



Patient guide

Your Home Oxygen Service

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Welcome and how to contact us

This patient guide provides general information about your oxygen equipment and its use.

It is vital that you take time to read this guide and familiarise yourself with your equipment, its cleaning and maintenance.

If you have any questions about your equipment or the Home Oxygen Service in general, please contact us for advice, enquiries, help and assistance.

Our Helpline **0800 833 531** operates normal working hours from Monday to Friday 09:00 - 17:00. However, outside these hours we have a Helpline to address any of your urgent enquiries or concerns.

To access our services if you are deaf or hard of hearing, non-English speaking or you are visually impaired then please use the Accessibility option available on our website: www.vivisol.co.uk

Patient Charter

Dear Patient,

Your clinical team has agreed that the provision of a home oxygen supply will help with your medical condition. We want to ensure you obtain the maximum benefit from this, and that as far as possible, this supports your normal daily activity.

We understand that, for the majority of patients, this will be the first occasion on which you will have medical equipment installed in your home. This may appear a daunting prospect, but we hope that through the support provided (see opposite), we can help you adapt, so that you receive the maximum benefit from your oxygen provision.

To this end, your Home Oxygen Service Provider (Vivisol) give you their commitment to the following:

What you can expect from your Home Oxygen Provider – Vivisol

1. Will ensure provision of your home oxygen service in line with your assessed clinical needs and the service contract.
 - Fully trained Patient Service Representatives
 - Provide regular updated information regarding home oxygen services that may be helpful.
2. Will provide you support in the safe and effective use of equipment, including:
 - Full training for you and your carers in the safe operation of your equipment
 - Information on the equipment that has been provided
 - Regular risk assessments and servicing of the equipment.
3. Will provide a patient support service to deal with equipment-related queries in a timely manner, including:
 - A patient telephone helpline
 - Patient handbook on oxygen services
4. Will ensure you are informed of any changes, or special circumstances, that may affect your service provision, or request for services (e.g. bank holiday service provision, adverse weather etc).
5. Will be polite and treat you with dignity and respect at all times.

Following the principles and requirements within the NHS constitution.

Patient Charter (cont)

We hope that all patients receiving a Home Oxygen Service will recognise that they too can help with the effectiveness of the service provision, thereby ensuring that both they, and other Home Oxygen patients, receive the maximum benefits possible.

In order to work in partnership and to involve you in the supply of your Home Oxygen Service, we would ask that all patients subscribe to the following points:

What can I do as a patient?

1. I will ensure I follow all the safety recommendations e.g. not smoking (including electronic cigarettes) whilst using oxygen. (e.g. cylinders) are ordered in good time to avoid unnecessary last minute requests.
2. I will ensure that the equipment is cared for and operated correctly by following the instructions/schedule as demonstrated by the home oxygen provider (Vivisol), e.g. changing the filters on some equipment.
3. I will not alter the equipment installation, or change any equipment settings other than as instructed by the oxygen provider (Vivisol), or respiratory clinical team.
4. I will ensure that any back-up emergency supply is only used for that specific purpose, and no other reason.
5. I will, as far as possible, ensure that any replacement supplies
6. I will, as far as possible, inform my respiratory clinical team and home oxygen provider (Vivisol) of any changes that may affect the delivery of my service, as soon as possible (e.g. address change, Doctor change).
7. I will ensure that either myself or my carer is present to receive any requested or scheduled delivery, removal or service visit. If this is not possible, I will contact the home oxygen provider (Vivisol) at the earliest opportunity to allow re-scheduling.
8. I will not take my oxygen equipment out of the UK.
9. If I am not the homeowner, I will notify my landlord about the presence of oxygen in my home.



Why do you need oxygen?

Your Healthcare Professional (HCP) has ordered oxygen for you. This may be because the oxygen in your blood is low and you need more oxygen than is available from room air alone.

Your HCP will have assessed you, deciding how much additional oxygen your body requires. Your HCP will also decide the flow rate of oxygen and how many hours per day you will need to use it. They will have submitted a Scottish Home Oxygen Order Form (SHOOF) on your behalf.

It is very important to follow your oxygen prescription because under certain circumstances, oxygen therapy can be dangerous. Therefore, oxygen therapy should only be used under the direction of a HCP.

This instruction guide tells you all you need to know about oxygen therapy to ensure you benefit as much as possible. Make sure you read and understand the guide before starting to use the oxygen equipment.

