



Solihull Dialysis Unit - Information for Patients

This leaflet tells you about the Solihull Dialysis Unit

Introduction

The Heart of England NHS Foundation Trust provides haemodialysis for people whose kidneys are no longer working normally. The main Glaxo unit within Heartlands Hospital provides treatment for new and unwell patients.

Patients who are stable during their treatment will be offered haemodialysis closer to their home in a satellite dialysis centre. Although Solihull Dialysis Unit is situated in Solihull Hospital, it is still regarded as a Nurse – Led Satellite Unit.



What are satellite dialysis centres?

To help improve the life of patients on dialysis, satellite centres have been set up in communities close to where patients live. The advantages to the patient include being dialysed in a more relaxed purpose built environment for chronic haemodialysis, with a community atmosphere and making transportation and parking easier. Satellite units have their own outpatient clinics, which again are more convenient and provide greater consistency. In some cases, although the overall distance may appear longer, the actual journey is easier and more pleasant for the patient.

Patients who work may also choose to dialyse at a centre close to their work. These dialysis centres are still under the responsibility of Heartlands Hospital and provide the same service to their patients but within their local community.

All staff are trained the same as they are at Heartlands. You will also still have access to dieticians and social worker services. Your consultant will be the doctor who is responsible for your unit and this is who you will see at each of your renal outpatient appointments at Solihull Dialysis Unit. Although satellite centres are nurse-led, the units nominated Renal Consultant will visit periodically to deal with any complex issues.

Your local GP will manage any general illness or problems or you can talk with your named nurse at your satellite centre. However if you became seriously ill or require an operation whilst at your satellite dialysis centre, your named nurse will transfer you temporarily back to Heartlands Hospital for your dialysis.

If your satellite centre has closed and you need to talk to a nurse or doctor, you can contact the Glaxo Dialysis unit on 0121 4241160 or ward 3 0121 4240203 when the Glaxo Dialysis unit is closed.

Information for Patients

Named Nurse

Once you have settled into the dialysis centre, a named nurse will be allocated to you. A named nurse is a qualified nurse who manages your care and takes responsibility for co-ordinating with other members of the hospital team. She / he will also discuss with you any changes to your care and your monthly bloods. She / he may not always be on duty every time you dialyses, but will be aware of any changes or problems.

Deputy Managers

The deputy managers will assist the nurses in your care by providing help for you with other issues such as appointment changes and transport etc. They will also be someone you can talk with to help make your time at Solihull Dialysis Unit more comfortable.

Your Dialysis Centre name	Solihull Dialysis Unit
Your Dialysis Centre address	Solihull Hospital Lode Lane, Solihull West Midlands B91 2JL
Your Dialysis Centre telephone number	0121 4245535
Your Dialysis Centre Manager	Jane Allen
Your Dialysis Centre Deputy Managers	Emely Francisco Hazel Darfield Leah Wong
Your Named Nurse	
Your Renal Directorate Matron	Annette Dodds
Your Consultant	Dr Suresh
Your Dietician	Cherry Hall
Your Renal Social Worker	TBC
Opening hours of your Dialysis Centre	0630 – 2300 hours. Monday – Wednesday – Friday 0630 – 1900 hours Tuesday – Thursday - Saturday

Our aims and standards:

Aims

We aim to provide the best possible service and care we can for you, in a safe, relaxed and informal environment. We act as the communicator of your care for Heartlands Hospital, your GP and other services you require. As a patient, you will be actively involved in your care to help improve the quality of your life. All patients are given information enabling them to make informed decisions and choices to control their own lives. We hope all our patients will be happy dialysing with us.

Standards

You will be given a regular dialysis time, enabling you to make plans and arrangements. If you need to change your dialysis day or time, we will do our best to accommodate this. Please inform your named nurse or the nurse in charge well in advance. You may also be asked to swap with another patient to accommodate his or her request.

Information for Patients

1. We will attempt to start your dialysis promptly. However, from time to time delays may occur because of transport arriving late, machine problems, staff issues etc.
2. Each month your care and treatment will be discussed with other members of the renal team. The outcomes of this will be shared with you.
3. You will be allocated a Named Nurse who will discuss with you and be responsible for your care.
4. You will be monitored periodically throughout your dialysis and any problems dealt with swiftly.
5. Occasionally you will be asked questions on your care, which we audit, and review.
6. All staff and patients will be greeted and treated with respect.

Complaints Procedures

Any concerns or complaints about the centre or your care, or suggestions you may have for improvements should go through your satellite centre manager. If however you are not satisfied with the outcome, you can make a formal complaint via the Renal Directorate or seek advice through PALS (Patients Advisory Liaison Service) situated within Heartlands Hospital.

