



Baxter

Homecare Services

INFORMATION FOR PATIENTS

SUPPORTING YOU AT HOME

HOME PARENTERAL NUTRITION

Right Care. Right Place. Right Time.

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WELCOME TO BAXTER HOMECARE

Baxter Homecare provides specialist pharmacy and nursing services to people on Home Parenteral Nutrition (HPN). We work in partnership with the NHS. This booklet explains the service we provide. We would also ask you to read the Patients Charter provided to you by Baxter Homecare and produced by NHS England's HPN Stakeholders Group.

Your hospital clinical team are responsible for your ongoing care and this booklet is designed to assist with your treatment at home. Together with your clinical team, you will arrange your review appointments. Baxter Homecare will give your hospital clinical team regular updates regarding the service we provide via our pharmacy or nursing teams.

As part of this service, we will provide you with the items of equipment needed for your HPN therapy. This may include an infusion pump plus accessories, a fridge and a drip stand. This equipment is provided on loan and remains the property of Baxter Homecare. Please treat it as you would your own equipment, but do report any problems, should they occur, to our Customer Service Team (see next page).

We are here to help!

CONTACT INFORMATION

To discuss any aspect of the Baxter Homecare Service or get advice from our team of pharmacists and nurses, please contact us on:

Baxter Homecare Services:

Freephone: **0800 0324 894***

Email: **athome_northUK@baxter.com**

Our offices are open 9am to 5.30pm, Monday to Friday.

Out of hours: Outside of office hours an on-call nurse is available, via telephone only, to help you with urgent problems such as pump or fridge faults. The Out of Hours service is available via the freephone numbers provided where your call will be redirected to an on-call nurse.

Please let us know anytime if:

- You are admitted to hospital (please contact us as soon as possible)
- You will not be at home to accept your delivery
- Your delivery does not arrive
- Your delivery is not what you were expecting or is incorrect
- Your infusion pump provided by us is not working or has a fault
- Your delivery appears to be damaged in any way or there appears to be any leakage from the items (if this is the case, place the items in a container and wash your hands)
- Your fridge (if provided by us) stops working or is not reading between 2-8°C
- The expiry date on a product has passed or is about to pass

*Calls will be recorded and monitored for quality and training purposes.

Please contact your hospital clinical team or GP if you have any health concerns, they are responsible for your care.

HOSPITAL CLINICAL TEAM

Name:

Hospital:

.....

.....

Telephone number:

GP

Name:

Practice address:

.....

.....

Telephone number:



MEET YOUR HOMECARE TEAM

Introducing our Pharmacy and Patient Services teams

Baxter Homecare has a team of pharmacists based in Cheadle, who will support your day-to-day needs. Our Pharmacy Team consists of a head pharmacist and a team that support them.

The role of the pharmacists is to work alongside your hospital HPN team and support the coordinating and dispensing of your HPN, as well as making any changes to your prescription as requested by your healthcare team.

Alongside your pharmacist you will have a dedicated Patient Services Team who will be there to support any routine enquiries you may have, coordinate deliveries as well as process repeat orders for ancillaries.

MEET OUR NURSES



Introducing Bionical Solutions

Our nursing care is provided by Bionical Solutions. Together we work to provide you with a highly skilled HPN nursing service that puts you and your safety at the centre. Our nursing service is flexible and responsive in the delivery of high-quality care and as we look for ways to continuously improve, we welcome your feedback on our performance. You can provide this using the contact information on page 4.



Our nurses

The nursing team are registered with the Nursing and Midwifery Council (NMC) and have undergone Disclosure and Barring Services (DBS) checks.

All nurses wear Bionical and Baxter uniforms and have identification badges on display.

All nurses have relevant professional backgrounds that include care of central venous catheters (your lines) and administration of intravenous therapy. They also undergo specialist Baxter training in HPN as well as an extensive training and induction programme at Bionical.

