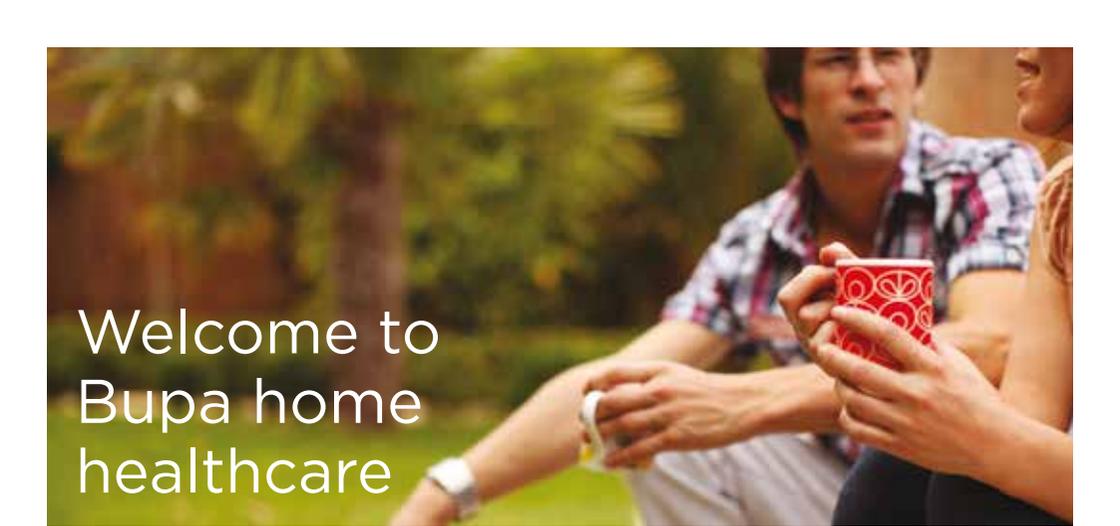


Patient information guide

**Sometimes
home is the
best place to be**

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Welcome to Bupa home healthcare

Who we are

We are one of the most experienced providers of home healthcare in the UK and we've been supporting patients in this way since 1975. We provide care to more than 30,000 patients in their own home.

At Bupa we have no shareholders. Our priority is looking after you, through our care homes, health insurance, home healthcare, health centres and dental centres.

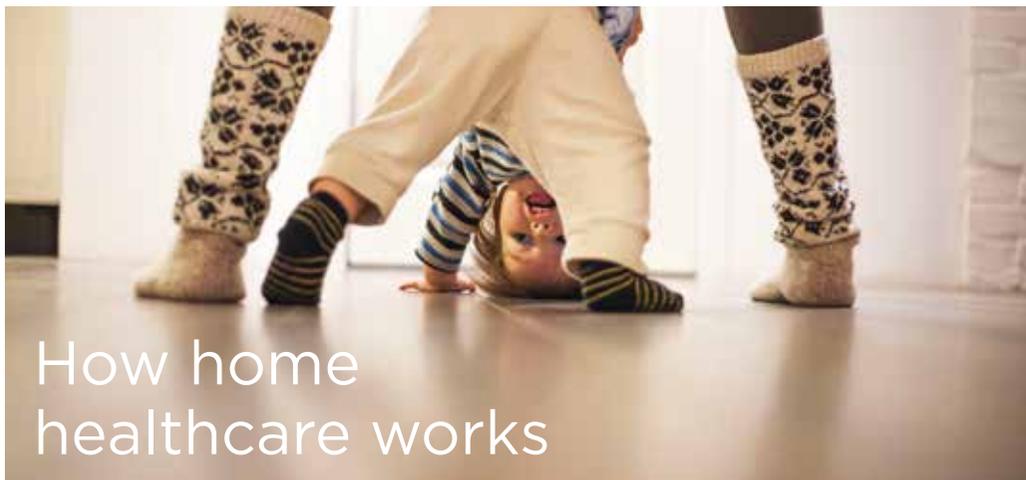
How we'll be supporting you

Depending on what's been agreed with your GP or consultant, we'll be helping you with some or all of the following:

- delivering medicine to you at home at regular intervals
- providing all the necessary equipment and ancillaries
- nursing care and support from fully qualified professionals
- comprehensive training from a nurse where appropriate
- clinical waste collection and disposal

“The quality of care I have received from Bupa has been extraordinary. It's really important to have a company like Bupa who I can trust to be there for me.”

