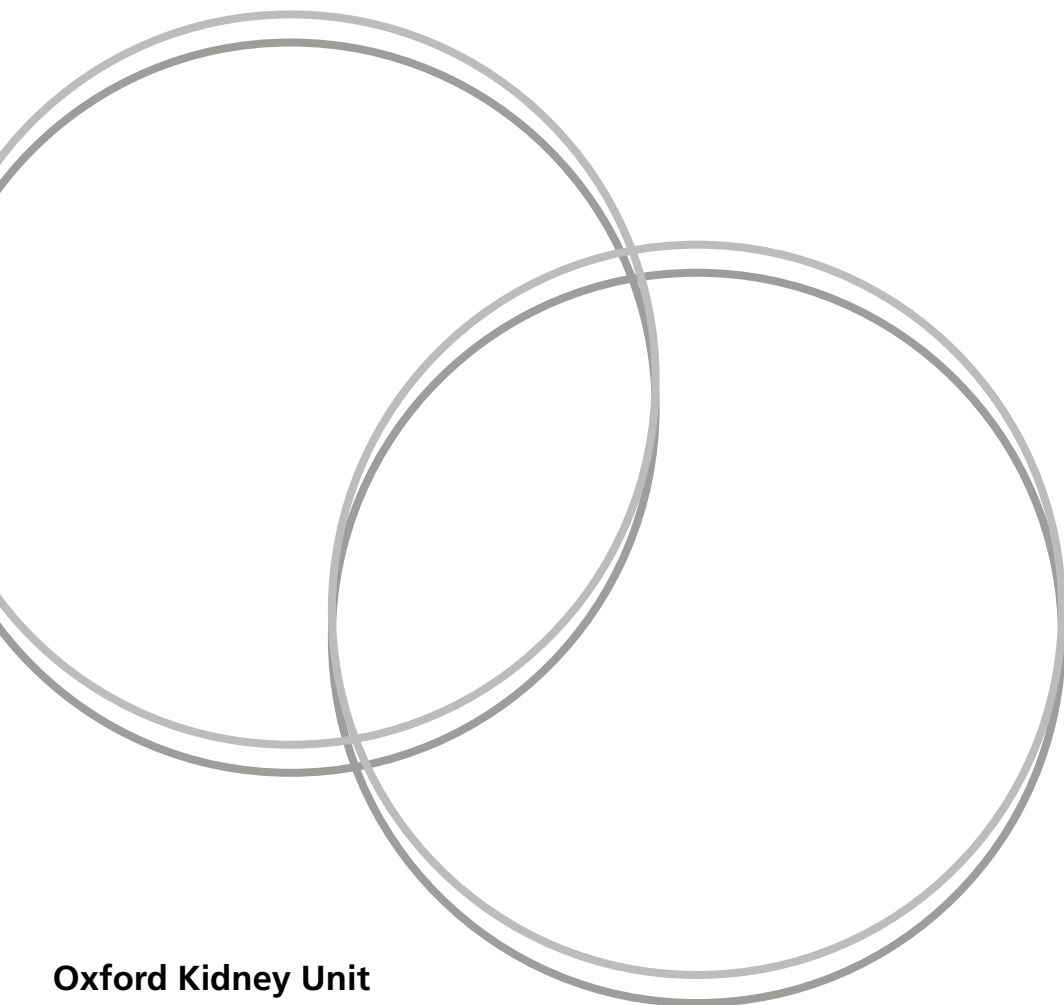




Oxford University Hospitals
NHS Foundation Trust

Welcome to the Oxford Haemodialysis Units

Information for patients



Oxford Kidney Unit

Welcome to the Haemodialysis Unit

This leaflet is about the day-to-day running of the dialysis units. Most people will start haemodialysis in Oxford. If you live outside of Oxford you will be transferred to one of the renal network units (satellite units) once a space is available. We will let you know how long you may have to wait.

There are two dialysis units at the Churchill Hospital

- Main Dialysis Unit: Tel: **01865 225 807**
- Tarver Dialysis Unit: Tel: **01865 225 725**

There are also five satellite units

- Banbury (Horton General Hospital)
- Milton Keynes
- Swindon
- Stoke Mandeville
- High Wycombe

Some of the information in this leaflet may be a bit overwhelming, so if you have questions please speak to any members of your dialysis team. We are here to help you have a positive experience throughout your treatment.

Our philosophy

We aim to:

- promote person-centred care
- treat every patient as an individual
- achieve a high standard of care through patient involvement with planning and evaluation
- respect and accept individual values, cultures and customs
- achieve optimum levels of function and wellbeing
- promote partnership across the multidisciplinary team (MDT)
- offer research opportunities and new ideas for enhanced treatment
- welcome comments and feedback.