Our nurses attend refresher training sessions and competence is reviewed each year.

Nurse visits

Nursing visits take place within a two-hour window that is agreed with you at the start of your therapy.

You will be notified if there needs to be any changes to this. We try to allocate a team of nurses who will visit you regularly to deliver your care, however it is not possible to request certain nurses. A report is sent to your hospital clinical team each week that provides an update on the care you have received and will detail any other relevant clinical information.

We would also ask you to read the nursing section of the Patients Charter provided to you by Baxter Homecare and produced by NHS England's HPN Stakeholders Group.

YOUR DELIVERIES

Your **first delivery**

Once a service start date has been agreed with your hospital team, Baxter Homecare will contact you to confirm the date of your first delivery.

Please do not be alarmed if lots of boxes appear on your first delivery - future deliveries will be smaller!

The driver will install your fridge (*if provided*) and unpack any items that must be kept cold. This first delivery will include everything required for your treatment at home.

Scheduled deliveries

Deliveries of your Parenteral Nutrition (PN) and any additional items will be made to your home address unless you or your hospital have requested otherwise. Please call us if you would like to discuss the other options that are available including delivering to an alternate address.



Ordering

Your Patient Services Team will contact you when it's time to make your first order of additional items and explain how the process works. The team will usually contact you monthly for your orders.

It's important that you have a two week safety stock of all non-prescribable items, this will mean you don't run out before your next delivery. If you think you are going to run out of anything, please let your Customer Service Team know.

**YOUR DELIVERIES WILL BE MADE BY OUR
HOME DELIVERY PARTNER, POLAR SPEED.
ALL POLAR SPEED DRIVERS WILL:**

POLAR*speed*
a UPS Company

- **Wear a name badge at all times**
- **Produce photographic identification upon request**
- **Have undergone security checks**

We will contact you by text, email or phone call to advise you of your delivery slot based on your communication preference. If, due to exceptional circumstances, we are unable to deliver at the agreed time you will be informed in advance.

If nobody will be at home to accept a delivery, please let us know as soon as possible on the phone number provided in the contact information section.

WITH YOUR PERMISSION, YOUR DRIVER WILL:

- **Unpack your PN and put it in the fridge (if applicable)**
- **Collect the yellow waste bins and bags that we have given you**

Please be advised that deliveries will not be left on your doorstep and all deliveries will need to be signed for (unless other arrangements have been made).

Please check the delivery note that the driver will give you against the contents of your delivery at the earliest opportunity and contact us if you identify any incorrect or missing items.



TRAVEL SERVICE

If you are planning on being away from home for business or leisure, please first discuss your plans with your hospital clinical team. Provided they are happy for you to travel, you should then contact us to discuss your arrangements. We would require 6 weeks' notice to be able to make the necessary arrangements.

We provide a travel service within the UK mainland including islands accessible by road plus the Isle of Wight and the Isles of Scilly.

WASTE DISPOSAL

If Baxter Homecare has provided a yellow bin to collect your waste, you need to contact us when the bin is half full or when your treatment is completed to arrange collection.

Please ensure that all waste bins and bags are sealed to enable the driver to collect from you.

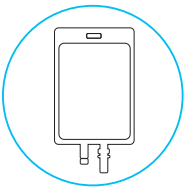


YOUR THERAPY

There are different types of parenteral nutrition (PN) bags. You might solely use one type of bag, or multiple bag types. This could change over the course of your therapy.

Compounded Parenteral Nutrition

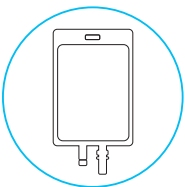
- Your clinician will decide on the ingredients and size of these customised bags to suit your specific nutritional need
- They will always require refrigeration between 2-8°C
- They can vary in appearance depending on their content



White/cream bags

White/cream PN bags contain fat and should be of a uniform white or cream colour and free from any particles. Occasionally the fat may separate slightly when storing, giving a layered appearance (this is known as creaming). We recommend mixing the bag before use by inverting it (turning it upside down and back again) for two or three minutes until any layers disappear, making the bag safe to use.