Justin, HPN patient



How home healthcare works

We treat patients in their home in a variety of ways and the services that are available to you are explained in this patient guide. You may receive some or all parts of the service and those that are relevant to your treatment will be discussed with you beforehand.

Deliveries

Your GP or the clinical team at your hospital will prescribe your medicines according to your individual needs and this will determine the frequency of your deliveries. We will contact you to make arrangements for your first and subsequent deliveries of medicines and necessary medical supplies.

Your first delivery will include:

- medical supplies – the medicine you've been prescribed plus any additional stock required
- ancillary products – it may be necessary to provide you with items such as plasters and dressings

We may also loan you items such as a pump, drip-stand, refrigerator or dressing trolley, depending on what your hospital or consultant says you need.

We will ensure that you have sufficient stock to administer your medicines, however you should never let your stocks fall below three days' supply.

We will contact you in advance to arrange future deliveries and to:

- confirm your next delivery date
- confirm the delivery address
- check your current stock levels
- advise you if your delivery driver will be collecting and replacing your sharps bin

Each delivery comes with a delivery note. Make sure that you have received all the items that appear on this note. You should check that your name appears correctly on all labels and also check the expiry date of medicines. When you are happy that the delivery is correct, sign the delivery note and hand it to the driver.

We also provide a text reminder service the day before your delivery. The text message will advise you of your two hour delivery window and the name of your delivery driver.

Our drivers

At Bupa, we take patient security and confidentiality very seriously. All of our drivers wear a uniform and carry photographic identification, which they will be happy to produce upon request. With your agreement our drivers will also unpack your delivery and where appropriate, place it in your fridge, rotate your stock and take away the packaging.

If your details change

It's important that you let us know about any changes in your circumstances as soon as possible. For example if you:

- move house / change your address
- change your telephone number
- change your GP, or if your GP's address or phone number changes
- want to change your delivery schedule or any details of your delivery, such as an alternative delivery address

Delivering to another address

Provided you inform us **at least ten working days in advance**, we can arrange for your delivery to go to an alternative address. However, a named person must be there to sign for the delivery on your behalf.

Going on holiday

If you're going on holiday, you must let us know if this will affect your delivery time. Please tell us at least six weeks before you go away. This will help us to arrange a new time and ensure that your service is not affected. You should always speak to your GP or consultant to make sure they are happy for you to travel.

Hospital Admissions

If you are admitted to hospital please ask them to inform us as soon as possible. We need to know that you are in hospital so that we can cancel any deliveries or nurse visits that may have already been scheduled. Likewise we need to know when you will be returning home so we can reschedule your treatment.



Medicines and equipment

Each time your medicines are delivered, remember to check the expiry date and ensure that your name appears correctly on the dispensing label(s). Always store your medicines as per the storage conditions. You will find the instructions on the dispensing label or the packaging.

Refrigerated medicines

Some medicines must be kept in a refrigerator. If this applies to you, the label will read 'please store at 2-8°C' and you may be supplied with a fridge and a thermometer. Both are solely for medical use. Please do not store food or drink in this fridge. The fridge should be positioned where it is not subjected to extreme changes in temperature e.g. next to a fire or radiator.

Once the fridge has been set up, allow it to reach the correct temperature before medicines are stored in it. It is important to monitor the temperature inside the fridge daily and record the temperature on the wipe clean chart provided.

The thermometer should read between 2-8°C. If it falls outside this range, please contact us straight away as the shelf life of your medication may be affected.

Non-refrigerated medicines and equipment

Medicines that do not need refrigeration should be stored in a cool, dry place away from direct sunlight, radiators or fires.

Any other equipment or ancillaries that we provide should be stored in a dry, cool place, away from heat and direct sunlight.

Some equipment such as pumps will require servicing. We will contact you when a service is due and make the necessary arrangements on your behalf.

Always keep medicines and ancillaries out of the reach and sight of children.

