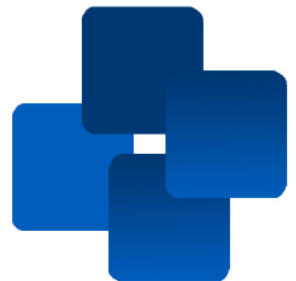


Patient Information

Welcome to the Home Haemodialysis Unit Lister Hospital



Welcome to the Home Haemodialysis Unit

This leaflet is intended to provide you with information regarding your dialysis training.

About the Unit

The Home Haemodialysis Unit (HHD) is one of the renal departments managed by East and North Hertfordshire NHS Trust.

The unit has three HHD stations which cater for patients' training to manage their own dialysis and is open **Monday to Friday, 7.30am to 5.30pm**.

The address for the unit is:

**Home Therapies, Lister Hospital, Level 3
Corey's Mill Lane, Stevenage, SG1 4AB**

The telephone number for the unit is **01438 284100**

Meet the Team

The Matron for the unit is Betty Sunil.

The HHD team has six nursing staff:

- Natalia Storey, Manager
- Karen Carmona, Nursing Team Leader
- Jean David, Nursing Team Leader
- Joanna Quisano, Nursing Team Leader
- Malcolm Bowtell, Clinical Support Worker
- Jeanette Collins, Clinical Support Worker

The nursing staff above are responsible for overseeing your care, training, treatment, answering questions and discussing any worries or concerns you may have.

Considerations for Successful Home Dialysis

Things to discuss with your partner and your treatment team:

- You and/or your partner will need to commit to receive training
- Your home will become your treatment area environment
- You will need to have space to store monthly supplies
- Your home will need to be kept clean and safe for your treatment
- You and/or your partner will need to take the responsibility for the treatment
- You will have to come to HHD once a month for regular blood tests to monitor dialysis quality

Your Training

Prior to starting your training we will discuss your possible training schedule.

Typically, this involves you (and any other trainee you may have) attending the unit on a regular basis. This will be three or four times a week and either mornings or afternoons. More frequent training or treatment sessions will highly benefit your clinical well-being, improve your confidence and make your training more efficient and effective.

Upon starting your dialysis with us you will be trained by highly qualified nurses and/or clinical support workers (CSWs). During your training you will gain the skills and confidence necessary to complete your dialysis treatment independently at home.

Before or during your training we will arrange a home visit with our dialysis technician, plumber and CSW to risk assess your house for the potential to carry out home haemodialysis, and to plan necessary modifications for storage, dialysis machine and/or water purification system installation.

Travel Arrangements

We encourage patients to be independent with their travel arrangements. If you, a family member or a friend provide transport for your dialysis treatment, you will be provided with a hospital parking permit and you will be eligible to claim for travel expenses.

If you choose to use public transport you will be reimbursed a percentage of your travel expenses. Further information can be obtained from a member of staff.

If there has been a change in your circumstances and you are no longer able to find your own way to the hospital for dialysis, please speak to a member of staff.

Medication

Before starting your training/treatment, your team manager or a senior nurse will discuss your current medication with you.

Repeat prescriptions for your regular medication needs to be requested from your GP. There are occasional exceptions, please speak to a member of staff who can advise you accordingly.

Personal Belongings

We do not have storage facilities in the unit so please limit belongings to essential items only. Additional items on the unit can be a potential health and safety and infection control hazard for staff and patients.

Please note the hospital does not accept responsibility for patient's personal belongings, so please leave any items of value at home.

Pre-training/Treatment

When you enter the Home Therapies Unit always remember to clean your hands using the alcohol hand gel situated by the entrance, or by using soap and water in the sink by the waiting area. If you have fistula, you should also wash your fistula with soap and water prior to your treatment.

Refreshments

We provide tea and biscuits in the home dialysis unit during your training / treatment. However, you are encouraged to bring your own snacks/refreshments to the unit as you will be with us typically for 5 hours or so whilst training.

If you are diabetic, it is advisable to bring a snack and cold drink. Alternatively, you can purchase some refreshments from the coffee shop or newsagent which are both situated on Level 3 by the main entrance of the hospital.

During Dialysis

In the Home Therapies Unit there is no emergency call bell. The team will always be close to you should you need help.

We don't have any televisions in the unit so you can concentrate on your training and are able to recognise if you feel unwell during your treatment. However, you are welcome to bring your own portable devices or laptop computer but please remember all personal items are your responsibility.

Ideally, such devices should be powered by battery. If this is not possible then all electrical equipment (including phone chargers) must be PAT tested by the Trust before they can be used in the clinical area. Please ask a member of the nursing staff to arrange this.

Clinic Appointments

Our team will look after you during your training. Your medications will be reviewed on a regular basis. Your training/treatment will be evaluated and discussed with you if any changes are needed. Should you need to speak to a doctor/nurse in private, we can arrange a clinic appointment for you.

When you start your treatment at home you will have clinic appointments arranged for you to be reviewed by a doctor or a senior home dialysis nurse.

Patients Know Best



You can access your blood test results online via 'Patients Know Best' using your NHS login. In order to access this, please scan the QR code or ask at your next dialysis appointment.

Feeling Unwell at Home

Should you feel unwell at home, please contact:

- The Home Therapy Dialysis Unit during dialysing hours (please refer to page 2 for opening times) and advice will be given accordingly
- Your GP or ring NHS 111 for advice, they can arrange emergency appointments at local GP surgeries or walk in centres if advised
- Out of GP hours or when the unit is closed, you can ring NHS 111 for advice. You can also contact Ward 6B, nephrology (renal) ward at Lister Hospital on **01438 285063 or 284068**
- Your nearest Emergency Department if you are severely unwell

Please do not wait until your next dialysis session if you become severely unwell as you may require urgent medical attention.

If you feel unwell it is important that you **do not** miss a dialysis appointment unless the dialysis team have discussed this with you.

Questions Whilst Having Dialysis

We encourage you to be involved in decisions about your care and treatment. Please talk to us if you would like more information or have any questions about your care.

Please use this space to write down any notes or questions you may wish to ask:

Tell Us More - Comments, compliments and suggestions

We welcome your comments about what was good about your visit and what would have made your experience better. Your feedback is anonymous and is used to help improve the services we provide to all our patients.

Our Friends and Family Test survey asks you the question, **“Overall, how was your experience of our service?”**

If you would like to leave feedback, please complete our survey and post it in the box provided. Thank you.

Useful Contact Details

Home Haemodialysis Unit 01438 284100 / 286075

Other Useful Telephone Numbers

Ward 6B, Nephrology Ward	01438 285063
Lister Haemodialysis Unit	01438 285657 / 284152
Chiltern Kidney Centre	01438 288851
Bedford Haemodialysis Unit	01438 286750
Harlow Haemodialysis Unit	01279 278205 / 973125
St Albans Haemodialysis Unit	01727 897588
Renal Dietitian	01438 285533
Renal Social Worker and Psychologists	01438 284957
Patient Advice and Liaison Service (PALS)	01438 285811
Lister Renal Admin Office	01438 285533

Further information

National Kidney Federation: www.kidney.org.uk
Helpline: 0800 1690936
www.kidneypatientguide.org.uk

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You can request this information in a different format or another language.