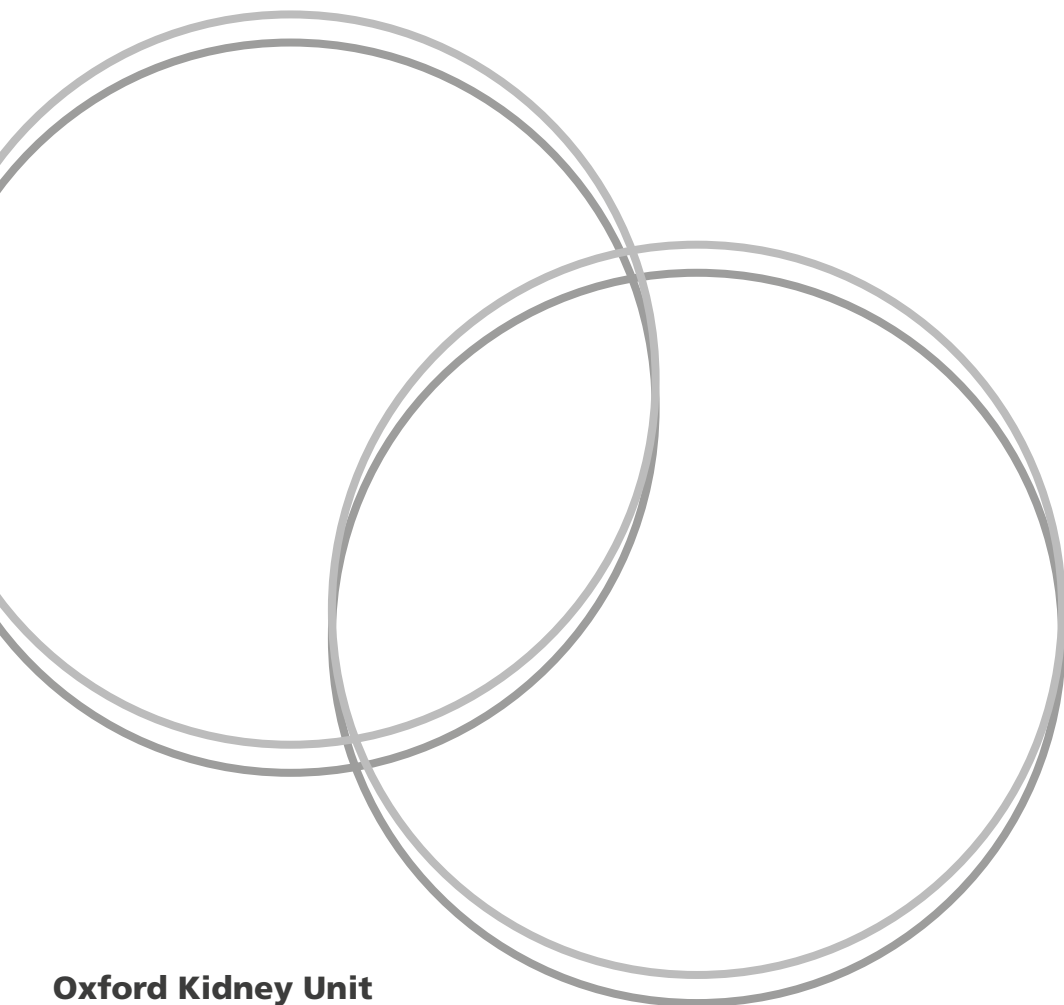




Oxford University Hospitals
NHS Foundation Trust

Welcome to Whitehouse Renal Unit

**Information for patients
and carers**



Oxford Kidney Unit

Whitehouse Renal Unit is part of the **Oxford Kidney Unit**, run by Oxford University Hospitals NHS Foundation Trust.

We provide haemodialysis for the Buckinghamshire area.

We also provide outpatient clinics for haemodialysis, pre-dialysis patients, and people who have had a kidney transplant.

We also run an anaemia clinic in the unit.

We are a relaxed and friendly team, 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. If you have any questions after reading this leaflet, please speak to a member of our staff.

Opening hours

Monday, Wednesday and Friday
(7.00am to 7.30pm)

Tuesday, Thursday and Saturday
(7.00am to 3.00pm)

Whitehouse Dialysis Unit

Whitehouse Health Centre
Level 2
Dorset Way
Milton Keynes
MK8 1EQ

Reception

Opening times Monday to Saturday 7.00am to 7.30pm
Reception telephone number: 01295 228 550
(7.00am to 3.00pm Monday to Friday)

Appointments and general enquiries

Out of hours, a message on the answerphone will advise you who to contact.

Nurses' Station:

Telephone: 01295 228 553 or 01295 228 552

Renal Ward, Churchill Hospital

Telephone: 01865 225 780
(24 hours, including weekends and Bank Holidays)

Toilets

A disabled toilet for patients use is located next to the unit entrance, by the side of the dialysis nursing station.

Clinics

Dialysis, Transplant or Pre-dialysis clinics run on Mondays and Thursdays.

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.