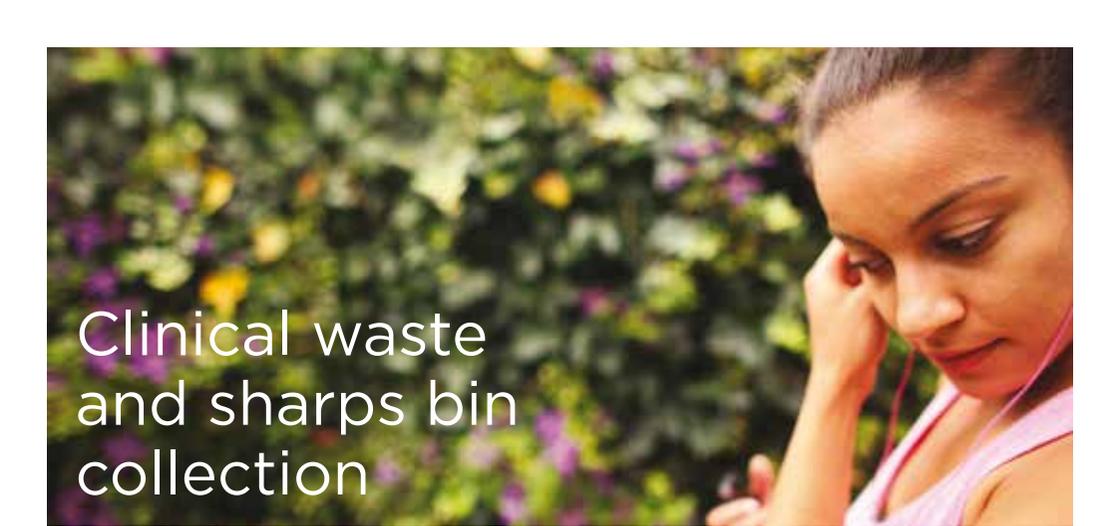
Stock rotation

It is important that your stock of medicines is used according to its expiry date. Each time you receive a delivery, make sure that the oldest stock is used first. Our drivers can help you with this.

Please notify us immediately if:

- you have a technical problem with any of your injections. Please do not dispose of any injections until you have spoken to us as we may need to return it to the manufacturer. However, if it is a medical issue please contact your Bupa Home Healthcare nurse or consultant who will be able to give you advice
- your refrigerator falls outside of the 2-8° C range (this only applies to refrigerated medicines)
- your medicines are damaged in any way, or following physical inspection, your medicines contain particles and you believe they are unfit to use
- if you think any of the equipment or products that we have supplied are faulty and we will replace them. We may need to return the faulty product to the manufacturer, so please do not throw it away





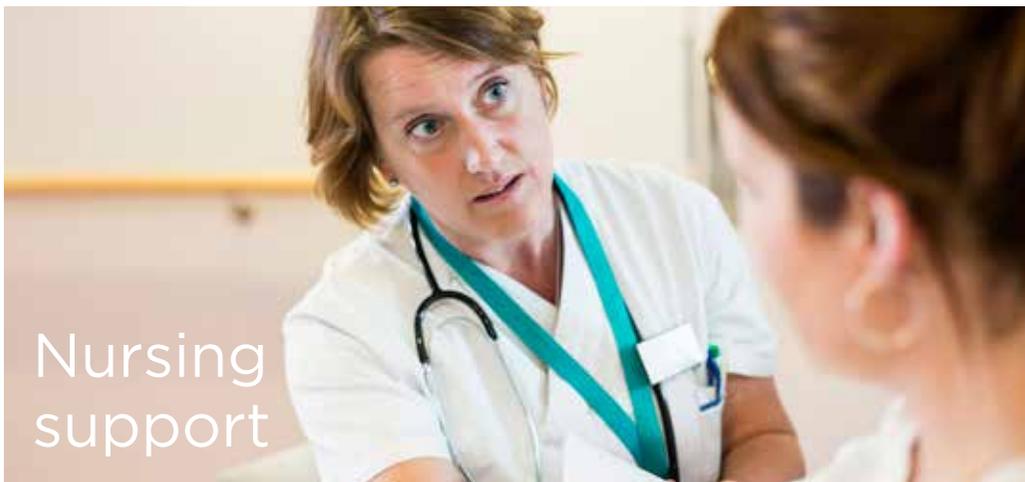
Clinical waste and sharps bin collection

You may be supplied with a yellow waste bin called a 'sharps bin'. This is for the safe disposal of clinical waste such as needles, glass vials and syringes. Please do not use the bin for disposing of packaging.

