

Home Oxygen User **Guide**



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Quick Reference Guide

Standard Deliveries, Enquiries or Requests. Call our Customer Service Team

8:00am – 6.30pm every day (including bank holidays)

Freephone (landline): **0808 143 9999**

Freephone (mobile): **0330 123 5469***

Online Portal

Air Liquide has developed an online portal to enable you to request replenishments, provide concentrator meter readings, and share any feedback/comments, without having to call in.

To register to use the portal go to <https://uk.healthcare.airliquide.com> and follow the instructions.

Outside of Normal Working Hours

Outside of normal working hours our customer service team should only be called in the event of an emergency. For example, if your equipment does not work or you have a concentrator and there is a power cut.

Troubleshooting

If you are experiencing problems with your equipment and cannot resolve it with this guide, or your equipment guide, call our customer service team.

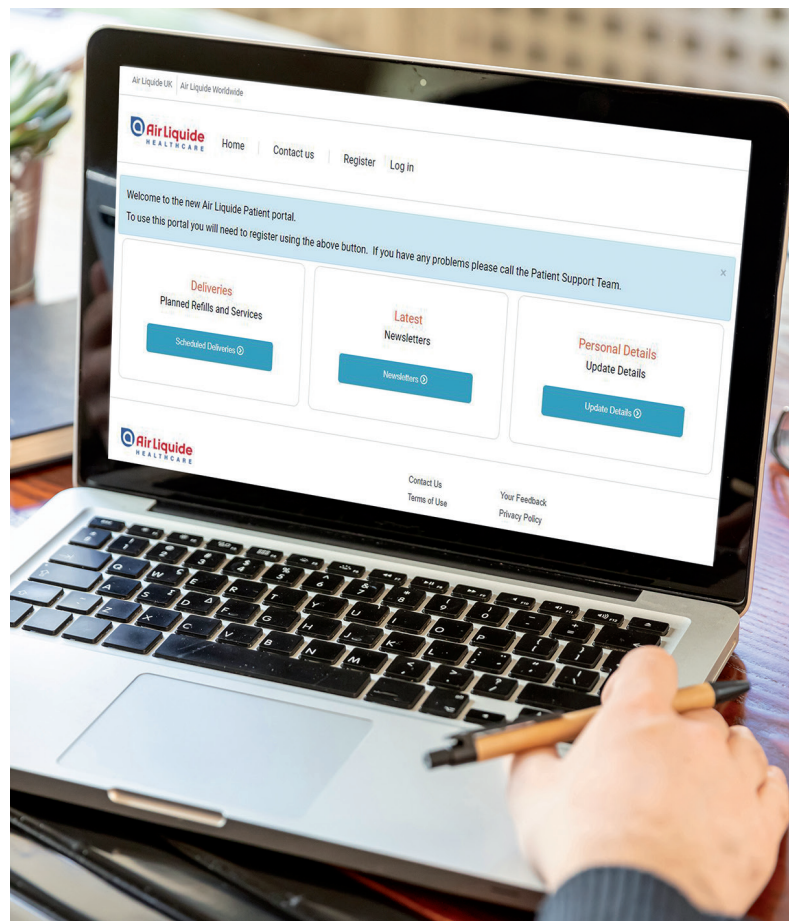
Change of Details

To ensure your oxygen supply remains uninterrupted, it is very important that we have accurate and up to date information about you. Please contact our customer services team or access the portal to let us know if you change any of your details, including:

- Home address
- Telephone number

Insurance

We recommend you inform your home insurance provider that you are using oxygen equipment in your home. If you use or carry home oxygen equipment when travelling by car we recommend you inform your motor insurance company. This should **not** affect your insurance premium.



* Free to people who have a monthly minute bundle as the call will be deducted from the inclusive minutes.

Our Service

Air Liquide Healthcare is a provider of home oxygen and other healthcare services. We are committed to providing a safe and effective home oxygen service and we want to provide you with all the support you may need right from the very start.



Before You Start

Before you use any of your oxygen equipment there are some simple and important safety rules that you must follow. These will be explained to you by your technician during training. If you are unsure, please ask your technician, call our customer service team, or speak to your healthcare professional.

We have developed equipment tutorial videos which are available for you to view on our website.

Please visit

<https://uk.healthcare.airliquide.com> for access to these videos and other information.

Keeping You Safe

The technician who installed your equipment will also have carried out a risk assessment. This risk assessment and the servicing of any equipment will be completed 3 months after installation and then every 6 months, to keep equipment in good working order and to ensure it continues to deliver oxygen safely.

