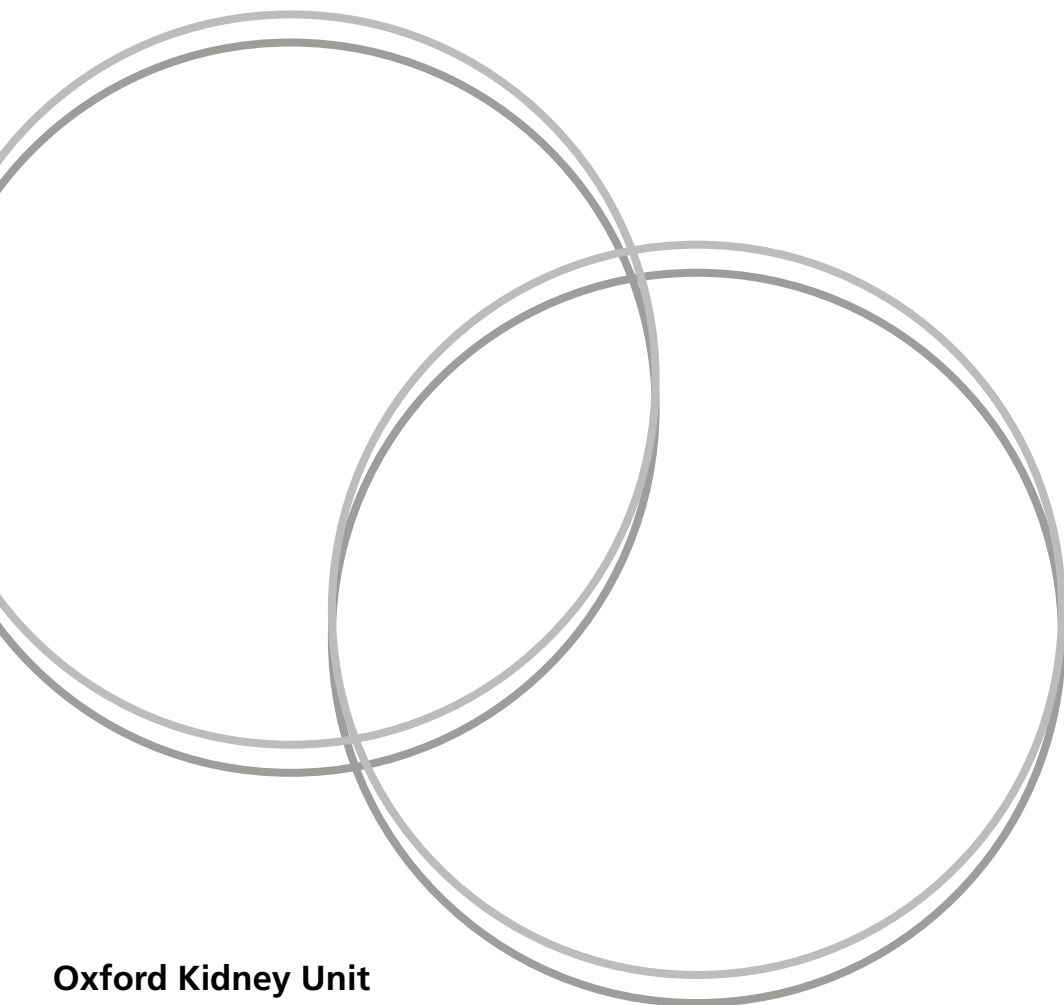




Oxford University Hospitals
NHS Foundation Trust

Welcome to Swindon Renal Unit

**Information for
patients and carers**



Oxford Kidney Unit

If you have any questions after reading this leaflet, please speak to a member of our staff.

During the COVID-19 pandemic, hospital visiting rules have changed. Please ask the nurse in charge if visitors may come to clinic or dialysis with you.

In exceptional circumstances we may be able to allow someone to come with you when you see a clinician.

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Swindon Renal Unit is part of **Oxford Kidney Unit**, run by Oxford University Hospitals NHS Foundation Trust.