The sharps bin should only be used for clinical waste generated by the clinical supplies delivered by Bupa Home Healthcare.

We will advise you when we will be collecting and replacing your sharps bin. Please give the full sharps bin to our driver, ensuring that the lid is firmly closed and locked. If it is left open or is too full to close, our driver will be unable to take it away.

Unfortunately we cannot collect yellow clinical waste bags. Your local council will be able to help, so please contact them for more information.



Nursing support

Bupa works closely with the NHS throughout the UK to provide a specialist nursing service for patients (both adults and children) at home. Nursing support will be discussed with you beforehand if it is a necessary part of your treatment and the number of visits you receive will be arranged on an individual basis.

You will be given a two hour time slot during which your nurse will visit. Please make sure you are at home and available for the full two hour period.

We have a flexible team of qualified nurses who administer intravenous medication for a wide range of conditions. They are based regionally to meet the needs of our patients. They will be able to talk to you about your treatment, explain any side effects you may experience and offer advice.

Where appropriate, our nurses will educate and train you to manage your medicines and help you understand how the long-term impacts of a specific diagnosis and treatment regime may affect you.

Patients receiving nursing support

If nursing support has been arranged for you, your nurse will open any sealed packaging and check your medication. They will also check this against the treatment plan sent to us by your hospital or consultant.

If you experience any pain or discomfort, or feel unwell while or after your medication is being given, please tell your nurse or contact us. The side effects of your treatment are the same regardless of whether you have your treatment at home or in hospital, but if you have an adverse reaction, your nurse will have all the necessary equipment with them (including an anaphylaxis kit if necessary) to look after you.

After your treatment your nurse will dispose of any waste items used to administer the medication in the sharps bin. Please store the sharps bin safely until your next delivery. Your nurse will also update your hospital or consultant after each treatment so that they are aware of your progress.

Clinical Governance

Nursing care is provided in accordance with the procedures and protocols approved by your referring unit. We will work together with your NHS doctors and nurses and yourself to agree the appropriate care plan to meet your needs.

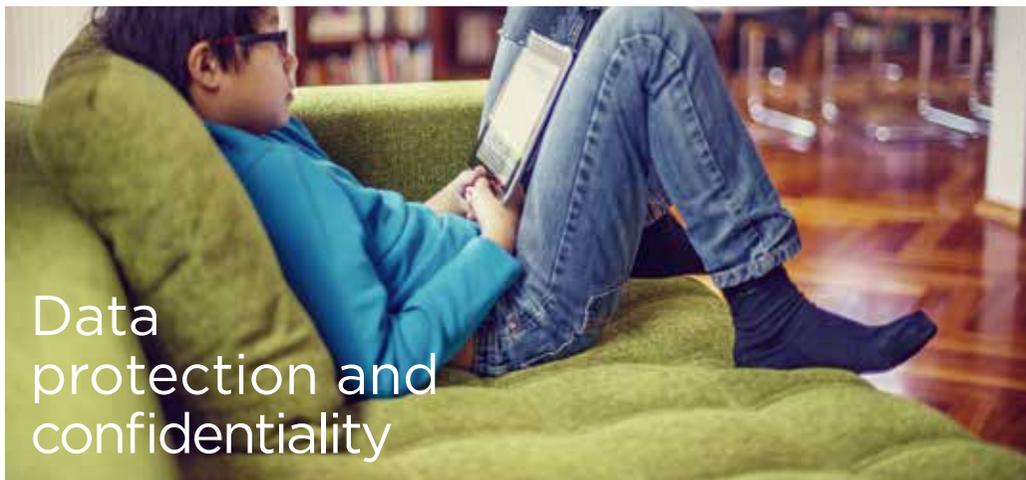
All our nursing staff are registered with the Nursing and Midwifery Council and adhere to their Code of Professional Conduct. Our nurses are courteous and professional at all times and in return we expect our nurses to be treated with courtesy and respect by their patients/ carers and family. Where appropriate Bupa Home Healthcare may exercise the right to withdraw nursing services in the case of inappropriate behaviour.