It is important that we are able to access your property and equipment to complete this. Failure to allow access may result in your equipment being removed. The equipment supplied remains the property of Air Liquide. All equipment must be returned when no longer required.

Our Service (cont.)

Keeping Your Information Safe

We understand how important it is to keep your personal data safe.

Your information will be held securely within our database which operates in line with the current UK legislation and information security standards. You will already have given consent to your healthcare professional for them to share your information with us when you signed the Home Oxygen Consent Form.

We are committed to sharing the minimum amount of information necessary to ensure your continued safety. We will only share your information with healthcare professionals involved in your care or the administration of your care and with agencies such as your local fire and rescue service and electricity distributor. We share your details with the electricity company who in turn may contact you to discuss the benefits of being on their Priority Services Register. This service is entirely optional and the electricity company will provide the full details.

It is important that you keep us up to date with any changes to your data to ensure we are able to uphold a safe and efficient service for you.

You have a number of rights under data protection law. You can find more information regarding these and other rights by checking the Information Commissioner's Office website at www.ico.org.uk or by referring to the Air Liquide Healthcare privacy notice for home oxygen patients, found on our website: <https://uk.healthcare.airliquide.com>

If however you would like to exercise any of these rights or provide feedback regarding how your data has been used, you may do so by contacting our data protection officer directly on: **ALHomecare.DPO@NHS.net**

Stay in Touch

We will contact you every 6 months to arrange a risk assessment and/or concentrator service, or to update you with any changes to the service. We can do this by email where appropriate, however there may be occasions when we need to contact you by phone. Please contact our customer service team to update us with your preferred contact details, including Next of Kin.

Follow Up Call

Within two weeks of receiving your home oxygen equipment, our customer service team will contact you. We want to make sure you are completely satisfied with your home oxygen equipment and with the training and support given to you at the time of installation.



Our trained team is available to answer any questions you may have, to ensure you feel completely at ease with the home oxygen equipment and service.

An Introduction to Home Oxygen

Who Needs Oxygen

Everyone needs oxygen. Without it, we could not survive, as our cells use oxygen and nutrition from the foods we eat to make the energy needed to function. The air that we breathe contains approximately 21% oxygen.

People with healthy lungs get all the oxygen they need through normal breathing. Those with lung or other conditions may have lower levels of oxygen in their blood, and it is these people who may need extra oxygen.

Without sufficient oxygen, most people find they are limited in what they can do. Oxygen therapy can correct the low levels of oxygen and give people who need it a better quality of life.

Oxygen is not addictive but too much can be harmful and too little may not be beneficial. Oxygen can only be prescribed by a healthcare professional.



Using Home Oxygen

Your healthcare professional will have completed a Home Oxygen Order Form (HOOF) requesting your oxygen equipment. As part of your assessment they will have determined how much oxygen you need (litres per minute or setting) and for how long (hours per day). Oxygen is a prescribed medicine; using more than prescribed can make certain people unwell, and using less than prescribed may be of no benefit.

It is important that you:

- **ALWAYS** follow the advice of your healthcare professional
- **ALWAYS** follow the important safety advice
- **NEVER** adjust the amount of oxygen you use unless it is under the strict instruction of your healthcare professional
- If you have been prescribed a variable oxygen flow rate, your healthcare professional will have informed you when to alter the flow
- If you feel unwell seek medical attention
- **NEVER** use more or less oxygen than prescribed by your healthcare professional

If you feel unwell and require urgent medical attention, you must phone the emergency services on 999. We are able to respond to power failures and some equipment faults within 4 hours, but we are not an emergency service.



The Benefits of Using Home Oxygen as Prescribed

You have been prescribed home oxygen therapy and you may want to know how this will improve your life. There are many benefits, both physiologically and in terms of your quality of life. Let's take a look at the different types of home oxygen therapy and how they can help you if used correctly.

Long Term Oxygen Therapy

Long Term Oxygen Therapy (LTOT) can be defined as oxygen used for at least 15 hours per day (hpd) in chronically hypoxaemic (low blood oxygen) patients. Research has proven that patients with certain respiratory conditions have a longer life expectancy and better quality of life when using their oxygen for at least 15hpd - every day.

If your oxygen levels are low it means that your heart and lungs may be working harder than normal. If you need it, using home oxygen therapy can do you a lot of good as it means your organs will be able to rest which can lead to an improved quality of life.

Your clinician will determine how much oxygen you need. They will administer oxygen at a flow rate, measured in litres per minute (L/min or LPM). This describes how fast the oxygen flows from the device you use.