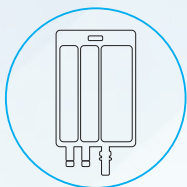
If the layers do not disappear, do not use the bag and contact us.



Clear or coloured bags

Clear or coloured bags should be completely transparent/clear and free from any cloudiness or particles. If the solution is cloudy or if any particles can be seen, do not use the bag and contact us.

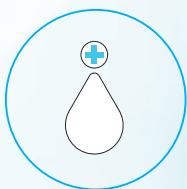
Prior to each infusion, PN bags should be removed from the fridge and hung up to allow them to warm to room temperature and for any air bubbles to rise to the top of the bag (this is known as degassing). Each bag should be visually checked to identify any damage, leakage or unusual appearance before infusion. Your hospital clinical team or Baxter Nurse will have advised you of the time required for the bag to warm up.



Multi-chamber bags

These bags can be presented in two or three chambers/ compartments, and require activation prior to infusion. If you require support of how to use these bags please contact Baxter Homecare.

These bags do not need to be stored in the fridge, however after activation, they need to be used in a certain timeframe in accordance with the manufacturer. All bags will be provided with a patient information leaflet in the box should you need to review this information.



Additional fluids

You may be prescribed extra fluid bags alongside your HPN to support your fluid intake. Speak to your hospital team if you have any concerns regarding your hydration status, and they will advise you of when to use these additional fluid bags. Your prescription will determine how many fluid bags are delivered to you per month. These bags do not need to be stored in the fridge.

IF ANY OF YOUR PN BAGS APPEAR TO BE UNSUITABLE FOR USE, PLEASE CONTACT US AND KEEP THESE BAGS TO RETURN TO BAXTER HOMECARE WITH YOUR DRIVER ON YOUR NEXT SCHEDULED DELIVERY.

YOUR INFUSION PUMP

You have been supplied with an infusion pump to deliver your therapy. It is important to keep it fully charged, clean and in good working order to ensure safe delivery of your therapy. Instructions and training will be provided on how to use your infusion pump.

It is good practice to visually check the pump and administration set before connection for any potential faults, such as cracks on the surface, loose wiring or any other physical damage.

Your infusion pump will require servicing and maintenance checks at regular intervals. Baxter Homecare will contact you at the appropriate time to make the necessary arrangements.

Please contact us immediately if you experience a problem with your infusion pump (page 4)



Remember:

The information in this booklet is not a substitute for clinical advice.

When using any device, the manufacturer's instructions should be followed.

This information does not override the views or suggestions of your hospital clinical team.

If you have any concerns regarding your treatment, please contact your hospital clinical team.

WHAT HAPPENS IF A PUMP ALARM GOES OFF?



If your pump alarm sounds at any point:

- Check the screen to see what message/symbol is displayed
- Silence the alarm
- Press the stop key to stop the infusion

You will have been instructed as to what to do in the event a pump alarm goes off. However, if you don't feel confident to do this, please contact us – we are here to help.

A nurse will call you back and try to solve the problem and advise you of what you need to do.

If the nurse is unable to resolve the issue they will arrange for a new pump to be delivered if required. Please do not throw away your faulty pump, this will need to be returned to Baxter for servicing and repair.

**PLEASE CONTACT US IMMEDIATELY IF YOU EXPERIENCE
A PROBLEM WITH YOUR INFUSION PUMP.**

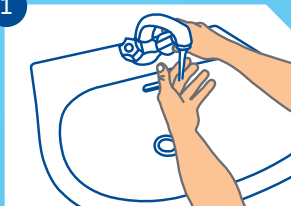
HAND WASHING GUIDE

When preparing for your infusion, it's really important to make sure your hands are clean. Although we can't see them, our hands are covered in millions of tiny bacteria that could be potentially harmful to your health if they get inside your body.