We have a robust clinical governance framework which provides an ongoing clinical audit of the services, management of complaints and incidents and ensures resolution in a timely manner.

Bupa Home Healthcare is registered with the Care Quality Commission (CQC) and the Scottish Care Inspectorate. The CQC is the independent regulator of health and social care in England. Services in Scotland are regulated by the Scottish Care Inspectorate, which is responsible for inspecting social care, social work and child protection.

These independent public bodies are set up by the Government to regulate private, voluntary and independent health and social care, against the Fundamental Standards. The Scottish Care Inspectorate regulates the service against the Nurse Agency Standards.

Copies of the Fundamental Standards can be found at www.cqc.org.uk and the Scottish Nurse Agency standards can be found at www.nationalcarestandards.org



Data protection and confidentiality

The confidentiality of patient information is of paramount concern to the companies in the Bupa Group. We are committed to maintaining your personal data in accordance with UK data protection legislation and will take all reasonable steps to ensure your personal data is kept secure against unauthorised access, loss, disclosure or destruction.

Bupa sometimes uses third parties to process data on its behalf. Such processing, which may be outside of the European Economic Area, is subject to contractual restrictions with regard to confidentiality and security, in addition to the obligations imposed by the Data Protection Act.

Medical Information

Medical information will be kept confidential. It will only be disclosed to those involved with your treatment or care.

We are required to send a summary of the care we have provided to your GP and/or consultant who referred you to us. If you have not been referred by your GP and do not want any information to be sent to your GP, then please inform the nurse in charge of your care

Information we collect about you

We will keep records about your health and any treatment and care you receive. These records help ensure that you receive the best possible care from us, and may include:

- basic details about you, such as address and next of kin
- contacts we have had with you, such as deliveries, clinic visits, medicines administered
- notes and reports about your health and any treatment and care you have received or need
- relevant information from other health professionals, relatives, or carer(s)
- in the event of a perceived or actual threat to a Bupa employee, we may also collect GPS and audio information from employee personal safety devices.

How your records are used to help you

Your records are used to guide and administer the care you receive to ensure:

- your doctor, nurse or any other healthcare professionals involved in your care have accurate and up to date information to assess your health and decide what care you may need in the future

- o full information is available should you see another nurse or specialist
- o we can assess the type and quality of care you have received and any concerns can be properly investigated

How your records are used to help us

Your information may also be used to help us:

- o review the care we provide to ensure it is of the highest standard
- o investigate adverse incidents or complaints
- o make sure our services meet the needs of our patients in the future
- o teach and train healthcare professionals
- o audit accounts and services
- o prepare statistics on performance

Some of this information will be held centrally, but where this is used for statistical purposes stringent measures are taken to ensure that individual patients cannot be identified. Anonymised or aggregated data may be used by us, or disclosed to others, for research or statistical purposes. Where it is not possible to use anonymised information, personally identifiable information may be used for essential purposes and will comply with the Data Protection Act 1998.

How you can access your health record

Under the Data Protection Act, every living person (or their authorised representative) has the right to apply for access to their health records. Bupa Home Healthcare is not required to respond to requests for accessing health records unless it is provided with sufficient details to satisfy itself as to the identity of, or consent from, the individual making the request. There may also be a fee for the release of any information held. All access requests should be sent in writing to: **Information Governance, 4 Scimitar Park, Roydon Road, Harlow, CM19 5GU.**

Contact details

Your contact details may be shared by the companies in the Bupa Group to enable us to manage our relationship with you as a Bupa patient and update and improve our records. Bupa does not make the names, addresses and other contact details of our patients available to any other organisations to use for their own purposes. In the interest of continuously improving our services, calls may be recorded and may be monitored.