It is important that you use your oxygen on the flow rate and for the minimum number of hours per day as advised by your clinician.

One of the main benefits of LTOT that you may notice is improved sleep. Using your oxygen whilst you sleep (in line with your prescription), can correct night time low oxygen levels, improve how long it takes you to get to sleep, and improve sleep quality.

LTOT, in those who need it, has also been shown to improve factors associated with function and wellbeing, to include depression, mood, cognitive function, exercise capability, and ultimately quality of life.

Benefits of LTOT

- Longer life expectancy
- Reduced stress on your heart and lungs
- Improved quality of life, mood, and personal wellbeing
- Improved sleep

An Introduction to Home Oxygen (cont.)

Ambulatory Oxygen Therapy (AOT)

AOT is defined as the use of supplemental oxygen during exercise and activities of daily living. If you need oxygen at rest, you may need it when you're on the move as well. The aim of ambulatory oxygen therapy is to allow you to move further and to improve your exercise capacity.

To ascertain whether you meet the criteria for ambulatory oxygen, your respiratory clinician may ask you to do a walking test. If you walk further with a portable oxygen device and this improves your oxygen levels, your respiratory clinician may prescribe a portable device for you. Even further benefits (improved walking distance) can be obtained when using portable oxygen in conjunction with a pulmonary rehabilitation programme. Please contact your healthcare professional for more information.

Although we breathe oxygen in the atmosphere, when you breathe high purity oxygen (from an oxygen concentrator or cylinder) it is classified as a medicine. As with all medicines, care must be taken with how it's used. Too little and you risk missing out on the clinical benefits, and too much can risk your safety.

Please listen to your home oxygen prescriber and use the oxygen only as they say.

Benefits of AOT

- Ability to move further and more easily
- Increase walking distance

Short Burst Oxygen Therapy (SBOT)

SBOT describes an intermittent pattern of oxygen use, usually for 10-20 minutes at a time.

SBOT is an effective treatment for a type of severe migraine called cluster headaches. If you have been prescribed oxygen for cluster headaches please continue to use oxygen as directed by your GP or neurologist.

Your Oxygen Prescription is Important

We may contact you from time to time to make sure that you are using your oxygen as prescribed and getting the full benefit of the therapy to help improve your quality of life.

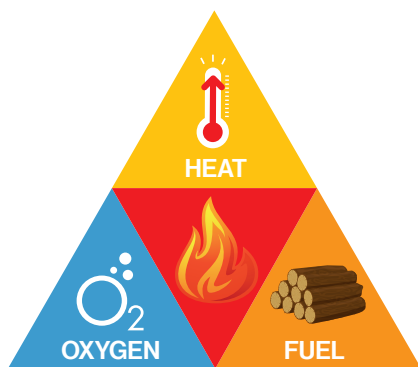


Home Oxygen Safety

The Fire Triangle

To start a fire, 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



Fire Risk

Oxygen is essential to sustain life, but has several unique properties which expose you, and those around you, to higher risk:

- It supports combustion - fires thrive in oxygen
- We can't see, smell or taste oxygen
- Oxygen settles easily into the tiny spaces in fabrics and hair

The air we breathe is made up of 21% oxygen but the medical oxygen you use at home is much higher, up to 90-100%, depending on the equipment type. As materials that burn in air will burn hotter and faster in oxygen, this means that you need to take extra care around any naked flames and other sources of ignition.

Home oxygen is safe to use when the safety guidance is followed, however as materials burn much faster and hotter in oxygen than in air alone, it is therefore 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 close to you when using your oxygen equipment or near the equipment itself
- **NEVER** use or store oxygen equipment within 3 metres (10 feet) of open fires or naked flames such as cigarettes, e-cigarettes, matches, lighters, boilers, gas cookers, open gas fires, candles, or machinery which could create sparks
- **NEVER** use or store oxygen equipment within 1.5 metres (5 feet) of heat sources (e.g. a radiator) and electrical appliances such as, televisions, hair dryers, and toasters
- **NEVER** use 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** smoke when you are using an aerosol e.g. hairspray, or just afterwards
- **REMEMBER** birthday candles are a naked flame. Take extra care if you are using oxygen equipment. Turn off the oxygen and remove the cannula or mask at least 15 minutes before you blow out the birthday candles

In the event of a fire, leave the building immediately and ring 999. You should advise the emergency operator that there is oxygen on the premises.

Home Oxygen Safety (cont.)

