300p cylinders

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

Oxygen Machine Weekly Maintenance

Clean the outside of your oxygen machine with a lightly damp cloth or brush. Pay special attention to the open filter inlets.

If your oxygen machine has a removable filter, wash it once a week if you have a spare. If it has a fixed filter, Hoover it once a week.

Visit our website for helpful video guides on cleaning and caring for your oxygen equipment.

www.baywater.co.uk/HOSvideos



Reordering Your Cylinders

When reordering oxygen cylinders, the most common issue is patients running out or getting too low on their portable oxygen while waiting for their next delivery. A good tip is to note approximately how long your cylinder will last at your prescribed flow rate, and then order replacement cylinders with enough left to last you until our Healthcare Technician arrives.

Reordering your oxygen via our website is quick and easy to do. You can reorder cylinders, liquid oxygen or consumables via our website by completing our online order form.

You can also call our Healthcare Helpline and reorder your oxygen by telephone. When you require more cylinders, call us between 8 a.m. and 6.30 p.m. Orders received outside this timeframe will be processed the next working day.



The Dangers of Smoking

Smoking while using oxygen is very dangerous. It reduces the benefits of your oxygen therapy and poses a fire risk. If you smoke, we strongly encourage you to quit.

Quitting smoking is good for your health. It boosts your immune system, strengthens your lungs, and improves your mental health. It also increases your energy levels and lowers your risk of serious illnesses. Plus, not smoking protects your loved ones from second-hand smoke, which is harmful. Quitting can also save you money. You might be surprised at how much you can save by not smoking.

We advise you not to smoke. If you choose to smoke, turn off your oxygen equipment and wait at least 20 minutes before smoking or going near an open flame.

Electronic Cigarettes

Many people use electronic cigarettes as an alternative to regular cigarettes. However, they are not safe to use with oxygen therapy. Electronic cigarettes have a heating element that vaporises liquid and include a battery that charges via a USB port or charger. These items can catch fire when exposed to oxygen.



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

Social media

Facebook: [Baywater Healthcare](#)

Twitter: [@BaywaterHealth](#)

Post

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

Complaints

complaints@baywater.co.uk

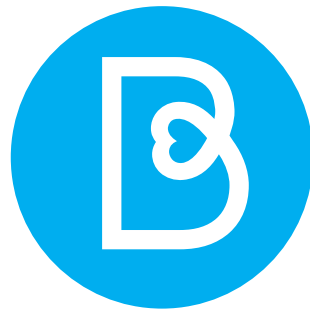
Online ordering

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
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For more information visit www.baywater.co.uk