

Welcome to the Spring edition of the Good2Go2 newsletter. The spring bulbs are already starting to poke their heads above ground as we prepare this newsletter so hopefully this is a sign that better weather is not too far off. In this issue you will find some information on what to do should there be a power outage written by Evan and information on accessibility to the Air Liquide Healthcare website. We would 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

What to do in the event of a **POWER CUT** in your area

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

If you use a static oxygen concentrator you'll know that it needs a constant supply of electricity to work.

Energy suppliers and network operators offer a Priority Services Register, a free support service to help people in vulnerable situations. Ofgem have an up to date website (search 'Ofgem Priority Service Register') which can give you more details, but states that you are eligible for support if you:

- Have reached your state pension age
- Are disabled or have a long-term medical condition
- Are recovering from an injury
- Have a hearing or sight condition
- Have a mental health condition
- Are pregnant or have children under 5
- Have extra communication needs (such as if you don't speak or read English well)

You might still be able to register for other reasons if your situation isn't listed. For example, if you need short-term support after a stay in hospital. If you feel that you could benefit from some additional assistance, please contact your electricity supplier.

Did you know that if you experience a power cut you can call **105** for free from most landlines or mobile phones? This will automatically connect you to your electricity network operator.

So what should you do if there's a power cut in your area?

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



Here's some tips below:

Planned power cuts

Electricity suppliers sometimes need to perform important work on their network that requires the power to be turned off temporarily. They should provide notice to you so that you can make preparations:

- Keep a torch in a place that is easily accessible
- As an oxygen user you may like to consider alternatives to candles and paraffin heaters. Remember to **ALWAYS** maintain a safe distance from sources of ignition (3 metres) and sources of heat (1.5 metres)
- Switch off appliances and lights, but leave one light on so you know when power has been restored
- It's really important to keep warm if the weather is cold. Dress in several layers and have a hat, gloves and a blanket ready. You can also reduce heat loss by closing doors and curtains
- Cordless home phones don't work in a power cut but phones with a cord usually do, so either keep one always plugged in or have one you can plug-in ready

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Customer Service Helpline Numbers:

London: **0808 143 9991**
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 £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 March 2022 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: _____

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If you use a mobile phone, keep a 'power bank' charged-up so you can recharge your mobile during the power cut

- Power cuts will also affect things like stair lifts, bath hoists and adjustable beds. Make sure that any essential medical equipment has a battery back-up. This means you can keep using it, even if the power is out. If you have a stair lift, check it has a manual release handle that you can use to return it to the ground floor if needed
- If you have electric gates or garage doors, please check how to manually open and close them

As soon as you become aware of a planned power cut call the Air Liquide customer service team so that we can help you proactively manage your oxygen provision.

An unexpected power cut

In some circumstances your electricity supplier may not be able to give you much (or any) notice during emergencies. It's particularly important to be ready so in addition to the above suggestions, you may like to consider:

- Switching off all electrical appliances that shouldn't be left unattended, ready for when the power comes back on
- Checking to see if your neighbours are safe and if they have a power cut too. If they have power, your trip switch may have been activated
- Contact your energy network operator to report the power cut. Please note that your energy network operator is different from your energy supplier. Contact your energy supplier if you're unsure who your network operator is

As a patient with a concentrator you will receive a back-up cylinder(s) to use in the event of a power cut or concentrator breakdown.

You should:

- **ALWAYS** ensure you know where your back-up cylinder(s) is and that it is easily accessible
- **ONLY** use your back-up cylinder(s) in the event of an emergency
- **ALWAYS** tell us if you have used your back-up cylinder

In the event of a power cut, you will need to call our 24 hour customer service team.

Before you call us you should:

- Remove the tubing from the oxygen outlet on your static oxygen concentrator
- Connect this tubing to the oxygen outlet on your back-up cylinder
- **w**Operate the back-up cylinder according to the instructions in our Using Cylinders guide

If you think you may experience difficulty with this, please call us as soon as possible so that we can help prepare you and arrange a visit from one of our healthcare technicians.

The Air Liquide Healthcare Website

www.airliquidehealthcare.co.uk

At Air Liquide Healthcare we want to make sure that our website is accessible to all therefore we have added **ReachDeck**, a digital inclusion toolbar (from Texthelp), to the site to help if you find that you are having any issues due to sight, reading or translation.

It used to be called Browsealoud which you may be aware of ReachDeck provides speech, reading and translation support tools which can help make the information on the website easier and more accessible.

When you visit the website you will see this symbol on the home page:



If you **click** on the symbol it will provide you with a toolbar:



What the symbols mean:



Starts reading the page out loud – switch between hover and click settings menu



Starts reading selected text or reads from the top of the page



Stops reading and clears highlights on the page



Provides written and spoken translations in multiple languages



Displays pictures related to text selected on the page



Converts selected text into an MP3



Blocks distractions on screen with a tinted mask



Enlarge text as it is read out loud



Removes clutter from the screen, displaying only the main text



Show a simple help page that explains what the ReachDeck toolbar does



Customise options to suit individual needs or preferences



Winter Colouring Competition Winners!

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

Congratulations goes to:

TB Aged 4
INB Aged 8



INB
Aged 8

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 Health Care 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.

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 15th to 18th April 2022

Routine orders should be placed by
5.00pm on Wednesday 13th April 2022

Holiday orders should be placed by
5.00pm on Friday 8th April 2022

Early May Bank Holiday 2nd May 2022

Routine orders should be placed by
5.00pm on Thursday 28th April 2022

Holiday orders should be placed by
5.00 pm on Tuesday 26th April 2022

Spring Bank Holiday 2nd June 2022 and Platinum Jubilee Bank Holiday 3rd June 2022

Routine orders should be placed by
5.00pm on Tuesday 31st May 2021

Holiday orders should be placed by
5.00pm on Thursday 26th May 2021

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

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

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.