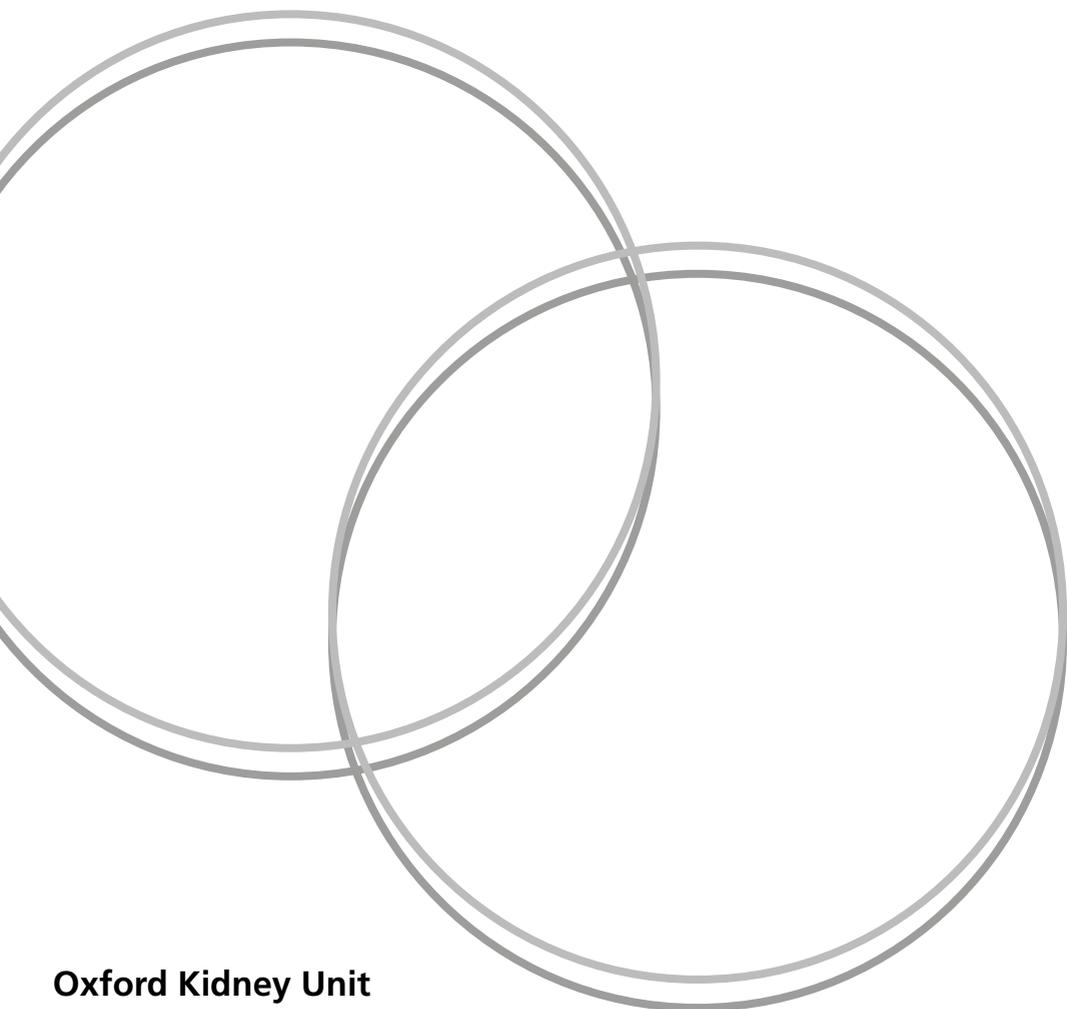




Oxford University Hospitals  
NHS Foundation Trust

# Welcome to the Horton Renal Unit

Information for patients and carers



Oxford Kidney Unit



# Contents

Renal Ward, Churchill Hospital	4
Opening hours	4
About your dialysis	5
When you arrive	6
During your dialysis	7
What to expect	8
Shared Haemodialysis Care	9
Clinics	9
Screening and testing	10
How to help your condition	10
Health for Me (patient portal)	12
Emotional support	12
Spiritual and Pastoral Care	13
Hospital facilities	14
What to do if you are admitted to hospital	14
Holidays	15
Code of Conduct	15
Useful websites	16

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

We provide haemodialysis treatment for Banbury and the surrounding areas.