Electronic Cigarettes and Other Personal Electronic Devices

Electronic cigarettes (e-cigarettes) are battery powered tobacco replacement products which use a heating element (atomiser) to produce a vapour which resembles smoke. A number of incidents have been reported across the UK involving e-cigarettes that have exploded or ignited to cause a fire while **recharging or in use** in an oxygen-rich environment. It is recommended to only buy e-cigarettes and chargers from new and from reputable sellers that feature safety markings.

Other personal electronic devices that require charging of their lithium ion batteries include mobile phones, laptops, tablets, cameras, e-bike batteries etc. All these devices must be charged away from the area where oxygen is used and stored. All personal rechargeable electronic equipment should be visually inspected prior to use and found to be free from defects, cracks, damaged cables, burn marks.

NEVER use e-cigarettes while using oxygen.

ALWAYS charge your personal electronic devices away from the area where oxygen is used and stored and **NEVER** in an oxygen-rich environment.

Oxygen Saturation (Enrichment)

Oxygen itself does not burn, but it does help a fire to start and to keep burning. If air is enriched with increased levels of oxygen, there is a chance that a fire will start and spread more quickly, and continue to burn hotter and faster.

Because oxygen can build up unnoticed and saturate our surroundings, home oxygen users are at greater risk from their clothing, bedding,

furniture and hair catching fire if they smoke, or if other people smoke in close proximity to them.

In oxygen-rich areas, fabrics, wood, paper and other materials which normally do not burn easily in air could suddenly catch fire on contact with a small spark from a lit cigarette or electronic cigarette.

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 your oxygen equipment is switched on
- Ventilate any clothing or bedding, where it is suspected that it has become saturated with oxygen, to ensure that any oxygen enrichment is cleared. It can take at least 15 minutes to adequately ventilate clothing or 30 minutes to ventilate bedding before it is safe to approach with a source of ignition

Home Safety Visit

As an oxygen user you may receive a home safety visit from your local Fire and Rescue Service. They can help you manage any risks and plan how to evacuate the building in the event of a fire. The Fire and Rescue Service will offer safety advice at your premises and where appropriate they may install/deliver suitable equipment for safety. If you are contacted by them it is important you allow them to visit your home. Your clinician may consider removing your oxygen equipment if you fail to cooperate with the Fire and Rescue Service.

Home Oxygen Safety (cont.)

Smoking - The Risks

Smoking increases the risk of developing serious health conditions. Every year around 78,000 people in the UK die from smoking, with many more living with debilitating smoking-related illnesses.

Oxygen therapy is a life-enhancing therapy and for many diseases and conditions it reduces the risk of complications when your oxygen blood levels are reduced. If used while smoking, or in the vicinity of someone smoking, it poses serious safety risks.

Smoking can worsen or prolong the symptoms of respiratory conditions and the beneficial effect of oxygen therapy may be offset by the harmful effects. Furthermore, friends and family who breathe in second-hand smoke regularly are more likely to get the same diseases as smokers including lung cancer and heart disease.

Passive smoking is harmful to others, particularly children.

Stopping smoking is a really effective way to treat and slow the progress of your lung condition. In order to avoid these risks and to ensure you continue to receive the beneficial effects of oxygen therapy, you may like to maintain your home as a smoke-free environment.

The most serious incidents involving the use of home oxygen are caused by smoking which is why you should NEVER smoke or let anyone else smoke near you when using your oxygen equipment.



Remember

NEVER smoke a cigarette or use an electronic cigarette whilst on oxygen therapy or close to a patient using oxygen.

NEVER charge an electronic cigarette or similar device close to a patient using oxygen therapy or near to the oxygen source itself.

Ready to Quit

It is never too late to give up, no matter how long you have smoked. Your quality of life will improve and you will reduce the risk of a fatal fire by stopping smoking, especially now you are using home oxygen. 2 out of every 3 fires in homes where home oxygen is used are the result of the oxygen user smoking.

Getting support from friends, family and professionals is very important and research shows that people who get support from stop smoking services are four times more likely to succeed compared to those who don't.

When you stop, you give your lungs the chance to repair and you'll be able to breathe easier. There are lots of other benefits too, and they start almost immediately. Not only does it improve your physical health but it also boosts your mental health and wellbeing.

Support and Advice

Free NHS smoking cessation helpline: **0800 022 4332**. Lines are open Monday - Friday from 9am to 8pm; Saturday & Sunday from 11am to 5pm. Or visit their website www.smokefree.nhs.uk to download Smoke Free app.

Alternatively, for advice and support regarding smoking cessation, talk to your GP or nurse.