Please also pay special attention to the safety information included in this guide; should you have any questions, please contact us.

Safety with your oxygen

Oxygen is a fire accelerator and can cause rapid burning.

Higher concentrations of oxygen than normal in the environment can have three major effects:

1. Substances which would not normally catch fire may actually do so
2. Substances which will not normally burn or catch fire will do so more easily
3. Oxygen is denser than air and can saturate fabrics. Once they are oxygen rich they are much more flammable

For this reason, we ask you to take the following precautions when using and handling medical oxygen equipment.

DO keep at least 10 feet (3m) away from sparking objects, naked flames, flammable materials and extreme heat, e.g. gas hob, gas fire.

DO ensure you turn off your oxygen supply when not in use, even for short durations.

DO allow at least 15 minutes after you have removed your oxygen before cooking. Oxygen may build up in material and make it more flammable, so allow time for it to be dispersed. For example, it can take up to 30 minutes to ventilate bedding.

DO ensure oxygen is used in a well-ventilated room and not in a confined area.

DO ensure the firebreak (provided on static concentrator machines only) remains in the tubing, as left by the Vivisol technician. This piece of white plastic should have the blue arrow pointing towards the patient. It helps stop a fire spreading up the tubing.

DO NOT smoke or let anyone else smoke near you. Not only will smoking aggravate your condition, it is extremely dangerous when oxygen is being used. This includes E-Cigarettes. In addition never charge an E-Cigarette in the vicinity of oxygen.

DO NOT apply oil or grease to the equipment. Keep all equipment clean using a damp cloth and allow the equipment to dry properly before using. Ensure your hands are clean when handling the equipment. If using alcohol hand gels, ensure your hands are dry before handling equipment.

DO NOT use face or hand creams that are oil-based. Only use water-based creams. If unsure seek advice from your pharmacist or HCP.

When your oxygen is switched on, **DO NOT** leave your mask or cannula in your lap or lying on the bed or chair for any length of time.

When you are not using your oxygen it should be turned off.

DO NOT let your tubing get trapped as this can reduce the flow of oxygen or even stop it. The maximum length of tubing we can install is 15m so always take care not to slip or trip over your tubing. Be extra careful around doors and furniture.

DO NOT let anyone tamper with your oxygen equipment or change the flow rate ordered by your HCP.

DO NOT cover or hang items on your concentrator or other oxygen equipment.

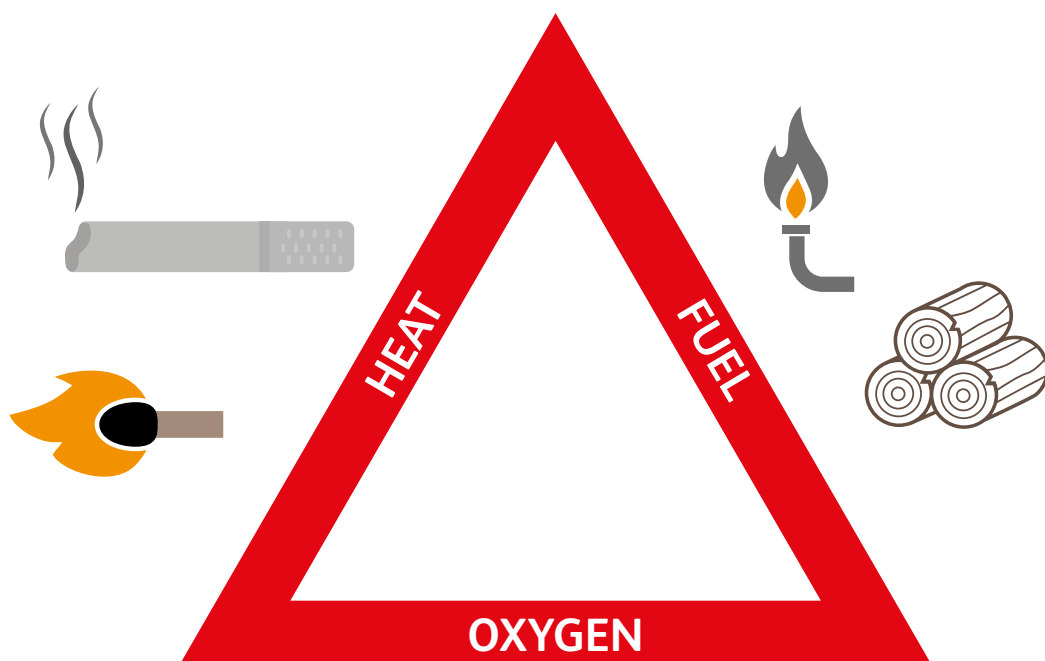
Remember: In case of fire, immediately vacate the premises. Only take your oxygen equipment with you if it does not hinder you. Stay out of the premises and call 999 and advise them you are using medical oxygen.