Who will look after me?

When you start dialysis you will meet some of the dialysis nurses. One of these dialysis nurses will be your named nurse who will oversee your treatment. They will make sure your treatment is working well and that any problems are well managed and that you are involved in your care. You may not see your named nurse at every treatment, and may be cared for by one of the dialysis nurses, who will report back to your named nurse.

When do I come for dialysis?

You will need to come to the unit three times a week, although some people only need dialysis twice a week. Three times a week dialysis takes place on either Monday, Wednesday and Friday, or Tuesday, Thursday and Saturday, in the morning, afternoon or evening (twilight).

We will try our best to give you the days that you would like; this may involve a short wait until a slot becomes available.

- If you are dialysing in the morning you should be in your unit for 8.00am.
- If you are dialysing in the afternoon you should be in your unit for 1.00pm.
- If you are dialysing in the evening (twilight) you should be in your unit for 6.00pm.

Some of the satellite units offer booked appointment times. Your named nurse will give you more details.

If you need to change your treatment day, please speak to a Unit Manager, Deputy Sister/Charge Nurse or Shift Co-ordinator. Please give as much notice as possible and we will do our best to help you. We always try to make changes for appointments, holidays, social and business events.

What should I wear?

Please wear loose comfortable clothing, so your nurse can easily gain access to your fistula or Tesio (tunnelled dialysis catheter) line. We will ensure dignity is maintained throughout your care for if you have a Tesio line.

What happens when I arrive?

When you arrive for treatment, your temperature will be taken as part of COVID-19 and routine care. You will also be given a surgical mask to wear during your treatment. This should only be taken off when you are eating or drinking.

If you are able to please weigh yourself on the scales and take your blood pressure in the waiting area and write on the paper provided. You can then give your weight to your nurse when you begin your treatment. Don't worry, you will be shown how to do all this when you come for your first treatment.

Please stay in the waiting area until we call you for your treatment. Sometimes patients are called in a little early if their condition makes this necessary. Your dialysis nurse for the day will ask you some questions about your health since your last dialysis treatment, then connect you to a dialysis machine.

While you are on dialysis, the nurses will check your blood pressure and dialysis lines, and give you medications if needed.

When your treatment has finished, your nurse will disconnect you from the machine and make sure you are well enough to go home.

Sometimes your treatment may be delayed due to circumstances beyond our control, but we do our best to start your dialysis as soon as we can.

What do I need to do before I dialyse?

If you have a fistula, please wash both your hands and fistula with soap and water before your dialysis treatment begins. By each wash basin there is a copy of the hand hygiene washing procedure which you should follow. If you are unable to get to the wash basin, we can provide hand wipes.

What to expect during dialysis

The unit can be noisy; the machines bleep if there is a problem, to alert the nurses.

During connection and disconnection of the dialysis machines the unit can become quite busy, which is normal.

All units have mixed bays where men and women dialyse together.

How might I feel on dialysis?

Most people feel fine on dialysis, but you might experience any of the following:

- Headache
- Sickness
- Cramps
- Low blood pressure
- Dizziness
- Tiredness

If so, tell your dialysis nurse.

If you have a problem with your dialysis the nursing staff can contact a renal doctor. For other medical problems you should contact your GP. If you are in doubt, speak to a member of the nursing team for advice.

Living with kidney failure can be stressful, and we understand that you may sometimes need help or feel overwhelmed.

We are always happy to discuss your concerns and can offer practical as well as emotional support. Please speak to your nurse or the manager during your treatment or, if you prefer, privately before or after your treatment.

We are also here to support family members or friends who may be providing you with help or care. If they are worried about anything, please let them know we can help them, too.

Support is also available from a Kidney Patient Advisor. If you would like to see them please ask a nurse to arrange a meeting for you. We also have a Clinical Psychologist who you can talk to. Please ask your nurse if you would like to see them.

Who can be with me when I dialyse?

Please speak to the nurse in charge to see if you are able to have a relative or friend with you when you are on dialysis.

What refreshments will I be given?

We provide tea, iced water, biscuits and sandwiches. Unfortunately we cannot provide coffee as it contains too much potassium. You can also bring a snack or sandwich with you.

When will I see my Renal Consultant?

You will see your Renal Consultant every two to three months in the outpatient department. Some consultants may visit patients on the unit.

If you are unsure of your appointment date, or need hospital transport to attend your appointment, please ask the ward clerk.

How can you help your condition

Dialysis treatment is effective, but you will also need to make some changes to your diet and the amount of fluid you drink. Before you start dialysis, a dietitian will talk with you and provide information to help you with this. It is important that you follow the advice about diet and how much you drink, as this increases the effectiveness of your treatment and will be better for your long term health.