Home Oxygen Safety (cont.)

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** keep cylinders laid flat or secured upright in a position to prevent them falling over, especially when children are around. Keep the equipment away from small children to avoid risks of inadvertent tampering
- **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. paraffin or convection heaters, gas or electric fires and cookers
- **NEVER** store your oxygen equipment close to paint, oil-based products, grease or any domestic heating gases e.g. in a garage or shed where these items may be stored
- **NEVER** keep combustible materials near your oxygen equipment e.g. newspapers and magazines and other items that may burn easily
- **NEVER** modify or tamper with your own oxygen tubing by adding to it, or changing components
- **NEVER** remove or tamper with the firebreaks in the tubing. A fire break is a safety device fitted between a cannula or mask and the tubing attached to the oxygen equipment

Your oxygen equipment should be stored in line with your technician's instructions and should never be left exposed to the weather.

This information applies to all places where oxygen equipment is used or stored, and when travelling with it.

Oxygen Tubing, Masks, and Nasal Cannulae

Oxygen Tubing

As part of our technician's risk assessment, they will speak with you about locating your oxygen equipment in the most ideal location, that is both safe and easily accessible. They will measure and cut your oxygen tubing at a length that allows you to reach the required areas of your home. The maximum permitted tubing length is 15 metres (inclusive of the nasal cannulae or mask tubing), but it should always be kept as short as possible to reduce the risk of tripping and falls.

It is important that you only use tubing that has been supplied and installed by Air Liquide as these have been tested for compatibility with our equipment. Please do not cut it yourself or add other tubing as doing so may affect the oxygen flow rate.

Our freeline tubing is crush resistant, but please always be vigilant that it does not become kinked, trapped under furniture or under a door, and that it remains connected to your oxygen supply at all times.

If you use a static concentrator, your technician will install a firebreak in the tubing. This will make it safer in the event of a fire by stopping the flame burning along the oxygen tubing and towards the concentrator. You must **NEVER** remove the firebreak from the tubing but if it does become disconnected, you can refit it again. If your firebreak has a blue directional arrow printed on it, **ALWAYS** ensure the arrow on the firebreak points in the direction of oxygen flow.

Home Oxygen Safety (cont.)

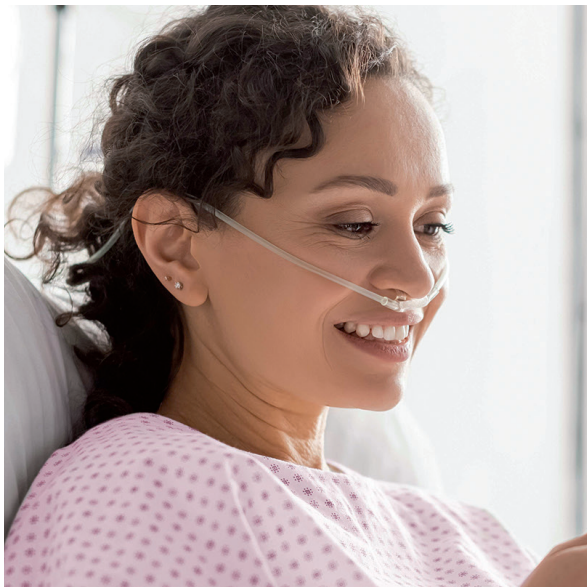
Your nasal cannulae and/or face masks should be kept as clean as possible. Please check the tubing regularly for signs of damage such as splits and kinking and follow this advice for maintaining them. You may wish to keep a note of the cannulae size or product number so you can easily re-order.

Oxygen Masks

Oxygen masks should be cleaned regularly in hot soapy water, rinsed and then air dried before use (do not dry with a towel/cloth). Any mask with a reservoir bag attached should never be submerged in water. Masks can last approximately 6 months with regular cleaning.

They should be changed when used for the following hours per day:

- 0-12 hours change every year
- 12-24 hours change every 6 months



Nasal Cannulae

Your nasal cannulae can easily become blocked by nasal secretions and mucus, especially if you have a cold. Over time nasal cannulae will become hard/brittle if not changed and may cause nasal irritation and discomfort.

The tips of the nasal cannulae can be wiped with a warm soapy cloth, but **NEVER** submerge them in water because water droplets can find their way into the tubing and increase the risk of chest infections. Please change your cannulae on the advice of your healthcare professional – advice can depend on your clinical condition but on average it should be changed when used for the following hours per day:

- 0-12 hours change every 2 months
- 12-24 hours change every month

Oxygen and Dryness

You may experience some drying in your nose and throat when you first start using home oxygen. This can ease over time, however if it is a problem, staying adequately hydrated can help, together with regular mouth and nose care. Please contact your healthcare professional for further advice.

