

Welcome to the Winter edition of the Good2Go2 newsletter. In this issue we look at staying healthy this winter. We'd love to hear from you, so if you have any articles, ideas or suggestions about what we can include in the next edition please write to us, or email us on alhomecare.patientsupport@nhs.net

Staying Healthy this Winter

By **Evan Williams**, South West Respiratory Advisor

As the temperature drops and we head into winter, it's important to stay healthy. Cold air can make our airways constrict making it more difficult to breathe and we are more likely to come into contact with viruses that can make us unwell.

Viruses can live on surfaces for a significant amount of time. You could pick up or pass on a virus by touching a contaminated surface. This is why you should avoid touching your mouth, nose and eyes. Washing your hands with soap and water, or using hand sanitiser, regularly throughout the day will reduce the risk of catching or passing viruses on.

Coronavirus (Covid-19) can be found in tiny droplets coming out of your nose and mouth. Wearing a face covering over your nose and mouth reduces the spread of droplets carrying the virus. This means if you have it, you're less likely to pass it on to others.

Larger droplets can land on other people or on surfaces they touch. Spreading the virus through droplets is most likely to happen when you are less than 2 metres apart. Smaller droplets called aerosols can stay in the air for some time, especially if there is no ventilation. So when you are with people not from your household, it's a good idea to maintain social distancing by keeping at least 2 metres apart.

Coronavirus remains a serious health risk, so it's important to stay even more vigilant this winter! The three most effective ways we can all control the spread of the coronavirus is to **wash your hands, cover your face, and make space.**



Please continue following government advice:

- Let fresh air in if you meet indoors. Meeting outdoors is safer
- Wear a face covering in crowded and enclosed spaces where you come into contact with people you do not normally meet
- Get tested and self-isolate if required
- If you haven't already, get vaccinated (if you are aged over 50, or are a health and social care worker, or are aged 16 to 49 years and have a specific underlying health condition, the NHS will contact you to offer a booster vaccine dose)

It's also very important for people in 'at risk' groups (babies and young children, adults over 65 years of age, and those with certain long term health conditions) to have a one-off pneumonia (pneumococcal) vaccine and the yearly influenza vaccine. Speak with your healthcare professional for advice.

For up to date information on COVID-19 please visit the Government or the BLF websites.

Customer Service Helpline Numbers:

London: **0808 143 9991**
South West: **0808 143 9999**
Mobile: **0330 123 5469**

Our normal office hours are Monday to Friday, 8.30am to 5.00pm.

alhomecare.patientsupport@nhs.net
(monitored 8:00am to 4:00pm)

ENTER Our Winter Colouring Competition:

Enter this competition and you could **win a £10 book voucher** if your picture is selected as best in your age category.

Entry categories: All ages stated must be correct at time of entry.