Your named nurse will tell you what to expect over the next few weeks as your body adapts to haemodialysis. There is also a leaflet available. Please ask your dialysis nurse for a copy if you have not been given one.

You may start having dialysis using a line (thin tube) inserted into your chest (Tesio line).

Eventually, you will have a vascular access created in your arm, known as a 'fistula'. A fistula is created by joining a vein and an artery together (during an operation). This creates a larger vein, into which the needles can be inserted for dialysis (they are removed at the end of the dialysis treatment session and your fistula is covered with gauze or dressing). These needles are connected to the dialysis machine.

It is important that you take good care of your fistula.

Keep the gauze or dressing on overnight after dialysis.

- Never allow anyone to take your blood pressure using your fistula arm.
- Never have an injection or have blood taken from your fistula arm unless a nurse or doctor has advised you otherwise.
- Do not wear tight clothing on your fistula arm.
- If you have any soreness or oozing, contact your dialysis unit or the Renal ward immediately.
- Check your fistula daily: you should feel a buzzing when it is touched lightly.
- Make sure you know what to do in an emergency if your fistula or graft won't stop bleeding. Your dialysis nurse will give you a pack which has more information.

How do I get to dialysis?

Your dialysis team will talk to you about getting to and from dialysis. A separate leaflet is available on transport for dialysis; please ask a member of the team for a copy.

What can I do whilst on dialysis?

All hospitals now offer free WiFi and you may bring personal electronic devices with you. You can also bring books or newspapers.

Each dialysis space has radio and television, although in some units you need to buy a card to watch television. Cards can be bought from machines outside the Oxford units for £5 - £10.

Ask your dialysis nurse for some headphones, which we will keep for you each time you visit.

You can also talk to your neighbour on dialysis.

Shared Care

Your nurse may talk to you about Shared Haemodialysis Care, which is about involving you in your dialysis treatment. There is a leaflet that explains this in more detail; please ask your dialysis nurse for a copy. Some people on haemodialysis do their own treatment at home. If this is something that you would like to consider please speak to your named nurse or consultant.

Hospital admissions

If you are admitted to hospital, it is important that the steps below are taken.

- Ask them to inform the Renal Unit that you have been admitted to hospital
- Remind staff you have a fistula, or a Tesio line, and they should not take your blood pressure or any blood from this.
- Tell staff about your fluid and dietary restrictions.
- Tell staff you are a dialysis patient.

Holidays

Although you have to attend dialysis treatment regularly, you may still take holidays in the UK and abroad. Before arranging a trip, gain permission from the Unit Manager and your consultant, to ensure you are fit enough to travel. Please give at least two months' notice so we can complete the necessary paperwork and take the required blood tests. We have leaflets about holiday dialysis and our nurses can also provide you with information.

Code of Conduct

During your time at the Renal Unit we will explain your treatment, and how to raise any concerns so we can resolve them quickly.

The Oxford Kidney Unit has a zero tolerance policy for any form of verbal or physical abuse.

Telephone numbers

Renal Ward

Churchill hospital

Tel: **01865 225 780**

24 hours, including weekends and bank holidays

Main Haemodialysis unit

Churchill Hospital

Tel: **01865 225 780**

Tarver Haemodialysis Unit

Churchill Hospital

Tel: **01865 225 695**

Milton Keynes Haemodialysis Unit

Tel: **01908 996 496**

Stoke Mandeville Haemodialysis Unit

Tel: **01296 316 996**

Banbury Haemodialysis Unit

Tel: **01295 229 811** or
01295 224130

High Wycombe Haemodialysis Unit

Tel: **01494 426 347**

Swindon Haemodialysis Unit

Tel: **01793 605 286**

Deputy Matron

Tel: **01865 225 487**

Matron

Tel: **01865 225555**

Useful websites

Oxford Kidney Unit

Lots of information about the Oxford Kidney Unit for patients and carers.

Website: www.ouh.nhs.uk/oku

Kidney Patient Guide

Information for patients with kidney failure and those who care for them.

Website: www.kidneypatientguide.org.uk

Kidney Care UK

A charity which has lots of practical support and information for people with kidney disease.

Website: www.kidneycareuk.org

Six Counties Kidney Patients Association

The SCKPA is run for patients by patients or family members.

They offer support to people suffering from kidney disease or who are on dialysis. They work closely with the Oxford Kidney Unit and have branches in Oxfordshire, Northamptonshire, Buckinghamshire, and Milton Keynes, and parts of Wiltshire, Gloucestershire and Berkshire.

Website: www.sixcountieskpa.org.uk

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

Author: Juniya John, Main Unit Dialysis Manager
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Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information



Making a difference across our hospitals

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