We provide haemodialysis and peritoneal dialysis treatment for the Wiltshire including (Cirencester (South) and Devizes) and parts of West Berkshire.

We also provide outpatient clinics for haemodialysis and peritoneal dialysis patients, pre-dialysis patients, and patients who have had a kidney transplant.

We have a very relaxed and friendly approach, and hope that you will feel comfortable and at ease when you visit us. We are here to help you have a positive experience throughout your treatment.

Opening hours

Mondays, Wednesdays and Fridays
6.30am - 11.00pm

Tuesdays, Thursdays and Saturdays
6.30am - 7.00pm

Tel: **01793 605 286**

Reception

Tel: **01793 605 291**
8.00am - 4.00pm, Monday to Friday

Appointments and general enquiries

Unit Manager: **01793 605 287 / 605 286**

Peritoneal Dialysis: **01793 605 288**
8.00am to 6.00pm Monday to Friday (hours may vary if visiting patients at home)

Out of hours, a message on the answerphone will advise you who to contact

Renal Ward, Churchill Hospital

Tel: **01865 225 780**
24 hours, including weekends and Bank Holidays

About your dialysis

Each team is led by a Deputy Sister / Charge Nurse. You will also have a 'named nurse' who will be responsible for your continuing care.

We have 18 haemodialysis stations, and you may have your dialysis on a bed or a chair. Our chairs are very flexible and have a remote control, so you can make adjustments for your comfort. They can fully recline.

You should expect to come to the unit three times a week, although some people only need dialysis twice a week. You will usually spend about five hours in the unit.

Three times a week dialysis takes place either on Monday, Wednesday and Friday, or on Tuesday, Thursday and Saturday. We try our best to give you the days that you would like; this may involve a short wait until a slot becomes available.

Your dialysis slot is based on an appointment time. Your dialysis nurse will let you know when you should arrive for dialysis.

If you are dialysing in the morning we will give you a time between 7.00am and 8.00am

If you are dialysing in the afternoon we will give you a time between 1.00pm and 2.00pm

If you are dialysing on the twilight session we will give you a time between 5.30pm and 6.30pm

When you arrive

When you arrive please wait in the reception area and will we let you know when to come into the HD unit.

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 that you should follow. If you are unable to get to the wash basin, we can provide hand wipes.

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.

During your dialysis

You may wish to bring in something to read and/or your tablet or laptop. If you want to watch TV, please bring in some personal headphones with a long lead, to avoid disturbing other patients.

Electrical equipment must be checked by the hospital before being used in the unit, unless it is new. We will arrange to have this done when you first arrive. We are unable to accept responsibility for any items you bring into the unit.

A relative or friend is welcome to sit with you during your treatment.

We provide sandwiches, biscuits and a hot drink free of charge in the first hour of your treatment. You are welcome to bring your own sandwich or snack. If you are taking a phosphate binder, such as Calcichew, Calcium acetate, Renagel or Lanthanum, please remember to bring these with you, so you can have them when you eat.

Pre-Dialysis Nurse

This specialist nurse offers support to people requiring pre-dialysis care and conservative management in the hospital and community. They will educate and advise you on your renal therapy options. They are also able to advise you about vaccinations.

What to expect

The unit can be noisy, especially during connection and disconnection of the dialysis machines. The machines also bleep to alert the nurses if there is a problem.

The unit has a mixed bay, where men and women have dialysis together.

Please wear loose comfortable clothing, so your nurse can easily gain access to your fistula or Tesio line.

Most people feel fine during dialysis, but you might experience the following:

- headache
- sickness
- cramp
- low blood pressure
- dizziness
- tiredness.

If you experience any of these symptoms, please talk to 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.

Peritoneal dialysis (PD)

There is a PD Nurse available in the unit Monday to Friday. There may be some variation in these hours, but there is always an answerphone available.

If they are not available you may need to contact the Oxford PD Unit or the Renal Ward. A PD nurse will also visit you at home for training and some appointments.