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. Car Parking at Whitehouse is free. It is also shared with the GP practice.

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 haemodialysis. You may have to wait for a short period to be taken home after your haemodialysis, as transport will take more than one person to and from the Unit.

Facilities

Cafe

There is a small cafe that does hot and cold food. They are open each day 9.00am to 4.00pm.

WiFi

Free
OUH_GUEST
MKHOSPITAL_PUBLIC

Pharmacy

Opening hours Monday to Friday
9.00am to 1.00pm,
2.00pm to 6.00pm

About your haemodialysis

When you start haemodialysis you will meet your 'named nurse', who will oversee your treatment. If one of our dialysis nurses cares for you, they will report back to your named nurse.

We have 16 haemodialysis stations, You will have your haemodialysis on a bed or a chair. Ours chairs have a remote control so you can adjust them so that they fully recline.

You will need to come three times a week, although some people only need haemodialysis twice a week.

Three times a week dialysis takes place on either Monday, Wednesday and Friday, or Tuesday, Thursday and Saturday. You will usually spend about five hours in the unit. 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 haemodialysis slot is based on an appointment time. Your dialysis nurse will let you know when you should arrive for dialysis.

Please arrive by 8am for the morning haemodialysis session.

Please arrive by 1pm if your haemodialysis is in the afternoon.

When you arrive

Once you are in the haemodialysis unit, if you are able to please weigh yourself. The scales are in the waiting area. When you go into the haemodialysis unit please record your blood pressure. There is a pen and paper to write down the readings. Don't worry if you are unable to do your weight or blood pressure as there will always be someone to help you.

Please stay in the waiting area until we call you for your treatment. Sometimes patients are called in a little early if their condition makes this necessary. If you feel unwell, please tell a dialysis nurse.

If you have a fistula or a graft, please wash both your hands and fistula or graft with soap and water before your haemodialysis 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 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.

What can I do to help me 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. 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 dialysis nurse will tell you what to expect over the next few weeks as your body adapts to haemodialysis.

Your haemodialysis access is very important. Haemodialysis access allows the dialysis nurses to access your blood circulation so that blood can be removed from your body, cleaned in a dialysis machine and returned to your body. There is a risk of bleeding or infection. Only your kidney team should touch your haemodialysis access.

There are 2 types of haemodialysis access.

- Tunnelled haemodialysis line (plastic tube in the chest).
- Arteriovenous fistula (AVF). Mostly made in the arm.

There are information booklets on haemodialysis access available. Please ask your kidney team if you would like one.

Caring for your haemodialysis access

It is important that you take good care of your haemodialysis access.

- Keep the dressing on overnight after haemodialysis if you have a fistula or graft.
- Never allow anyone to take your blood pressure using your fistula or graft arm.
- Never change the dressing on your tunnelled line or get it wet (no showering).
- Never have an injection or have blood taken from your fistula or graft arm unless a nurse or doctor has advised you otherwise.
- Do not wear tight clothing on your fistula or graft arm.
- If you have any soreness or oozing, contact Whitehouse Dialysis Unit or the Renal Ward immediately. Check your fistula daily: you should feel a buzzing when it is touched lightly.
- If you have a Tesio line, we will give you a separate leaflet to help you care for it.

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 Tesio line the nurses will give you a clamp and show you what to do if your Tesio becomes loose.

During your haemodialysis

You may wish to bring in something to read or a tablet or laptop. If you want to use any of your devices, please bring in some personal headphones, to avoid disturbing other patients.

There is a bookshelf which has books that have been donated. You can borrow these but please return them when you have finished reading them.

A relative or friend is welcome to sit with you during your treatment. Please check with the nurse-in-charge before your haemodialysis.

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

What to expect during haemodialysis

The unit can be noisy, especially during connection and disconnection of the dialysis machines. The machines also bleep if there is a problem, to alert the nurses.

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 haemodialysis 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.

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 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 also help them.

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, to see the PD nurse, 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 advice on how they have coped with kidney failure.

The Kidney Charities (at the end of this leaflet) also have lots of information about coping on dialysis, both practical and financial support.

Shared Haemodialysis Care

Your Kidney team will 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 multidisciplinary team will review your results to make sure your dialysis is working well.

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

Hospital admissions

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

- Ask them to inform Whitehouse Dialysis Unit that you have been admitted to hospital.
- Remind staff you have a fistula or graft, 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 haemodialysis.

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.

You will need to organise the holiday by phoning the haemodialysis unit near to your holiday destination before you book your holiday. Please give at least 2 months' notice so we can complete the necessary paperwork and take the required blood tests. The Kidney Charities at the end of the leaflet have details of units that take patients for holiday haemodialysis.

On returning back from your holiday you will need to have bloods taken for blood borne viruses and may need to dialyse separately for a period of time.

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. Milton Keynes 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

UK Kidney Association

Patient information leaflets and advice.

Website: www.ukkidney.org/patients/information-resources/patient-information-leaflets

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

Shared Care

A website promoting information about shared care for everyone.

Website: www.shareddialysis-care.org.uk

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



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