Home Oxygen Safety (cont.)

Oils and Grease

Skin creams, sometimes known as emollients, are used by many people every day to help manage different dry skin conditions such as eczema and psoriasis. They are easily transferred from skin on to clothing, bedding and furnishings. When fabric with dried-on emollient comes into contact with a naked flame, **the fabric acts as a wick and the emollient product as an accelerant**, the resulting fire burns quickly and intensely. Changing and washing the bedding or clothing regularly can reduce a build up, but it does not totally remove it.

Therefore it is important not to smoke or come into contact with naked flames when using emollients.

- **NEVER** use oils or grease near your oxygen equipment or near a heat source
- **ALWAYS** ensure you inform your healthcare professional if you have been prescribed an oil-based product for a skin condition. A water-based product MAY be a suitable alternative
- **ALWAYS** make sure your hands are clean when using your oxygen equipment



Discuss with your healthcare professional or pharmacist if you are unsure.

Hand Sanitiser

Always rub it in completely, for at least 30 seconds, and ensure that it fully evaporates from your hands before you touch your oxygen equipment or go near a source of ignition.

Dynamic Air Flow Pressure Relieving Mattresses

Also known as 'air mattresses', these are provided for prevention and treatment of pressure ulcers (bedsores). They are filled with air by an electrical pump. If the mattress becomes punctured, the pump works harder to keep the mattress inflated. Where the puncture is caused by an ignition source such as smoking, this can cause a fire. When oxygen is in use, the fire can burn much hotter and spread much more quickly. Smoking in any bed is a high risk activity and as an oxygen user you must **NEVER** do so.

NEVER smoke, burn candles or use lighters/ matches in a room whilst using an air mattress.

NEVER place hot electrical items such as hair dryers or straighteners on an air mattress.

NEVER use electric blankets whilst using oxygen and an air mattress.

Home Oxygen Safety (cont.)

Beware of Tripping Over Your Oxygen Tube

Your healthcare technician will speak with you to determine the length of oxygen tubing that safely meets your needs. Please be mindful that excessive tubing increases the risk of tripping so everyone in your home should take extra care.

It is your responsibility to remain safe while using it.

Your oxygen equipment has been installed following a risk assessment by your healthcare technician. The length of your oxygen tubing will give you the greatest freedom around your home, keeping it as short as possible while meeting your needs, up to a maximum distance of 15 metres/50 feet, inclusive of the nasal cannulae or mask tubing.

When moving around your home, please remember that the oxygen tubing is trailing behind you and around your feet. By always holding the tubing when you move, you will be more aware of it as you go about your activities.

Here are some tips:

- **ALWAYS** keep tubing away from your feet when walking and take care not to slip or trip over it, especially on staircases
- If you use a walking aid, loop the tubing around your ring finger. This will keep the tubing away from your feet
- Holding the tubing in your non-dominant hand keeps your dominant hand free for support
- Move the tubing from your side to directly in front of you when turning to sit on furniture or a toilet seat

Please take care to ensure:

- Your tubing does not get kinked, damaged, trapped in doors or crushed under equipment and furniture as this could affect the flow of oxygen
- Your tubing does not pass close to naked flames including gas fires, gas cookers and candles, or hot items such as electric cookers, heaters and lamps. These could damage or melt the tubing and cut off your oxygen supply or even cause a fire
- Children are supervised around the tubing at all times, ensuring they do not get tangled in it or disconnect it
- Your pets do not bite or chew on the tubing

NEVER modify, remove, or tamper with the oxygen tubing and firebreaks.



Home Oxygen Safety (cont.)

Slips, Trips and Falls

You may like to consider making some adaptations to improve safety and reduce the risk of slips, trips and falls.

Here are some examples:

Rearrange furniture so that you can move around more easily

Coil cords and wires up close to the wall

Organise appliances close to plug sockets

Ensure light bulbs and lights are working

Clear away clutter

Be aware of loose bedding on the floor

Clean up any spills or dropped food

Non-slip matting (e.g. in the bathroom) can help reduce the risk of slipping

Remove loose rugs/mats or secure with double-sided carpet tape

Install ramps

Stair lift/handrails

Raised toilet seat/frame

Easy access showers/shower seat

Riser recliner chair

Adjustable beds

Stay active to improve muscle strength, coordination and balance

Eyes and hearing test

Medications review

Correct supportive footwear

Be aware that long, loose-fitting clothing can cause tripping

Keep emergency numbers nearby

Keep often-used items within easy reach

Speak to your healthcare professional who may be able to help and arrange an occupational therapist to help you carry out everyday activities more easily

Contact your healthcare professional if you have any concerns regarding your mobility.

