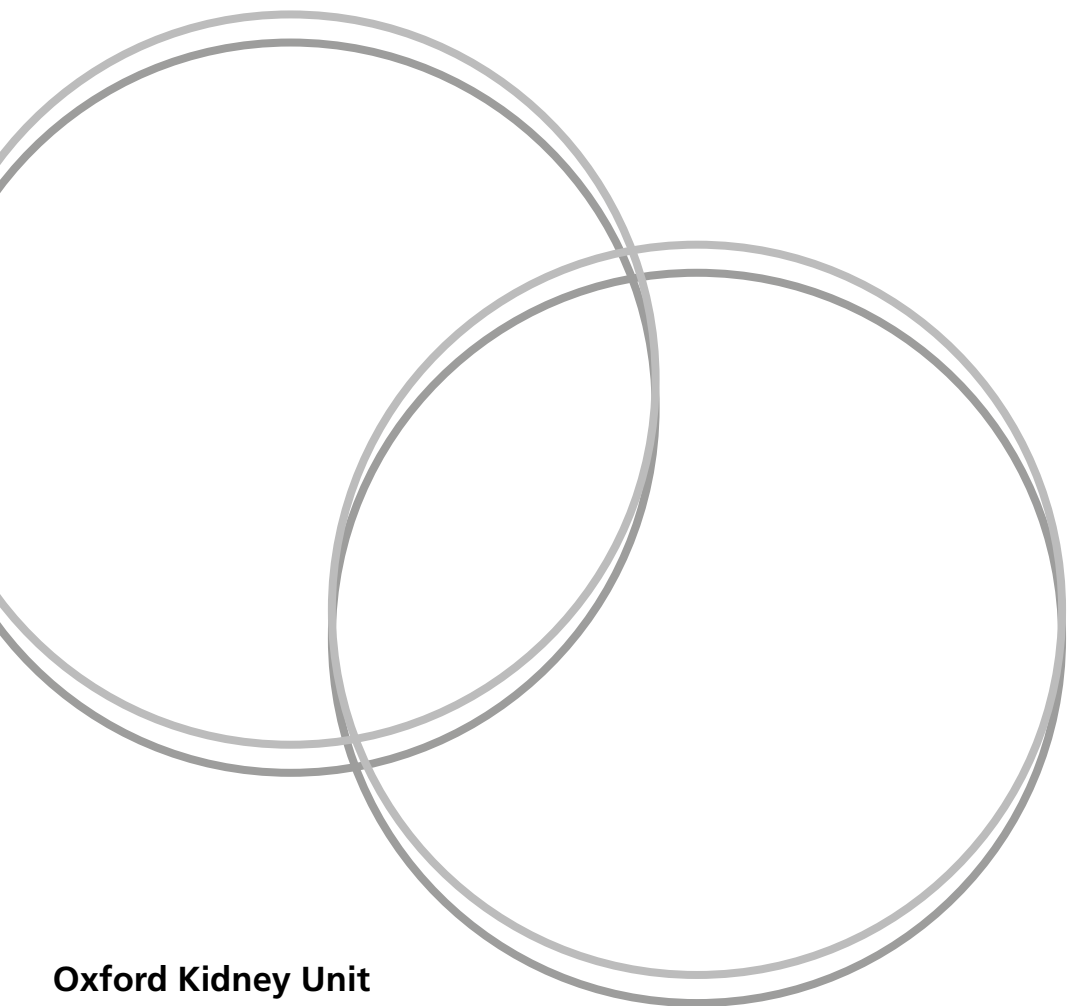




Oxford University Hospitals  
NHS Foundation Trust

# Welcome to Stoke Mandeville Renal Unit

**Information for patients**



**Oxford Kidney Unit**

Stoke Mandeville Renal Unit is part of the Oxford Kidney Unit, run by Oxford University Hospitals NHS Foundation Trust.

We provide haemodialysis treatment for the Buckinghamshire area. We also provide outpatient clinics for haemodialysis 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.

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

## **Opening hours**

### **Mondays, Wednesdays and Fridays**

7.00am - 12.00 midnight

### **Tuesdays, Thursdays and Saturdays**

7.00am - 7.30pm

### **Reception:**

Tel: **01296 316 996**

8.00am - 4.00pm Monday to Friday

### **For appointments and general enquiries**

Out of hours, please leave a message on the answerphone

### **Nurses' Station:**

Tel: **01296 316 691**

**01296 316 997**

### **Renal Ward, Churchill Hospital:**

Tel: **01865 225 780**

24 hours, including weekends and Bank Holidays

## **Parking / transport**

There is free parking for dialysis patients in the car park at the front of the unit. We will give you a parking permit card to place on your windscreen, as the car park is pay and display. We also give you a mileage allowance to cover the cost of travel to the unit.

Hospital transport is available for patients 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 in advance before you start dialysis.

If you use hospital transport you may have to wait for a short period to be taken home after your dialysis.

## **Clinics**

Dialysis, Transplant and Pre-dialysis clinics run on Tuesdays, Wednesdays and Thursdays.

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. It is also possible to see a dietitian about your diet or fluid intake. Please ask a nurse if you would like to see a dietitian.

## **Peritoneal Dialysis**

Peritoneal Dialysis is not available in Stoke Mandeville. You will be cared for by the Oxford peritoneal dialysis nurses. They will also see you at home for some of your clinic visits.

