

Welcome to the Spring edition of the Good2Go2 newsletter. 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 alhc.alhomedcare.patientsupport@nhs.net

Fire Safety in the Home

Air Liquide works closely with Fire and Rescue Service's (FRS) Community Safety teams across the South West.

These FRS teams work closely with the communities they serve to make the South West a safer place to live, work and visit. The NFCC (National Fire Chiefs Council) gives advice and guidance on how people can help reduce the chance of a fire starting in their homes.

Most fires in the home start accidentally and the effects can be devastating. Fire Services are called to thousands of accidental dwelling fires every year. Some of these result in serious injuries and deaths.

Having an oxygen supply in your home will bring you benefits but there are a few things that you will also need to consider to keep yourself safe from the risk of fire. **An oxygen rich environment will fuel a fire that burns with greater intensity.**

There are some simple steps that you can take to reduce the risk of a fire occurring.

The most common cause of fire death in the home is smoking. Follow simple **'safer smoking'** guidelines.

If you use home oxygen or share/spend time in the home of an oxygen user; **never smoke or use an e-cigarette in your home near your supply of medical oxygen.**

You should **never smoke in bed**, the risk of falling asleep whilst having a cigarette is high and if you have additional mobility problems your chances of escape are reduced.

If you use paraffin-based emollient creams and smoke, these also increase your fire risk, speak with your GP and/or Pharmacist about a possible non-flammable alternative.

For help and advice on how to stop smoking call the free Smokefree National Helpline on **0300 123 1044**.

More fires and fire injuries are caused by carelessness in the kitchen than anywhere else in the home. **Keep your oxygen supply away from cookers, ovens and hobs.** Don't cook if you are tired or have been drinking and never leave pans unattended when cooking. When cooking, loose clothing can easily catch fire – take care not to lean over a hot hob and keep tea towels and cloths away from the cooker and hob.

Electrical fires are common but can easily be avoided by following some simple actions.

- Don't use imitation chargers, they are more likely to develop faults and overheat
- Unplug appliances and chargers when you are not using them or when you go to bed
- If you use an adaptor, use a fused 'in line' type and never overload it



Fit smoke alarms and test them regularly.

Working smoke alarms are essential as they provide an early warning and allow extra time to escape if there is a fire. They will also alert neighbours to the danger of fire. Every home should have at least one working smoke alarm per floor.

You may want to consider fitting additional smoke alarms in the room where the oxygen is mainly used/stored. Linked smoke alarms are now available, they will alert you no matter where you are in your home. As well as fitting smoke alarms you may also consider fitting a carbon monoxide alarm and a heat detector in your kitchen.

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Customer Service Helpline Numbers:

South West: **0808 143 9999**

Mobile: **0330 123 5469**

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

ENTER Our Spring Colouring Competition

Enter this competition and you could **win a £25 high street voucher** if your picture is selected as a winner.

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

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 March 2026 to:

Kids Competitions

Air Liquide Healthcare Ltd

Baltic House, East Side, Tyne Dock,
South Shields, NE33 5SP.

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: _____

Bedtime check

Many fire deaths happen at night, when most people are sleeping. Working smoke alarms should wake you if a fire does break out, but you can further reduce your risk by carrying out some simple checks before you go to bed. Close all internal doors as this helps to prevent fire spreading, check your cooker and heaters are turned off and keep door and window keys where everyone you live with can find them.

Be prepared by making an escape plan.

It is important to make sure you know what to do if you have a fire, so make a plan and practice it regularly. This will make sure everyone will know what to do in the event of a fire. If anyone in the home is slow to react or has mobility issues, have an escape plan that is tailored to suit their needs.

For example, ensure mobility aids and methods of calling for help are close to hand in case they are needed to escape. If you live in a purpose-built maisonette or block of flats your plan may need to be different, visit your

local fire service website for further advice.

Home fire safety visits

As an oxygen user you may receive a home safety visit from your local Fire and Rescue Service.

For tailored fire safety advice you can also directly arrange a home fire safety visit, these are usually free. To arrange a visit by your local Fire Brigade visit www.fireservice.co.uk for contact details.

Your local Fire Service Unit will visit your home and assess it and offer advice on how to make it safer; where appropriate smoke alarms may be fitted. The visit shouldn't take more than a few minutes and could significantly help to prevent a fire occurring.

They can help you manage any risks and plan how to evacuate the building in the event of a fire.

If you are contacted by them it is important you allow them to visit your home.

Speak to our helpline

Our team is trained to give you information on many aspects of living with a lung condition. Calling us is always completely confidential.

Contact us below or scan the QR Code to find out more.

Website: www.asthmaandlung.org.uk

Email: supportgroups@asthmaandlung.org.uk

Call: **0300 222 5800**.



Don't face pulmonary fibrosis alone



Action for Pulmonary Fibrosis



Action for Pulmonary Fibrosis (APF) aims to stop lives being lost to pulmonary fibrosis, and to help people living with PF to live well for longer.

We campaign to improve services, fund groundbreaking research and provide information and support.

Website: www.actionpf.org Email: supportline@actionpf.org

Call: **01223 785725**.

OUCH^{UK}

My Clusters: New APP for CH Sufferers

Take control of your Cluster Headaches, track & manage your headache patterns for better relief.

For more information, Advice Line: **0800 6696824**.

<https://ouchuk.org/news/myclusters-new-app-ch-sufferers>



MyClusters



Download the free NHS Quit Smoking App

The NHS Quit Smoking app is designed to give you personalised support to help you quit smoking for good.

Once you reach 28 days smoke-free, you're much more likely to quit for good!

The app allows you to:

- Track your progress
- See how much you're saving
- Get daily support
- Get inspired by others

<https://apps.apple.com/gb/app/nhs-smokefree/id687298065>

https://play.google.com/store/apps/details?id=com.doh.smokefree&hl=en_GB&gl=US

Additional information for smoking cessation can be found at:

<https://www.nhs.uk/better-health/quit-smoking/>



Winter Colouring Competition Winner!

We did not receive any entries in the Winter Colouring Competition, so unfortunately there was no winner this time.

IMPORTANT INFORMATION – PLEASE KEEP!

The Customer Service Helpline is open 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: <https://uk.healthcare.airliquide.com>

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.

Priority Services Register

This is a free support service that makes sure extra help is available to people in vulnerable situations. Please visit our website: <https://uk.healthcare.airliquide.com/priority-services-register-oxygen> or scan this QR code for more information. Alternatively, you can contact your electricity supplier directly.



Feedback

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

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

Key Dates for your Diary Easter and May Bank Holidays

It is important to plan your orders in advance of Bank Holidays:

Easter weekend is 3rd April - 6th April 2026

For routine orders to be delivered on:

Thursday 2nd April 2026

Order should be placed by:

Wednesday 1st April 2026

For holiday orders to be delivered before:

Easter 2025

Order should be placed by:

Thursday 26th March 2026

Early May Bank Holiday 4th May 2026

For routine orders to be delivered on:

Friday 1st May 2026

Order should be placed by:

Thursday 30th April 2026

For holiday orders to be delivered before:

Early May Bank Holiday weekend

Order should be placed by:

Friday 24th April 2026

Spring Bank Holiday 25th May 2026

For routine orders to be delivered on:

Friday 22nd May 2026

Order should be placed by:

Thursday 21st May 2026

For Holiday orders to be delivered before:

Spring Bank Holiday weekend

Order should be placed by:

Friday 15th May 2026

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

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

Did you know,
you can now opt in to receive
digital copies of our newsletter.
If interested please contact us.