Keeping you informed

The Bupa Group would, on occasion, like to keep you informed of the Bupa Group's products and services that we consider may be of interest to you. If you do not wish to receive information about our products and services, or have any other Data Protection queries, please write to: **Bupa UK Information Governance Team, 4 Pine Trees, Chertsey Lane, Staines-upon-Thames, TW18 3DZ** or contact us via email at: **DataProtection@bupa.com**

The Information Commissioner

If you are unhappy about how we handle your information, we would like to hear your concerns. However you can also contact the Information Commissioner for guidance and advice. They can be contacted at:

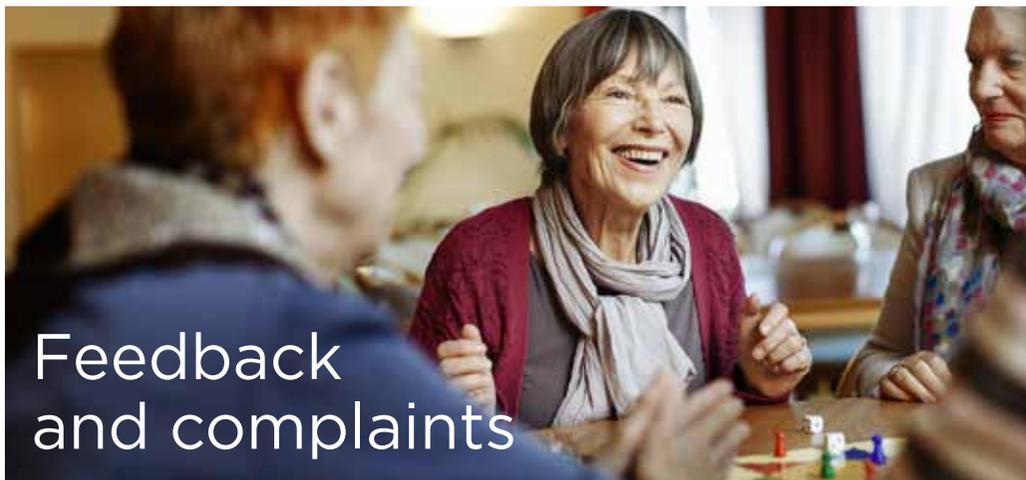


Information Commissioner's Office

Wycliffe House
Water Lane, Wilmslow
Cheshire, SK9 5AF



Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number



Feedback and complaints

Giving feedback

We take great care to provide a professional, high-quality service. However, if for any reason something does go wrong, our Patient Services Team will be able to help.

Feedback from patients is crucial in helping us provide the best quality care and service. We would like to hear from you at any time with your concerns, suggestions or comments – favourable or otherwise.

Making a complaint

If you're still unhappy with the service you have received and wish to make a complaint, please contact our Patient Services Team in the first instance. Your complaint will be logged and investigated in line with our complaints policy. If appropriate we will let you know the outcome of the investigation and any actions taken. You can also make a complaint by writing to our Quality and Governance Department:

**Quality and Governance Department
Bupa Home Healthcare
Scimitar Park
Roydon Road
Harlow
Essex CM19 5GU**

To contact us

 Call **0345 2636 123*** (for Scotland call **0345 2636 135***)

 Email **feedback@bupahomehealthcare.com**

* Calls to 0345 numbers are charged at the standard rate.
Call charges to 0800 numbers from a mobile can vary depending on your network provider. Calls may be recorded and may be monitored.

If you're still unhappy

In the event that you are not satisfied with our response to your complaint you can escalate your concerns by writing to the Director of Pharmacy and Quality, to request further investigation, explaining why you are unhappy with the response you have received. Your complaint and its initial investigation will then be reviewed and the findings of the investigation will be communicated to you.

If you continue to be dissatisfied with the result of our investigation you can raise your concerns with the following organisations.

You can call the Care Quality Commission (CQC) directly on **03000 616161**, or the Care Inspectorate (in Scotland) on **0845 600 9527**. Both can provide advice and support on quality of care and safety issues.

If you are an independent patient the final stage of the complaints process is managed by ISCAS (Independent Sector Complaints Adjudication Service)
www.independenthealthcare.org.uk

For NHS patients please visit the following websites:
www.ombudsman.org.uk (England)
www.spsso.org.uk (Scotland)

External regulatory bodies

If you wish to make a formal complaint to our external regulatory bodies, you can contact them using the following details:

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
enquiries@cqc.org.uk

Care Inspectorate (Scotland)
Headquarters
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Tel: 0845 600 9527
enquiries@careinspectorate.com

A photograph of a man with dark hair, wearing a light-colored sweater, looking down at a young child with dark hair. The child is wearing a patterned jacket and looking off to the side. The background is a blurred outdoor setting with greenery.