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**

Monday to Saturday 7.30am - 11.30pm

### **Reception**

Tel: 01295 229 811

Monday to Friday 8.30am - 4.30pm

### **Nurses' station**

Tel: 01295 224 130 / 01295 224 129

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

Tel: 01865 225 780

24 hours, including weekends and Bank Holidays

## About your dialysis

When you start dialysis we will allocate you to either the sunrise, afternoon or sunset session. These sessions run at the following times:

Sunrise 7.30am - 12.30pm

Afternoon 1.00pm - 5.30pm

Sunset 6.00pm - 10.30pm

You will also have a 'named nurse' who will be responsible for your continuing care.

We have six haemodialysis machines on each shift.

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 sunrise session we will give you a time between 7.30am and 8.30am.

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 sunset session we will give you a time between 5.30pm and 6.30pm.

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.

## **When you arrive**

If you are able, please weigh yourself on our scales and take a seat in the waiting area. You can then give your weight to your nurse when you begin your treatment. Don't worry, we will show you how to do all this when you come for your first treatment.

If you dialyse in the morning, please come straight into the haemodialysis unit. If you dialyse in the afternoon or sunset, please tell us when you arrive and have a seat in the dayroom and we will let you know when to come into the haemodialysis 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 may be able to sit with you during your treatment. Please ask a member of staff before your appointment.

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

## What to expect

The unit can be noisy, especially during connection and disconnection of the dialysis machines. The machines also beep 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.

## **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 Thursday and Friday morning in the Horton Outpatient Clinic.

Your consultant will try to see you in the unit on your dialysis day for your follow-up appointments. If this is not possible, we will invite you to the Horton Renal Clinic.

To make a renal appointment, please call Renal Outpatients at the Churchill Hospital: 01865 225 355.

A Dietitian is available and contactable via telephone and face to face appointments upon request.

Tel: 01865 225 061

## **Screening and testing**

If you are on haemodialysis your dialysis nurse will take blood samples at the beginning of the month just as you start dialysis. The results will be reviewed by the multidisciplinary team (Doctor / Nurse / Pharmacist / Dietitian). Your named nurse will talk to you about this. This is so we can make sure that your dialysis is working well.

Additionally, as a method of infection control and prevention, regular surveillance screening is performed.

This may be a blood sample or a swab of your nose / wound / dialysis access site. Your dialysis nurse will tell you more about this.

## **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 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). 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, please contact Horton Renal Unit immediately on 01295 224 129
- 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.

## **Health for Me (patient portal)**

We can offer you access to your digital health record via the OUH patient portal, which is called 'Health for Me'.

Health for Me is an online system that allows you to easily view parts of your digital health record safely and securely from your computer or smartphone.

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

## **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 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 nurse if you would like to see them.

It may also help to talk to other patients. When you come for haemodialysis, 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 ideas on how they have coped with kidney failure.

## **Spiritual and Pastoral Care**

There is a Chaplaincy team which includes representative ministers from the major Christian and Muslim faiths. They work with faith advisors and trained volunteers from a wide range of faith backgrounds and traditions, to provide respectful and comprehensive spiritual care to all our patients, families and staff.

They can offer advice on cultural and religious issues and concerns related to all aspects of hospital care. We can also contact local or nominated ministers, priests or faith leaders for you or your family members.

### **Chapel / prayer room on the main corridor**

Our prayer room is kept open 24 hours a day. Resources are available for people from all faith backgrounds and traditions, including prayer mats and a selection of spiritual reading.

# Hospital facilities

## Transport / car parking

If you drive yourself in by car you are entitled to free car parking and 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.

## WiFi

We offer free WiFi on our hospital site: 'OUH-Guest'.

## Toilets

There is a wheelchair accessible toilet for patients in the Horton Renal Unit.

# What to do if you are admitted to hospital

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

- Ask the hospital staff to inform Horton 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.
- 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.

Please check with your Unit Manager before organising holidays – we are taking advice from the UK Government about holidays abroad 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 Horton Renal 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

### **Horton General Hospital (Oxford University Hospitals NHS Foundation Trust)**

Information about the Horton General Hospital in Banbury, Oxfordshire, including travel and parking information and hospital facilities.

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

### **Oxford Kidney Unit**

Information about Oxford Kidney Unit for patients and carers.

[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.

[www.kidneypatientguide.org.uk](http://www.kidneypatientguide.org.uk)

### **Kidney Care UK**

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

[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.

[www.sixcountieskpa.org.uk](http://www.sixcountieskpa.org.uk)

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.*





## 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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