Washing your hands effectively using the **Aseptic Non-Touch Technique (ANTT)** is one of the easiest but most important steps you can take to reduce the risk of infection.

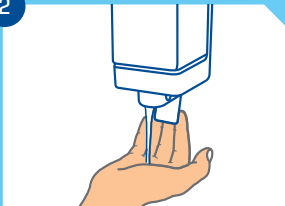
The hand washing process should take around two minutes when completed properly.

1



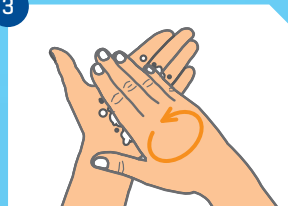
Wet your hands with running water.

2



Apply enough soap to cover the whole surface of your hand.

3



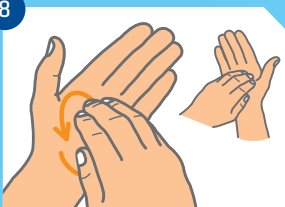
Place hands palm to palm and rub in a circular motion.

7



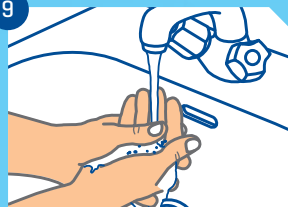
Clasp a thumb in the opposite palm and rotate, rubbing firmly. Repeat with the other thumb.

8



Clasp right hand fingers, place in left palm and rotate. Repeat with left hand fingers.

9



Rinse your hands with water.



4



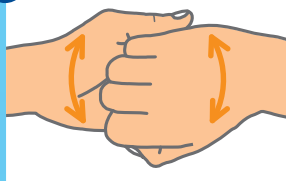
Place right palm on left hand, interlace fingers and rub. Repeat with left palm on right hand.

5



Place hands palm to palm with fingers interlaced and rub up and down.

6



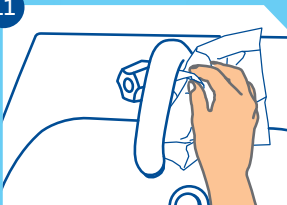
Interlock your fingers to bring the back of the fingers to opposing palms and rub up and down.

10



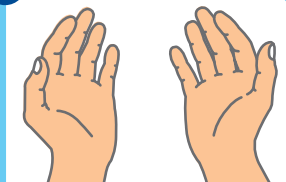
Dry your hands thoroughly with a single-use towel.

11



Use the towel to turn off the tap.

12



Your hands are now cleaned thoroughly!

SUPPORT GROUPS

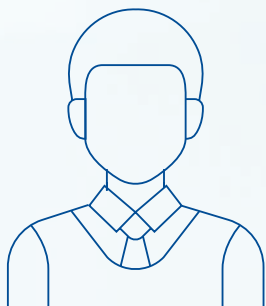
Patient Associations

Patients on Intravenous and Naso-gastric Nutrition Treatment

(PINNT): A support and advocacy patient group for people on home artificial nutrition (HAN). PINNT supports those on home parenteral nutrition (HPN/intravenous), home enteral nutrition (HEN/tube feeding) and people who have oral nutritional supplements (ONS).

The group also offers mutual support and understanding to family members and friends of those who are receiving HAN.

In practice, seeking advice and guidance from people already receiving the treatment can prove useful to those who are learning to live with artificial nutrition.



Membership:

**Full Membership of
PINNT is free to patients**

Associate Membership is also free and is ideal for family members, friends and those interested in supporting PINNT.

There are three main activities within PINNT:

Patient support & advocacy: PINNT's aim is to offer support, empathy and contact to patients who require artificial nutrition at home, whether it is via enteral, parenteral and/or oral nutritional supplements. To represent members in appropriate ways to the relevant bodies to share information, as necessary.