Contact our customer service team if you have any questions or are experiencing difficulties with your oxygen tubing.

Swimming

Oxygen should not stop you from joining in most everyday activities including swimming. You should check with your healthcare professional if it is safe.

Please contact the swimming pool in advance of your visit so they can accommodate your requirements. The portable oxygen equipment must be kept on the side of the pool so it does not get wet (you must **NEVER** use an oxygen concentrator at the poolside). Call our customer service team to request a longer length of tubing and additional nasal cannulae that will be used for swimming purposes only. After swimming, ensure you change your nasal cannulae and tubing to a dry set.



Going on Holiday - UK

It is possible to travel and go on holiday with home oxygen but it is important that you plan your trip in advance and that you seek medical advice before you travel.



Going Away in the UK

To arrange for your oxygen equipment to be delivered to your holiday destination you should contact our customer service team at least **3 working days before you plan to travel**.

Before you do, please:

- Contact your healthcare professional to discuss your holiday plans
- Contact your planned holiday destination to gain permission for your oxygen equipment to be delivered and stored in the accommodation

If you are travelling by public transport you should also contact the transport company to inform them you will be carrying oxygen.

Taking the Same Equipment on Holiday?

If you require the same equipment on holiday that you use at home, you do not need a new Home Oxygen Order Form (HOOF). You will need to call our customer service team and provide the following information:

- The full holiday destination address (including postcode)
- The start and end dates of your holiday
- Any booking references or the name under which the reservation has been made
- Contact details for somebody who can take receipt of your oxygen equipment before you arrive at your destination
- A mobile number if possible

Going on Holiday - UK (cont.)

Taking Different or More Equipment on Holiday?

If you require different or additional oxygen equipment for your holiday you will need to contact your healthcare professional and ask them to send a new HOOF. This should be sent at least 3 working days before you plan to travel.

Confirming Your Holiday

We will write to you to confirm your request for your holiday supply. If you have not received confirmation of your holiday the day before you travel, you should contact the regional supplier responsible for delivering your holiday equipment. We will send you a communication with the details of your holiday provider.



Travelling to and from Your Destination

If you use portable oxygen equipment **REMEMBER** to take enough for your return journey. **ALWAYS** bring home any portable oxygen equipment that you took from your home supply and do not leave it at your destination..

When travelling with your oxygen equipment in a car, **it is your responsibility to ensure it is secured safely**. Please safely secure spare cylinders in the boot. If sitting in the front passenger/driver seat; secure your portable oxygen equipment behind the front seat or strapped in the back seat.

NEVER smoke or allow anyone to smoke while using oxygen in the car.

NEVER use oxygen in a fuel station.

NEVER store cylinders in the car unattended. Place them in the boot out of view.

ALWAYS keep the car well ventilated when carrying oxygen.

ALWAYS keep your liquid portable unit upright at all times.

ALWAYS keep the amount of oxygen cylinders in your car to a minimum.

ALWAYS remove oxygen cylinders from the electric mobility scooter when not in use.

If you are unable to travel or your plans change you should call our customer service team.

Going on Holiday - Abroad

Travelling Abroad

Equipment provided by Air Liquide for the NHS home oxygen service cannot be taken out of the UK. Air Liquide is not able to arrange oxygen for use outside of the UK, however we can offer advice and support.

If you are travelling in the EEA (European Economic Area) we recommend that you apply for a GHIC (Global Health Insurance Card). This gives you the right to access state provided healthcare during a temporary stay in the European Union.

Visit www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/ for the current and up to date information, alternatively you can call **0191 218 1999** to speak with NHS Overseas Healthcare Services.

Other useful resources include:

- The Department of Health helpline
0207 210 4850
www.dh.gov.uk/travellers
- The British Lung Foundation helpline
03000 030 555
www.blf.org.uk
- The NHS Choices website Healthcare Abroad section:
www.nhs.uk/NHSEngland/Healthcareabroad

Planning on travelling by plane or boat?

Before booking your ticket you should discuss your plans with your healthcare professional. If you plan to fly, you may need a fitness to fly assessment.

You should also confirm:

- The carrier's policy on travelling with oxygen
- The exact length of the flight or cruise
- The facilities and assistance available at ports of departure and arrival

Once you have agreed your holiday plans with your healthcare professional, make sure that your travel insurance provider is aware of your oxygen requirements.