Age 3 to 5 years
Age 6 to 10 years
Age 11 to 16 years

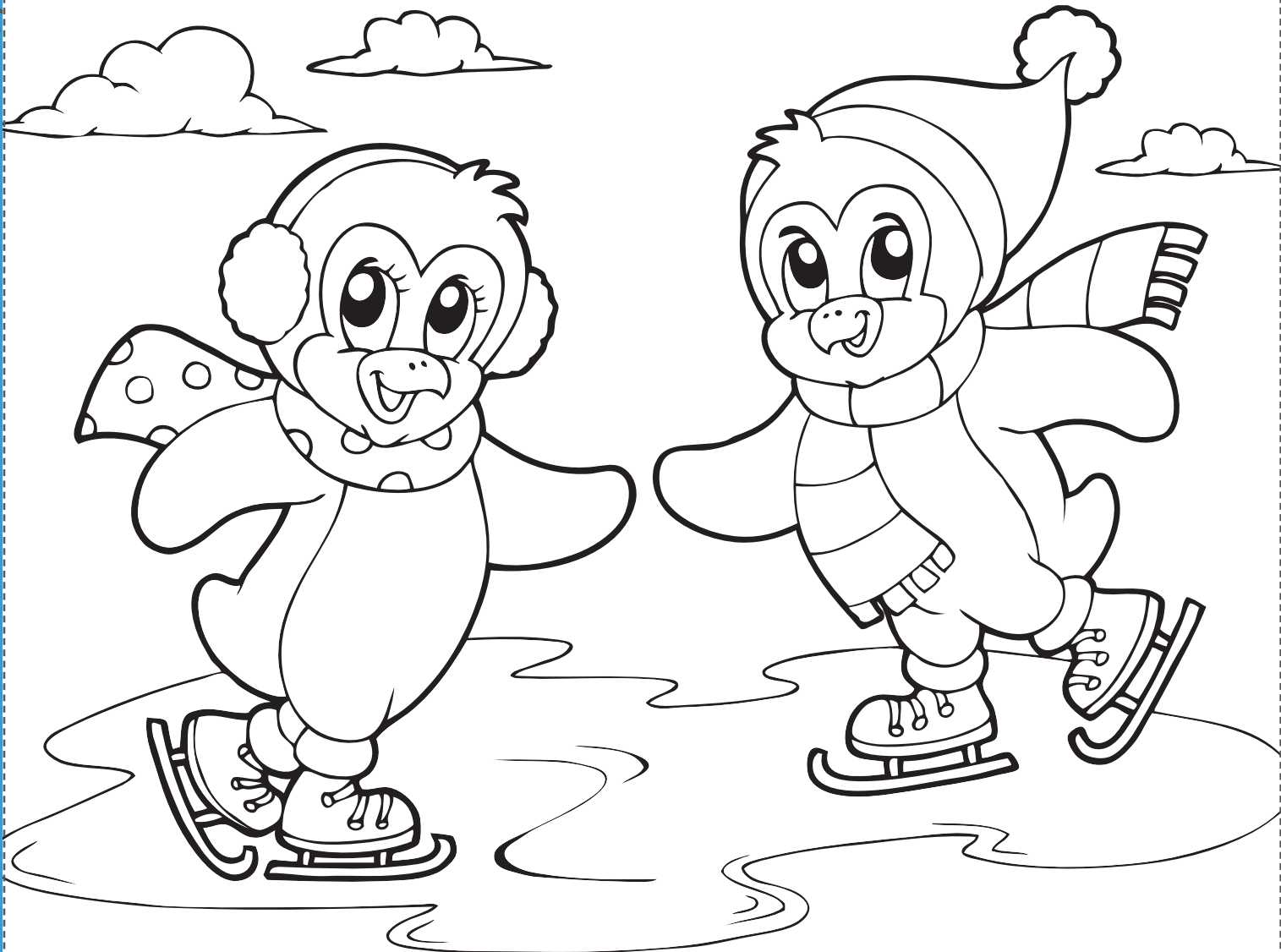
Terms and conditions apply: Entrants will only be allowed up to 16 years of age at time of entry. Only a single entry per household is allowed. No relatives of Air Liquide Healthcare personnel can enter this competition. The closing date will be strictly adhered to.

Return your picture by:
31st December 2021 to:
Kids Competitions
Air Liquide Healthcare Ltd
Alpha House, Wassage Way,
Hampton Lovett, Droitwich,
WR9 0NX.

To ensure patient confidentiality please do not place any of your personal details on the outside of the envelope.



Just for Fun
Spot the difference
10 differences to find



Name: _____

Age: _____

Address: _____

Postcode: _____

Staying Healthy this Winter

(Continued)



Please also ensure you take your medications as prescribed and if you require oxygen therapy this should be used strictly in line with the advice given to you by your healthcare professional.

You can also limit the risk of infections by following this guidance:

- Keep warm: wear layers, use a hot water bottle and ensure your home is maintained at an appropriate temperature and is properly insulated
- Avoid contact with unwell people where possible
- Eat a well-balanced diet, get plenty of sleep and try to stay active

If you have any concerns, or you would like specific advice about your health, please consult your healthcare professional before the onset of winter.

Finally, please be assured that our healthcare technicians have everything they need to keep you safe when they visit your home.

They are trained to follow our 'golden rules' by wearing full PPE for visits where a patient or someone they live with has Covid-19 symptoms or diagnosis. For all other visits they wear gloves and a surgical mask.

Autumn Colouring Competition Winners!

We received some fantastic entries in the Autumn Colouring Competition, thank you to everyone who took part.

Congratulations goes to:

BN Aged 7

IN Aged 7

BN
Aged 7



IN
Aged 7

“Did you know?”

about our Accessibility toolbar on <https://www.airliquidehealthcare.co.uk/>

To enhance the online experience for patients, the toolbar can be used for:

- Text-to-Speech reads on-screen text out loud with read along highlighting
- Translation allows words to be translated into multiple languages
- Picture Dictionary displays word meaning through illustration
- MP3 maker converts online content into MP3 files for easy listening
- Screen Mask with reading pane reduces visual stress and improves focus
- Text Magnifier magnifies text and reads it out loud. This increases accessibility of even the smallest web text
- Webpage Simplifier creates a simplified view of a webpage and removes distracting content: <https://www.texthelp.com/en-gb/products/reachdeck/reachdeck-toolbar/>