GET OUT, STAY OUT, CALL OUT!

Your equipment

For details about the equipment that your HCP has ordered for you on the Scottish Home Oxygen Order Form (SHOOF), please refer to the individual information leaflets provided by your Vivisol technician.

These information leaflets will also provide you with the relevant information on ordering replenishment of cylinders and dewars, servicing a concentrator and if applicable, electricity reimbursement.



Looking after your consumables

Your cannula/mask and tubing supplied are all important parts of your oxygen equipment and need looking after. The cannula should be replaced monthly or as advised by your HCP. Facemasks should last between 2 - 3 months if cleaned regularly. You should only use consumables provided by Vivisol, these have been tested and are compatible with all of the home oxygen equipment.

Cannula

Clean daily with a warm, damp cloth. Never immerse your cannula in water.

Facemasks

Facemasks should be cleaned daily in warm water, rinsed and left to air dry before use.



Looking after your consumables (cont)

Relief of irritation and dryness

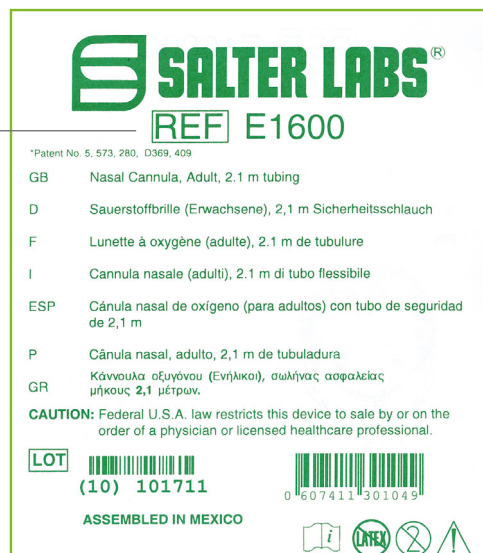
Masks and cannula can irritate both the nose and skin, especially if the flow rate is high. To relieve and prevent this happening, only use a water-based moisturiser such as KY-Jelly or aquagel. Do not use oil-based moisturisers such as Vaseline.

Please retain the paper insert from the disposable plastic bag you received your consumables in for re-ordering. This will have the model ref. number on it.

Example model ref. number for re-ordering purposes

Replacement consumables can be requested from your Vivisol technician at their next visit, or by contacting us. They can also be ordered online via the website (see inside back page for contact details).

We will either post your requested items to you or our technician can provide these on your next delivery.



What to do if there is a fault with your oxygen equipment?

In the unlikely event of this happening, switch to your backup supply, where appropriate.

If you have any concerns about the equipment, you should **immediately** ring our Customer Contact Centre. They will guide you through a troubleshooting process to determine the source of the problem.

In order for us to give you a prompt and accurate response, it is important that you give us as much information as you can, which should include:

- The name and contact details of the person for whom the equipment is ordered, if not you
- Contact details of the person reporting the fault
- The address where the equipment is located, including the post code
- Which piece of equipment is faulty

If we are unable to solve the problem during the call, we will arrange for a Vivisol technician to visit you.

We have Patient Service Advisors in the Customer Contact Centre from 9.00 – 17.00, Mon – Fri. We also have a 24 hour helpline outside these hours to address any of your urgent enquiries or concerns.

It is important that you:

- Speak to your HCP if you require medical advice
- **DO NOT** wait until your backup cylinder is nearly empty before you call us
- **DO NOT** change your oxygen flow without consulting your HCP
- **DO NOT** attempt to dismantle or repair the equipment yourself

Your holidays & travelling away from home

Your oxygen equipment has been provided to give you increased independence for activities in and out of your home.

When using oxygen away from your home, you should continue to observe all the safety precautions previously identified.