Our Patient Charter

We're delighted to be supporting you with your treatment at home. So that we can give you the right service, at the right time, there are a few things we can both do to help things run as smoothly as possible.

In this Patient Charter we explain what you can expect from us and likewise how you can help.

You can expect from us...

The dignity and respect you deserve

We want to deliver your care with the least impact to your lifestyle - whoever you are. Regardless of your age, where you're from or what you believe, we'll always treat you politely and with respect.

A joined-up service

We're not the NHS - but we work closely with them to make sure your treatment runs as smoothly as possible. The NHS is still your main health service so if you're worried about your health please do speak to your GP or consultant.

Care from a highly skilled team

All of the nurses that visit you are qualified and trained to give you the care you need. You won't always get the same nurse - but you will always see someone who knows how to treat you and your condition.

Occasionally, your service could be affected by things that are out of our control (like when bad weather makes it impossible to travel). At these times, we'll do everything we can to keep your service running normally.

If we really can't get to you, you might have to go to hospital to get your treatment. But we'll contact you first to discuss what's best for you and keep you informed.

A service that's up to standard

The confidentiality of your information is extremely important to us. We'll maintain your personal data according to UK data protection laws and we'll do everything we can to make sure it's secure against unauthorised access, loss, disclosure or destruction.

For all the details on how we use your information, have a look at our patient guide.

Ways you can help us...

Respect the way we work

We'll give you a two-hour window for your visit. We need you to be home for the full two hours, so we can give you your treatment. If you're not in for the full two hours, it could impact on your own treatment and other patients too.

So that we're able to give you your treatment safely, we need a clean and tidy working environment with any pets kept out of the room. Please don't smoke while one of our staff is in your house. So that you are able to consent to your treatment being given, you must not be under the influence of alcohol, drugs or illegal substances.

If we're looking after someone under 16, their parent or guardian needs to be there too.

Respect our staff

Everyone who is supporting you with your treatment, whether it's our drivers, our nurses, or our Patient Services Team, deserves to be treated with respect.

In the event of a perceived or actual threat to a Bupa employee, we may also collect GPS and audio information from employee personal safety devices.

Anyone who verbally or physically threatens our staff may have their service removed immediately.

We're here to help with your health, so please take the advice of our highly skilled nurses.

Let us know if something changes

Sometimes your situation might change in a way that could affect your home service, such as moving house, going on holiday or spending time in hospital. When it does, please let us know as soon as you can – especially if you won't be there for your two-hour window.

We will reschedule your visit and let you know when this will be.

Who's your emergency contact? Ask that person to tell us if you go into hospital. That way, we can postpone our visits or deliveries. Get in touch when you're back, to tell us you want to start your service again – but please bear with us, we may not be able to resume your normal schedule straightaway.



Contacting us

If you have a question about any aspect of our service, you can call us on:

0345 2636 123* (for Scotland call **0345 2636 135***)

Calls to this number will be answered by our Patient Services Team, **Monday to Friday, 8.00am – 5.30pm.**

If you live in Scotland and have a specific enquiry about your delivery, please call us on the day of your delivery on **0345 2636 116* (Monday – Friday, 8am – 6pm)**

If you would like to send us an email, please send it to **enquiries@bupahomehealthcare.com**

You can also visit us online at **bupahomehealthcare.com**

If you have an **urgent enquiry relating to your Bupa Home Healthcare service** at any other time of the day, please call **0800 326 5465*** or **0345 2636 115***.

An example of an urgent enquiry may include a problem with your equipment (such as your HPN fridge or infusion pump) which you are unable to fix.

Or it may be that you no longer require a nurse visit due to an unexpected trip to hospital.

Your consultant or GP will still have overall responsibility for your care, so if you have any concerns about your health, you should continue to contact them in the usual way.

Your consultant or GP will have asked you to sign a consent form to allow us to see your medical records. With your permission, they may have signed this on your behalf.

Don't forget you should always call 999 if you are seriously ill or injured and require immediate medical attention.

To contact us

 Call **0345 2636 123*** (for Scotland call **0345 2636 135***)

 Visit **bupahomehealthcare.com**

 Email **enquiries@bupahomehealthcare.com**

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