## **Hospital Facilities**

We offer free WiFi – 'OUH Guest'.

### **Toilets**

There is a disabled toilet near the main dialysis unit and another toilet for patients to the left of the reception desk as you enter.

## **About your haemodialysis**

When you start haemodialysis you will meet your 'named nurse', who will oversee your treatment. If one of our dialysis nurses cares for you, they will report back to your named nurse.

We have 12 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. The chairs can fully recline.

You will need to come three times a week, although some people only need dialysis twice a week.

Three times a week haemodialysis takes place on either Monday, Wednesday and Friday, or Tuesday, Thursday and Saturday. You will usually spend about five hours in the unit. We 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 please arrive by 7.30am**

**If you are dialysing in the afternoon please arrive by 1.00pm**

**If you are dialysing in the evening please arrive by 6.00pm**

## **When you arrive**

Please write your name and arrival time on the patient arrival sheet in the waiting area.

Please weigh yourself on the scales in the waiting area and keep the printed weight. 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.

If you have a fistula or graft, 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 haemodialysis**

You may wish to bring in something to read and/or your tablet or laptop. We have televisions with built-in DVD players at each treatment station and a library of DVDs. If you want to watch TV, please bring in some personal headphones with a long lead, so as to avoid disturbing other patients.

A relative or friend may be able to sit with you during your treatment. Please ask the nurse in charge.

We provide sandwiches, biscuits and a hot drink free of charge about halfway through your treatment.

## How to help your condition

Haemodialysis 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 dialysis 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 haemodialysis 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). If your veins are a fragile you may have a graft inserted. A graft is a tube that is connected to an artery and vein. A fistula or graft creates a larger vein or artificial tube, into which the needles can be inserted for haemodialysis. The needles are connected to lines on the haemodialysis machine, they are removed at the end of the dialysis treatment). If you have a graft the dialysis nurses will insert the dialysis needles into the graft.

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

- Keep the dressing on overnight after dialysis.
- Never allow anyone to take your blood pressure using your fistula/graft arm.
- Never have an injection or have blood taken from your fistula/graft arm.
- Do not wear tight clothing on your fistula/graft arm.
- If you have any soreness or oozing, please contact Stoke Mandeville HD Unit or the Renal Ward immediately.
- Check your fistula/graft 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.**

## **What to expect during dialysis**

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

The unit comprises 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/graft or Tesio line.

On certain days there will be a doctor in the unit, to help with any haemodialysis problems. If we are worried about your health we may ask a doctor from Stoke Mandeville Hospital to see you, or advise you to go to the Emergency Department.

Most people feel fine during haemodialysis, 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.



## **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.

## **Screening and testing**

If you are on haemodialysis your dialysis nurse will take blood samples at the beginning of the month as you start dialysis. Your named nurse will talk to you about this.

The multidisciplinary team will review your results to make sure your dialysis is working well.

We carry out regular screening to control and aid infection prevention. This may be a blood sample, or a swab from somewhere on your body.

Your dialysis nurse can answer any queries you may have.

## **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 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 social worker; if you would like to see the social worker, please ask a nurse to arrange a meeting for you.

## Spiritual and Pastoral care

### Pastoral support

They offer emotional and confidential support for you and your family members who would like to make sense of a situation. It's not a counselling service but they are able to listen confidentially with compassion and understanding.

You don't need to have a specific problem to access the service. There's no limit to the amount of sessions you have or the time limit of each session.

### Spiritual support

They will help you explore your values and morals and relate them to your situation. It's for you and your family to find meaning and purpose in your/their situation which can relate to your/their own faith, belief or worldview, which includes non-religious worldviews.

To arrange an appointment:

Tel: **01296 316675** or  
**07557 633289**

Email: **bht.chaplaincy@nhs.net**

## Hospital admissions

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

1. Ask them to inform Stoke Mandeville Renal Unit that you have been admitted to hospital.
2. Remind staff you have a fistula or graft, and they should not take your blood pressure or any blood from this.
3. Tell staff about your fluid and dietary restrictions.
4. Tell staff you are on haemodialysis.
5. If you are on peritoneal dialysis, ask the staff to call the **Peritoneal Dialysis Unit**, at the Churchill Hospital on **01865 225 792**.

## **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.

Please check with the Unit Manager before organising holidays – we are taking advice from the Government about holidays during the COVID-19 pandemic.

## **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, and your treatment will be deferred or relocated if this becomes necessary.

## **Useful websites**

### **Oxford Kidney Unit**

Information about Oxford Kidney Unit for patients and carers

Website: [www.ouh.nhs.uk/oku](http://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](http://www.kidneypatientguide.org.uk)

### **Kidney Care UK**

A charity providing practical support and information for people with kidney disease

Website: [www.kidneycareuk.org](http://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](http://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](http://www.kidney.org.uk)

## **Health 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 so you can easily view parts of your digital health record safely and securely from a computer or smartphone. If your bloods are taken by the Oxford Kidney Unit you will be able to see these results. We can give you a leaflet that will help you understand the results. If you would like a copy please ask a member of the renal team.

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



## 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.

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Oxford University Hospitals NHS Foundation Trust

[www.ouh.nhs.uk/information](http://www.ouh.nhs.uk/information)



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