In particular, you should ensure that:

- No one adjusts or tampers with the equipment
- The safety risk to people around you is minimised

Public transport

It is possible to take your oxygen on public transport but there are no fixed national guidelines as to which trains, coaches, buses and taxis will allow.

The oxygen equipment should only be used:

- As described in the patient guide
- In a carrying bag when supplied
- With the tubing as short as possible

Always ensure that:

- Your equipment is secure while the vehicle is moving
- The valve of the oxygen equipment is securely closed, when not in use

When using the equipment on public transport:

- **DO NOT** leave the equipment unattended
- **DO NOT** leave the cannula or mask on the seat or near other absorbent materials when not in use

- **DO NOT** allow children to tamper with the equipment
- **DO NOT** cover the equipment with any clothing, bags or other material

Private transport

In all types of private transport, ensure the equipment is secure and not free to roll about. A concentrator should always be kept in an upright position. However we advise that you inform us of your travel destination so we can arrange your equipment to be installed there.

The oxygen equipment should only be used:

- With the vehicle ventilation system set to draw in fresh air from outside the vehicle
- In a carrying bag when supplied
- With the tubing as short as possible

When using the oxygen equipment in private transport

- **DO NOT** allow anyone to smoke in the vehicle. This includes E-Cigarettes
- **DO NOT** use oxygen when you are in a fuel station
- **DO NOT** use the oxygen equipment whilst the vehicle is being refuelled
- **DO NOT** transport cylinders on the front passenger seat
- **DO NOT** store oxygen equipment in direct sunlight in a car. Some equipment is sensitive to extremes of temperature, you should store these indoors rather than in the car
- **DO NOT** leave oxygen equipment unattended but if you have to do it for short time, it is advisable to make sure it is kept in the boot out of view

Your holidays & travelling away from home (cont)

Oxygen away from home within the UK

Provided you are already using oxygen equipment in your home, it is now possible for a temporary secondary supply to be made available to you.

For example you may need oxygen on holiday, at work or a second address.

Arrangements vary depending on whether you require the same oxygen equipment that you use at home or if you require different or additional equipment.

When you are travelling in the UK, you should first contact the owner/manager of the property in which you are staying and get formal permission for the equipment to be delivered.

If you require a secondary supply, you should write to us at:

Vivisol,
North Suite,
Lomond Court,
Castle Business Park,
Stirling,
FK9 4TU

or email us at shol.dv@nhs.net with at least **3 weeks notice**, and providing the following information:

- Full details of the temporary address, including a contact number to arrange delivery
- Dates for which you require the equipment
- Confirmation that you have obtained permission from the property owner to allow the use of equipment and to permit us access to deliver & remove it

- Please also bear in mind that you may need to order replenishments of portable oxygen in preparation for travel so they are delivered before your departure

We will then make arrangements for the equipment to be available at your destination for the duration of your stay. We will also advise you who will be providing the equipment if you are outside a Vivisol region. We will liaise directly with the provider to make sure your oxygen requirements are fulfilled.

To recap, if you require oxygen away from home using the same equipment you have at home, you do not need to ask your Healthcare Professional for a new holiday order form.

Instead, you just need to call the Vivisol Customer Contact Centre on **0800 833 531** (Freephone) and arrange your oxygen-away-from-home supply

at least 3 weeks before departure.

If you need different or additional equipment (for instance portable oxygen) to travel within the UK, please advise your Healthcare Professional. Please allow enough time for a new holiday order form (holiday HOOFF) to be processed as we need to receive any changes from your Healthcare Professional **at least 3 weeks** before required.

When you're travelling abroad

The oxygen equipment that you are using at home should not be taken out of the UK. However, there are a number of options available to you. Should you wish to travel outside of the UK, please contact us for details.

Travelling abroad with oxygen is unlikely to be a free service and it is your responsibility to make your own arrangements. These should be made well in advance of your departure date. There are reciprocal arrangements in place

for oxygen provision within the European Economical Area (EEA) and some surrounding countries. If you are travelling in these areas then the Department of Health has a customer helpline which can provide you with guidance in this respect – please contact them on: **0207 210 4850**.

For further information contact our holiday team on **0800 833 531**.

Documents for travel

As you already require oxygen you are classed as having a pre-existing condition so you are not covered under your Global Health Insurance Card (GHIC) for free oxygen equipment supplies. There may be a charge for the equipment you require.