Health & Safety

Everyone is responsible for Health and Safety. Any person finding a hazard within their satellite centre should report it to the nurse in charge immediately so it can be dealt with promptly. We can all help towards keeping the environment we are in safe by observing the following:

- Never run, as falls are the most common accident in a health care environment.
- Report any hazard or incident immediately
- When climbing onto a dialysis chair, wheel chair, weighing scales or other piece of equipment, make sure the brakes are working and on, so as not to fall.
- Always wear appropriate footwear when mobilising
- Never enter prohibited areas
- Observe any safety signage
- If you cannot reach something, then ask for assistance
- If you spill some liquid or see a spillage on the floor, report it to a member of staff immediately, avoiding an accident.
- Solihull Dialysis Unit and Solihull Hospital are No Smoking areas.

Fire Evacuation

If you smell smoke or see a fire, report it immediately to a member of staff or activate the fire alarm system. Follow any instructions carefully, if the building needs to be evacuated do this calmly and quickly.

There are many clearly labelled fire escape routes. However, do not leave the building and go straight home without informing the person in charge, as you may be considered as missing. All staff working in the centre are trained in fire procedures and evacuation.

Information for Patients

Health Information

Information on health and well-being and services to improve or assist your quality of life, are available to all clients through the Information Centre by the main entrance of Heartlands Hospital.

Transport

If you have been assessed and had hospital transport approved, this will continue the same for your dialysis. However, if you can provide your own transport, please always inform your named nurse or the nurse in charge.

Your role as a user of the dialysis centre

All patients attending dialysis are outpatients as they come in and return home after their treatment. Maintaining patient's independence is priority. At the centre we aim to continue this by including the patient in decisions, regarding their care and giving them control of their lifestyle.

Creating an infection free environment is top priority for all staff within the renal directorate. It is also the responsibility of all patients and visitors to our dialysis units to ensure they adhere to the infection control restrictions at that time. All staff and visitors will be asked to either wash their hands with soap and water or use the alcohol hand gel before entering the unit and leaving.

If a relative or carer is helping with your dialysis treatment, they must again wash their hands before donning disposable gloves and apron, and wash again after removal. Before meals or eating you will be asked to clean your hands likewise after using the toilet or commode. Hand wipes are available. All patients and visitors have a responsibility in preventing the transfer of infections and ensuring a clean environment.

On arrival for dialysis, the patient can actively contribute in their treatment by washing their fistula arm with soap and water, weighing themselves and taking and recording this and their blood pressure and pulse. Training will be given to those who are not familiar with any procedures or equipment.

Likewise if, any patients or their relatives wish to learn how to set up their machines and take control of their treatment, this can be achieved through our Self Care Competence Programme.

All patients and their families will be involved in their treatment and progress and will have the opportunity to discuss with their named nurse each month how effective their dialysis is against their blood results and how they can best improve on these.

A knowledgeable and informed patient is one who is in control of their treatment and life.

We expect all patients and visitors to the centre, to abide to any safety notices and requests from staff.

For the comfort of all patients we request that patients do not wear shoes whilst seated on the dialysis chairs, as the markings from shoes cannot easily be removed.

What to bring to your dialysis centre

Bring with you:

- Any medications you will require
- Your medication list

Information for Patients

- Any books, magazines, newspapers or other activities which you could safely manage whilst on haemodialysis
- Any new instructions from home or your GP for the staff
- Any special supplements and foods to eat whilst you are on dialysis

What else do I need to do to stay fit and healthy whilst receiving dialysis?

Diet and medications are also very important to patients on dialysis. The dietician or your named nurse will help and guide you in managing your diet and control your fluid intake.

Because your kidneys are not working properly, you will be advised on foods, which need to be avoided, and the correct amounts of fluids to drink in order to stay safe and healthy. To maintain this healthy balance, you will also have to take some new medications. Some medicines need to be taken at special times of the day to work effectively, especially those taken with food.

Not smoking will also help you live longer. Advice on stopping smoking can be obtained from your named nurse, GP, health education centre and many other public places such as pharmacies, shops and the internet. Exercising within your limits will help you stay fit and healthy and balance your dialysis.

Going on holiday

We encourage all patients to go on holiday and maintain as normal a lifestyle as possible.

However not every holiday resort can accommodate haemodialysis patients and each dialysis centre will have their own conditions and regulations for accepting patients. Payment for dialysis is also a major issue when arranging holiday dialysis. To ensure your holiday choice is successful we recommend you make your request for holiday dialysis at least 3 months before you wish to go. Never arrange your holiday before the hospital has been able to establish your dialysis request first. Please speak with your Named Nurse who will assist you in this.

Contact us:

If you would like more information about your condition, please speak with your Named Nurse or Social Worker for further details and contacts.

Support Groups:

The BKPA (British Kidney Patient Association) help support patients and their families with aids and finances to help maintain as a normal a life as possible.

Telephone: 01420 472021/2 or visit their website www.britishkidney-pa.co.uk

The National Kidney Federation is a nationwide support group and resource for information. NKF, 6 Stanley Street Worksop S81 7HX

Telephone: 0845 6010209 **Email** nkf@kidney.org.uk or visit their website www.kidney.org.uk

If you require this information in another format, such as a different language, large print, braille or audio version please ask a member of staff or email interpreting.service@uhb.nhs.uk