Time to COOK

Pitta Pizzas

Ingredients for the tomato sauce

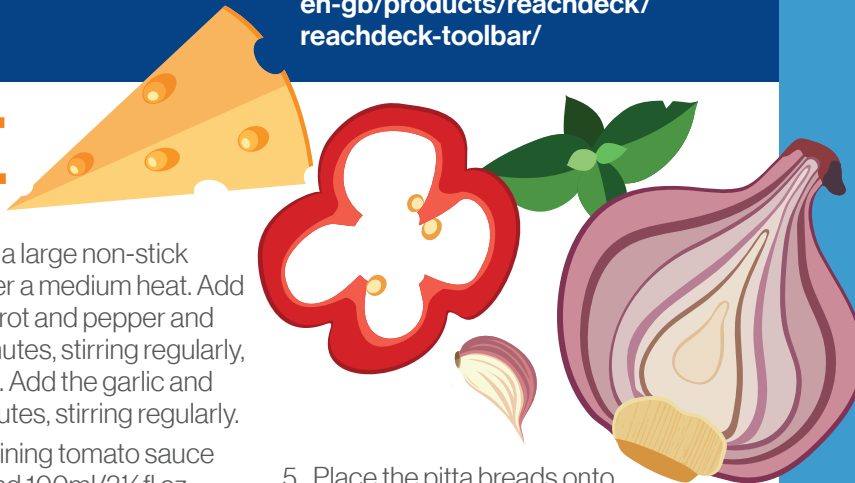
2 tbsp mild olive oil or sunflower oil
½ onion, finely chopped
1 carrot, finely grated
1 red pepper, stalk removed, seeds removed, thinly sliced
2 garlic cloves, crushed
227g tin chopped tomatoes
2 tbsp tomato purée
1 tsp dried oregano
1 bay leaf
Salt and freshly ground black pepper

Ingredients for the pizzas

12 white or wholemeal pitta breads
200g/7oz sliced ham, finely chopped
250g/9oz grated mozzarella

Method:

1. Heat the oil in a large non-stick saucepan over a medium heat. Add the onion, carrot and pepper and fry for 4-5 minutes, stirring regularly, until softened. Add the garlic and fry for 1-2 minutes, stirring regularly.
2. Add the remaining tomato sauce ingredients and 100ml/3½fl oz water, stir well to combine. Season with salt and pepper. Bring to the boil, then simmer for 18-20 minutes, stirring regularly, until the vegetables are very soft and most of the liquid has evaporated.
3. Remove the bay leaf, blend to a very smooth purée using a hand-held blender.
4. Preheat the grill to its hottest setting.
5. Place the pitta breads onto baking trays and spread some of the tomato sauce over each. Sprinkle over the ham and grated mozzarella. (At this point, the pizzas can be frozen on baking trays, then packed into freezer bags, ready for another day).
6. Grill the pizzas for 2-3 minutes, or until the bread is piping hot and the cheese has melted and turned golden-brown. Serve immediately.



IMPORTANT INFORMATION – PLEASE KEEP!

The Customer Service Helpline is open Monday to Friday, 8.30am - 5.00pm to take routine enquiries and requests for cylinder and liquid oxygen replenishments.

The **Out of Hours Service** should only be called in the event of an emergency, where:

- Your concentrator breaks down
- There is an electricity outage leaving your concentrator with no power
- You have no access to your home oxygen

Remember, whilst Air Liquide can respond to urgent requests for refills these do have a significant cost to the NHS and can impact on the care of other home oxygen patients.

Unused Equipment

It is important to get any **unused** oxygen equipment back to the Air Liquide Cleaning and Disinfection hub as soon as possible, this way it can be returned to the circuit for other patients.

If you are not using some/all of your equipment it is important to discuss this with your healthcare professional. To enable Air Liquide to remove any equipment a formal confirmation will be required for the equipment that you no longer require. If you have any questions please contact our Customer Services to discuss.

Patient Portal

The Air Liquide Patient Portal is available to place orders, arrange a service or record an electricity meter reading. The portal can be found at:

www.airliquidehomehealth.co.uk

If it is your first time you will need to click on register to enter the details to create an account, if you have any problems call Customer Services who will be able to assist you.

Bank Holidays

Christmas and New Year Ordering Dates:

Please plan ahead and get your deliveries arranged well in advance.

For routine orders to be delivered on:

Friday 24th December 2021

Order should be placed by:

Thursday 23rd December 2021

For routine orders to be delivered on:

Friday 31st December 2021

Order should be placed by:

Thursday 30th December 2021

For holiday orders to be delivered before:

Christmas 2021

Order should be placed by:

5:00pm Friday 17th December 2021

For holiday orders to be delivered before:

New Year 2021

Order should be placed by:

5:00pm Wednesday 22nd December 2021

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(free if you have available minutes otherwise standard rates apply).

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Feedback

Your feedback is important to us. Please send comments or suggestions to **alhomecare.patientsupport@nhs.net** This is the email address to be used if you should need to make a complaint regarding the service you have received.