When making arrangements for travel abroad, you will need a:

- letter from your doctor outlining your medical condition
- copy of your EHIC
- copy of your passport
- covering letter requesting to be treated under the reciprocal arrangements where applicable

Cruises

Oxygen for cruise holidays from the UK is not available under the Home Oxygen Service.

Please contact Vivisol should you be require oxygen on a cruise ship. We will use our partners to assist

with your travel arrangements.

Flying

Vivisol equipment is for use within the UK only. Always speak to your HCP before planning a flight as they may ask you to complete a flight assessment which will determine if you are able to fly and how much oxygen you may need while in the air.

There is a wide variation between different airlines in the terms and conditions under which oxygen may be carried and used.

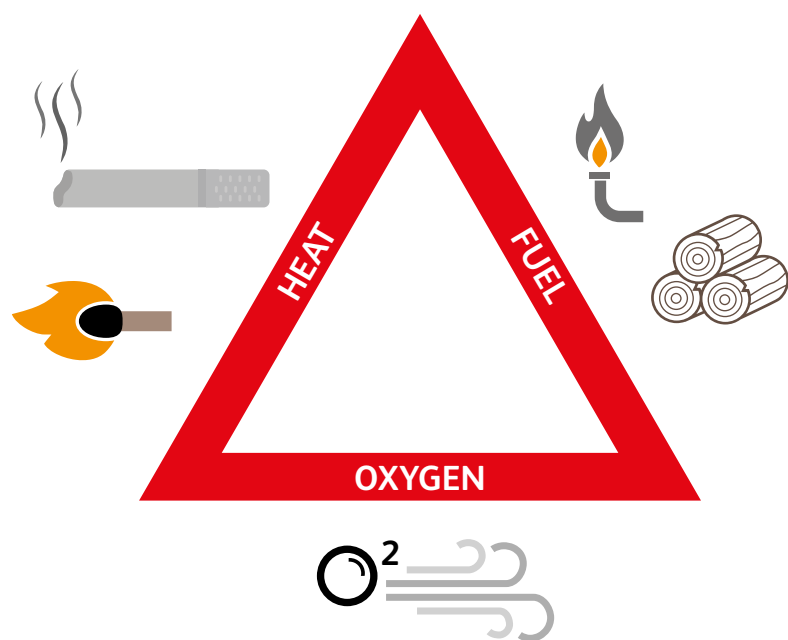
It is your responsibility to make arrangements and cover the cost not only for in-flight provision but also for transit and transfers within the airports and onto the planes.

For more information about travelling with oxygen, please visit the Asthma and Lung website www.asthmaandlung.org.uk/living-with/travel/oxygen

Fire safety – at home with oxygen

For a fire to start, three things are needed:

- Fuel – something to burn
- Heat or a spark – something to set it alight
- Oxygen – to support the fire and keep it going



Being safe in the home

Materials can burn much faster in the presence of oxygen than air alone, because of this it is important that you:

- **NEVER** smoke or let anyone else smoke near you when using your oxygen equipment, this includes E-Cigarettes
- **NEVER** charge an e-cigarette or similar device close to you when using your oxygen equipment or near the equipment itself
- **NEVER** use your oxygen equipment near an open fire or naked flames, such as matches, lighters, gas cookers or candles, even on a birthday cake (within 3 metres)
- **NEVER** use oxygen near other heat sources such as electric or gas heaters or boilers (within 1.5 metres)
- **NEVER** use any oxygen equipment that has been involved in a fire or accident. If your oxygen equipment is involved in a fire you should contact our Customer Service team
- **NEVER** use candles when using your oxygen equipment

What is oxygen enrichment or saturation?

When your oxygen equipment is turned on, oxygen can build up unnoticed on materials such as clothing, hair, fabrics, wood and paper. This can cause them to burn more easily if they catch fire. Because of this, you should:

- **ALWAYS** turn off your oxygen equipment when you are not using it
- **ALWAYS** use or store your oxygen equipment in a well-ventilated area

- **NEVER** place your oxygen equipment near curtains or cover it with coats, blankets or other materials that may restrict the air circulation around it
- **NEVER** leave your cannula or mask on the bed or chair when oxygen equipment is switched on



Storage and usage

You should ALWAYS follow the advice given to you by your technician about the safest place to store and use your oxygen equipment. It is important that you:

- **ALWAYS** ensure your oxygen equipment is stored in a well-ventilated area, kept clean, dry and away from any sources of heat or fire e.g. convection heaters, gas or electric fires and gas or electric cookers

- **NEVER** store your oxygen equipment close to paint, oil, grease or any domestic heating gases e.g. in a garage or shed where these items may be stored
- **NEVER** keep other combustible materials near your oxygen equipment e.g. newspapers and magazines and other items that may burn easily
- **NEVER** leave your cannula or mask on the bed or chair when oxygen equipment is switched on

Oil and grease

- **NEVER** use oils or grease near your oxygen equipment
- **NEVER** use Vaseline or other oil based creams when using your oxygen equipment
- **ONLY** use water based soluble creams or products (ask your Pharmacist if you are unsure)
- **ALWAYS** make sure your hands are clean when using your oxygen equipment
- **ALWAYS** ensure your allow your hands to dry if you have used Alcohol hand gels

Contact us

To contact Vivisol please call us on **0800 833 531** (Freephone).
Our normal working hours are **Monday to Friday 09:00 - 17:00**

Vivisol

North Suite,
Lomond Court
Castle Business Park
Stirling
FK94TU

T: 0800 833 531

E: patientsupportsco@vivisol.co.uk

W: www.vivisol.co.uk

NHS 24
www.nhs24.com

National Fire Service
www.firescotland.org.uk

Asthma + Lung UK
www.asthmaandlung.org.uk

Cystic Fibrosis Trust
www.cysticfibrosis.org.uk

Chest, Heart and Stroke
www.chss.org.uk

Pulmonary Hypertension
Association
www.phassociation.uk.com

Action for Pulmonary
www.actionpf.org

Scottish Pulmonary Vascular Unit -
advice on pulmonary hypertension
www.spvu.co.uk

Organisation for the undertaking
of Cluster Headache OUCH (UK)
www.ouchuk.org

NHS Smoke Free
www.nhs.uk/smokefree

Removal of Equipment

Equipment is the property of Vivisol. If no longer required you should call us to arrange for removal on Freephone **0800 833 531**.

Customer Feedback

We encourage you to provide any constructive feedback as this helps us to improve the service we provide. If you are unhappy about the service you receive you should contact Vivisol directly to discuss. If you are dissatisfied with a response or outcome you can contact the oxygen team at National Services Scotland or Vivisol can escalate on your behalf.

**National Services Scotland
Home Oxygen Team**

Procurement,
Commissioning and Facilities Scotland
Gyle Square, 1 South Gyle Crescent
Edinburgh, EH12 9EB

T: 0131 275 6860

E: nss.oxycon@nhs.scot

Vivisol's Green Credentials

Vivisol since 2021 has been a carbon neutral company, certified by an independent third-party body Climate Impact Partners.

The information provided in this patient guide was believed to be correct at the time of going to print.





Scan QR Code to access Youtube Training Videos

How will your personal information be used?

The Oxygen Therapy Service is provided by Vivisol on behalf of NHS National Services Scotland. NHS National Services Scotland is responsible for ensuring patients can receive oxygen therapy in their own homes.

Your oxygen equipment may be withdrawn by your clinical team if it is not used.

Your personal information will be kept in an approved secure environment. All NHS staff and suppliers must keep your personal health information confidential, which means it is only shared with other professionals involved in your care.

We will share your personal information with Scottish Fire and Rescue Service (SFRS) in the performance of our Public Task. This will be done automatically as it is part of the wider public interest to ensure your safety as well as the safety of the property when providing this service. You may be contacted by SFRS and offered a home fire safety visit which

you can decline if you wish. Your information will also be used to alert firefighters that oxygen is being used at your address.

We may also share your personal details with the two electricity distributors - Scottish Power Energy Networks (SPEN) and Scottish and Southern Energy (SSE) - following your explicit informed consent discussed upon installation. If you do not consent to this, then your information will not be shared with these bodies. You may withdraw or amend your consent at any time by calling us on 0800 833 531. If you do not consent to sharing your details for this purpose, this will not affect the oxygen service provided to you by Vivisol in any way.

For more information about how NHS National Services Scotland uses your personal data, including keeping it safe and how you can exercise your rights under UK GDPR, please see our Data Protection Notice at www.nss.nhs.scot/how-nss-works/data-protection/