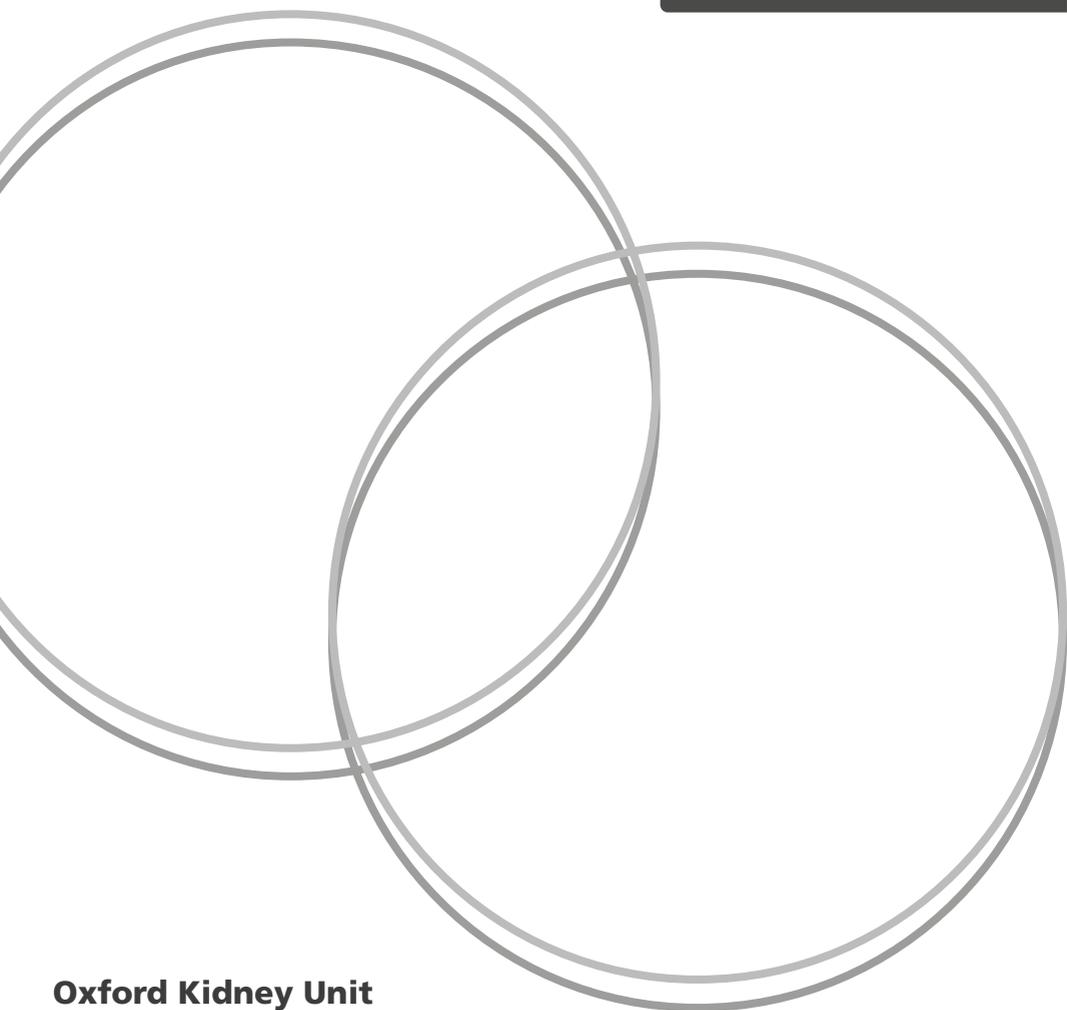




Oxford University Hospitals
NHS Foundation Trust

Welcome to Swindon Renal Unit

Information for
people with chronic
kidney disease



Oxford Kidney Unit

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 are a relaxed and friendly team and hope that you will feel comfortable and at ease when you visit us. If you have any questions after reading this leaflet, please speak to a member of our team.

Opening hours

Mondays, Wednesdays and Fridays
6.30am to 11.00pm

Tuesdays, Thursdays and Saturdays
6.30am to 7.00pm

Telephone: **01793 605 286**

Reception, enquiries and appointments

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

Main Unit

Unit Manager: **01793 605 287** or **01793 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

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

Transport / car parking

If you drive yourself you can park for free and claim a travel 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.

You will probably travel with other people who are coming to the hospital.

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.

Telephone: **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.

About your haemodialysis

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, each station has a bed so you will have all of your haemodialysis treatment whilst resting on a bed.

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 5.00pm and 6.00pm.

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.

When you first arrive in the unit please weight yourself and take your blood pressure. The blood pressure monitor is in the reception area and the scales are in the haemodialysis area. A pen and paper is available to write down the readings. Don't worry if you are unable to do your blood pressure or weight as someone will be able to help you.

If you have a fistula, please wash both your hands and fistula with soap and water before your dialysis treatment begins. There is a poster showing the steps to follow to washing your hands by each wash basin. Hand hygiene is important to keep you safe from infection in the dialysis unit. If you are unable to get to the wash basin we can provide you with hand wipes.

We will do our best to make sure that you start dialysis at your appointment time. We try not to delay your dialysis as we recognise that time is important to you. However, there are situations that happen such as emergencies or machine breakdowns. We will always let you know what is happening.

During your haemodialysis

You may wish to bring in something to read or your tablet or a personal device. If you do use a personal device please bring some headphones to use, to avoid disturbing other patients.

Electrical equipment must be checked by a member of the dialysis team 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.

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 tunnelled 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.

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.

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.

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.

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 interdisciplinary team will review your results to make sure your dialysis is working well. They will talk to you about any changes that may be needed.

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

What can I do to keep well?

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 named nurse will tell you what to expect over the next few weeks as your body adapts to Haemodialysis.

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

Most people will go on to have vascular access created in the 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.

If you have a tunnelled line we will give you a separate leaflet on how to care for it. Please make sure you know what to do in an emergency, such as infection or bleeding.

Emotional support

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

We have a Kidney Patient Advisor who can help with practical problems and a Clinical Psychologist who can help with emotional problems.

There are also charities who provide financial support, expert advice (advocacy and patient support) and free renal counselling. You can find more information on the websites at the back of this leaflet.

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.

Telephone: **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.

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.

The fire alarm is tested every Tuesday morning at 8.00am and will make a loud noise for a few seconds.

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 are on haemodialysis and that if you have a fistula or graft you must not have your blood pressure or any bloods taken from the limb.
- If you have a tunnelled line the staff must not use this. It is only for haemodialysis use.
- 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.

The Kidney Charities at the end of this leaflet have lots of information about travelling with chronic kidney disease or when on dialysis. If you are on peritoneal dialysis you will need to speak to a PD nurse. They will need to find out if the PD company is able to organise a delivery of PD fluid to your destination and the lead time needed for the booking. Please do not book a holiday without speaking to a PD nurse. We are unable to support a holiday without the correct time notice.

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

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

OUH Patient Portal Health for Me

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

Website: www.ouh.nhs.uk/patient-guide/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



Making a difference across our hospitals

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OXFORD HOSPITALS CHARITY (REGISTERED CHARITY NUMBER 1175809)