Oxygen requirements outside the UK are not covered by the NHS Home Oxygen Service.

Before booking a holiday outside of the UK you should ALWAYS discuss your plans with your healthcare professional.

You should NEVER take the equipment supplied by Air Liquide outside of the UK.

How to Contact us with a Concern or Compliment

How to Tell us if You Have a Concern

If you have any problems or concerns with the service you should call our customer service team or use our online patient portal <https://uk.healthcare.airliquide.com>

Freephone (landline): 0808 143 9999

Freephone (mobile): 0330 123 5469*

Email: alhomecare.patientsupport@nhs.net

Alternatively, you can write to:
Home Oxygen Service
Air Liquide Healthcare Limited
Alpha House
Wassage Way
Hampton Lovett
Droitwich
WR9 0NX

How to Pay a Compliment

If you are happy with the services you have received from Air Liquide, we would love to hear from you. You can feedback compliments using the same details as above.



* Free to people who have a monthly minute bundle as the call will be deducted from the inclusive minutes.

Useful Contacts

Stop Smoking Service

Free friendly advice and support is available if you want to stop smoking.

Telephone: **0800 022 4332**

Website: **www.smokefree.nhs.uk**

Pulmonary Hypertension Association

The PHA UK is the only charity in the UK supporting people affected by pulmonary hypertension.

Website: **www.phassociation.uk.com**

CF Trust

The CF Trust is the UK's only national charity dedicated to all aspects of Cystic Fibrosis.

Helpline: **0300 373 1000**

Website: **www.cysticfibrosis.org.uk**

OUCH

OUCH is the Organisation for the Understanding of Cluster Headache.

Helpline: **01646 651 979**

Website: **www.ouchuk.org**

British Lung Foundation

The BLF provides support and advice for people.

Helpline: **03000 030 555**

Website: **www.blf.org.uk**

Information Commissioner's Office

The UK's independent authority set up to uphold information rights in the public interest.

Helpline: **0303 123 11130**

Website: **www.ico.org.uk**

Patient Declaration

As a home oxygen user it is important that you understand what equipment is in your home and how to use it safely.

After completing your initial installation and after each risk assessment your technician will ask you to sign the following statement. This will be saved to your patient record.

I confirm that I have been trained in the safe use of the equipment provided and have received important safety information.

I am satisfied with my installation and understand:

- All oxygen equipment provided is the property of Air Liquide, which is on loan to the NHS
- The local Fire and Rescue Service may visit me to carry out a home safety check. In addition, Air Liquide will visit my home on a regular basis to service the equipment and carry out a risk assessment
- The dangers of smoking and that I must not smoke or let anyone smoke near me whilst using the oxygen equipment. This includes both cigarettes and e-cigarettes
- I should never use or store oxygen equipment within 3 metres (10 feet) of open fires or naked flames such as cigarettes, e-cigarettes, matches, lighters, boilers, gas cookers, open gas fires, candles, or machinery which could create sparks
- I should never use or store oxygen equipment within 1.5 metres (5 feet) of heat sources (e.g. a radiator) and electrical appliances such as, televisions, hair dryers, and toasters
- The oxygen equipment must be kept clean and dry
- I should only use water-based products when using my oxygen equipment and that I should never use petroleum jelly or other oil-based products
- The airflow to the oxygen equipment must not be obstructed and that I must allow adequate ventilation
- The items attached to the oxygen equipment or within the tubing have been provided as an integral part and for my safety and must not be removed or tampered with
- The fire breaks must not be removed
- The oxygen installation must not be altered without prior consultation and with agreement from Air Liquide
- Not to use any oxygen equipment that has not been requested by a healthcare professional and provided by Air Liquide
- How to order replenishments and/or contact Air Liquide if there is a problem with my equipment

I accept responsibility to keep the equipment in a safe condition and location as instructed by Air Liquide and to return it to Air Liquide when it is no longer required. I understand that failure to return the equipment to Air Liquide may result in prosecution.





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Contact:
Air Liquide Healthcare Limited
Alpha House, Wassage Way, Hampton Lovett, Droitwich, WR9 0NX.
<https://uk.healthcare.airliquide.com>



Air Liquide Healthcare is a world leader in medical gases, home healthcare, hygiene products and healthcare specialty ingredients. It aims to provide customers in the continuum of care from hospital to home with medical products, specialty ingredients and services that contribute to protecting vulnerable lives.

X0915500 South West region - 09/2023