Shared Haemodialysis 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.

Clinics

Dialysis, Transplant or Pre-Dialysis clinics run on Mondays, Wednesdays, Thursdays and Fridays.

Please make appointments at the reception desk. The same consultant will usually see you each time. This helps them to become familiar with you and how well your treatment is going.

A Dietitian may be available during clinic, please ask your dialysis nurse. The Dietitians can be contacted in Oxford at other times.

Tel: **01865 225 061**

If you are on haemodialysis your dialysis nurse will take blood samples at the beginning of the month. This is so we can make sure that your dialysis is working well.

If you have any queries about your diet or fluid intake it is also possible to see a dietitian. Please ask a nurse if you would like to see one.

If you need to change your treatment day, please speak to the Unit Manager.

Please give as much notice as possible, and we will do our best to help you.

How to 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 HD.

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). These needles are connected to the dialysis machine.

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

- Keep the 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 Swindon Renal 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.

Emotional support

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 renal nurse or the Unit 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 renal nurse if you would like to see them.

It may also help to talk to other patients. When you come for haemodialysis, to see the PD Nurse, or when you attend clinics, you will have the opportunity to meet up with others with kidney problems. They may be able to give you information on how they have coped with kidney failure.

Spiritual and Pastoral Care

The hospital has a Multi-faith and Belief team who work with local faith and belief groups as well as a Humanist Pastoral Carer. If you would like to speak to a member of their team, ask your dialysis nurse to contact them or phone.

Tel: Tel: **01793 604 288** (this is an answering service, picked up within 24 hours).

Multi-faith prayer room

There is a multi-faith prayer room on the first floor, to the right of the main lifts, before the Eye Clinic.

Transport / car parking

If you drive yourself in by car you (each ticket cost £1.10 at the time of printing). You can claim a mileage allowance. If you use public transport you may be able to claim a refund of fares if you are on certain benefits.

Hospital transport is available for people who have no other means of transport, or are unable to drive. Please talk to a nurse if you need transport, so that it can be arranged before you start dialysis. You may have to wait a short period for transport home after your dialysis.

Hospital facilities

In the hospital main entrance reception area you will find:

- toilets
- a seating area
- a small shop selling food, drink, newspapers, cards, gifts etc.
- a coffee bar
- free WiFi
- a post box.

Toilets

There is one accessible toilet for patients near Reception.

Restaurant

The restaurant on the ground floor is open every day 7.30am to 7.30pm for hot and cold meals, snacks and drinks.

Hospital admission

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

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

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 and to arrange treatment for you while you are away.

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.

Holidays for people on peritoneal dialysis may be slightly different, so please speak to your PD Nurse.

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.

Great Western Hospital and Oxford Kidney Unit have a zero tolerance policy for any form of verbal or physical abuse, and your treatment will be deferred or relocated if this becomes necessary.

Useful websites

Oxford Kidney Unit

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

Website: www.ouh.nhs.uk/oku

Here for Me (patient portal)

'Health for Me' enables you to access to your digital health record via the OUH Patient Portal. It is an online system that allows you to easily view parts of your digital health record safely and securely from a computer or smartphone.

Please ask a member of the renal team to sign you up to the patient portal.

If your bloods are taken through the Oxford Kidney Unit you will be able to see these results. We can give you a leaflet that explains what the blood test results mean. If you would like a copy please ask a member of the renal team.

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

National Kidney Federation

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

Website: www.kidney.org.uk

Viva

A quarterly magazine giving news and views of all things kidney-related and some not related. Members of the Six Counties Kidney Patients Association receive a free copy. Copies are available in the Unit reception area for you to look at. If you wish to join, details can be found within the magazine. There are also details on the notice board at the reception waiting area.

Further Information

Please speak to the department where you are being seen if you would like an interpreter. You will find their contact details on your appointment letter. Please also ask them if you would like this information leaflet in another format, such as:

- easy read
- large print
- braille
- audio
- electronically
- in another language.

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

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Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information



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