

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](mailto:alhomecare.patientsupport@nhs.net)

## Staying Healthy this Winter



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

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.

### 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)

# Winter Wordsearch

Find the **NINETEEN** winter related words in the wordsearch.

Bells  
Carols  
Decorations  
Family  
Frosty  
Fun  
Gingerbread

Holiday  
Holly  
Lights  
Mistletoe  
Presents  
Pudding  
Reindeers

Rudolph  
Santa  
Snowflake  
Stocking  
Tinsel

Find the hidden words in the maze. They may be horizontal, vertical, diagonal, forwards or backwards.



Complete the wordsearch to be entered into a prize draw to **WIN £50 of High Street vouchers of your choice.**

Entries to be returned to: **Competitions, Air Liquide Healthcare Ltd**  
Alpha House, Wassage Way, Hampton Lovett, Droitwich, WR9 0NX. by **31st December 2021**.  
Prize draw will be completed the following week and the winner notified by post.

Terms and conditions apply: Only a single entry per household on the original copy of the newsletter wordsearch form. No relatives of Air Liquide Healthcare personnel can enter this competition. The closing date will be strictly adhered to. To ensure patient confidentiality please do not place any of your personal details on the outside of the envelope.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

# 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.



## “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

### Healthy Winter Vegetable & Lentil Soup

#### Ingredients

- 85g dried red lentils
- 2 carrots, quartered lengthways then diced
- 3 sticks celery, sliced
- 2 small leeks, sliced
- 2 tbsp tomato purée
- 1 tbsp fresh thyme leaves
- 3 large garlic cloves, chopped
- 1 tbsp vegetable bouillon powder
- 1 heaped tsp ground coriander

#### STEP 1

Tip all the ingredients into a large pan. Pour over 1½ litres boiling water, then stir well.

#### STEP 2

Cover and leave to simmer for 30 mins until the vegetables and lentils are tender.

#### STEP 3

Ladle into bowls and eat straightaway, or if you like a really thick texture, blitz a third of the soup with a hand blender or in a food processor.

### Autumn Competition Winners!

Thank you to everyone who took part in the Autumn Wordsearch Competition.

Congratulations go to:  
**Ms AA - London Region**  
**Mr TW - South West Region**

## 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](http://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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### Feedback

Your feedback is important to us. Please send comments or suggestions to **[alhomecare.patientsupport@nhs.net](mailto: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.