Education: Showcasing life on HAN from the patients/carers/family perspective. Working to use this information to enhance services, thoughts and perceptions.

Information resource: Ability to work with professional bodies, manufacturers, policy makers and service providers to provide further insight into HAN and to enhance and develop services, products, and information for those on HAN

**PINNT has useful resources to support members;
these resources are free to members.**

Website: www.pinnt.com

Email: comms@pinnt.com

Address: **PO Box 3126, Christchurch, Dorset BH23 2XS**

Telephone: **020 3004 6193**

Facebook: **@PINNTcharity - offers a private Facebook page for members only.**

Membership form: www.pinnt.com/membership.aspx



REPORTING SIDE EFFECTS

We encourage patients to report any information about the safety, quality or performance of their medicine.

If you get any side effects, talk to your doctor, pharmacist or nurse.

This includes any possible side effects not listed in the package leaflet.

You can also report side effects directly via the Yellow Card Scheme at www.mhra.gov.uk/yellowcard

By reporting side effects you can help provide more information on the safety of this medicine.

Any side effects or problems relating to Baxter products can also be reported direct to Baxter Pharmacovigilance on +44 (0)1635 206360 or by email to vigilanceuk@baxter.com.

If you experience any problems with your device you should report these to your doctor, nurse or homecare advisor. They will ensure that any complaints or adverse incidents are reported to Baxter and the appropriate authorities.

Baxter will not undertake any liability as a result of using this information and for any advice on clinical matters; you should consult your hospital clinical team.



DATA PRIVACY

Protecting your personal data

To comply with the General Data Protection Regulation (GDPR) which came into force on 25th May 2018 in the European Union, we are now obliged to take specific actions regarding personal data.

You hospital will have obtained your written permission to allow Baxter Healthcare Ltd to hold and use your personal data to be able to provide you with a clinical homecare service.

Please address your requests or questions concerning the processing of your personal data to: **privacy@baxter.com**



FEEDBACK AND COMPLAINTS

Working in partnership with your hospital team we will aim to ensure that you receive the best quality service possible. However, we know that occasionally things can go wrong. If this happens, we will try our best to put things right quickly and avoid the same thing happening again.

Feedback from patients is crucial in helping us provide the highest quality of patient care and service. As part of the feedback process we will be sending you an annual survey to ask you about the quality of our service.

Your feedback will help us understand how we can improve the service we provide. The survey will be posted out to your home address or emailed to an agreed email address.

**WE ARE ALWAYS
LOOKING TO
IMPROVE OUR
SERVICES**

You can contact us at any time with feedback on the Baxter Homecare service.

We look forward to receiving your phone calls and emails.

What can I do if I have concerns about the homecare service provided?

Email or call us via the details in the **contact information section on page 4**.

If you are not satisfied with the response from our Homecare Team, you can request a written response and your concern will then be handled as a formal complaint. Your treatment will continue as normal during this process.

What happens next?

Complaints will be acknowledged in writing, you will also get a full written response when the complaint has been investigated and the cause and actions are clear.

What if I am not satisfied with the formal response?

If you are not satisfied with the response you received from us you can raise this with your hospital or contact our external regulatory bodies:

Care Quality Commission

Citygate, Gallowgate Newcastle upon Tyne NE1 4PA
Telephone: **03000 616161** Email: **enquiries@cqc.org.uk**

Nursing and Midwifery Council

23 Portland Place London W1B 1PZ
Telephone: **020 7333 9333**

General Pharmaceutical Council

25 Canada Square London E14 5LQ
Telephone: **020 3713 8000** Email: **info@pharmacyregulation.org**



DISCONTINUING THE SERVICE

In the event that the Baxter Homecare Service is no longer required;

We will arrange collection of all equipment and unused items within ten working days of being informed. If there is a specific requirement to carry this out sooner, this will be accommodated.



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Compton, Newbury
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