

Home Oxygen Service Care/Nursing Home Charter



Service provided by:



You may have residents in your care home who are prescribed oxygen, for a respiratory condition or palliation. Oxygen equipment is provided in the community by a Home Oxygen Service (HOS) provider, commissioned by NHS Clinical Commissioning Groups (CCGs). The HOS provider in your area (East Midlands & East of England) is **BOC Healthcare**.

If prescribing and safety guidelines are not followed, oxygen administration and its equipment poses risks to users, other care-home residents and staff.

BOC provides training and guidance on the safe use and storage of oxygen equipment, and conduct risk assessments for each resident using oxygen, which your staff **must comply with** to ensure your residents' safety is assured.

Oxygen is a prescribed medicine: it must be prescribed and administered by qualified healthcare professionals. Care homes must comply with the following guidelines:

- NICE Guidance - Managing medicines in care homes (<http://www.nice.org.uk/guidance/sc/SC1.jsp>) Published: March 2014
- CQC Guidance for Providers – Managing oxygen in care homes (<https://www.cqc.org.uk/guidance-providers/adult-social-care/managing-oxygen-care-homes>) Updated: January 2021

It is recommended that every care home has an appointed lead for oxygen, who is responsible for ensuring that prescribing and safety guidelines are followed, and that all relevant staff receive and maintain competency training in the safe use of oxygen.

For information about a bespoke e-learning on oxygen safety in care homes, please contact BOC at: homecare.training@boc.com

For detailed information about what you should expect from the Home Oxygen Service, as well as what is expected of your organisation as a provider of residential care to oxygen users, please see read on.

Expectation of care home management and staff

- ✓ Ensure that the equipment installation or equipment settings (other than as instructed by BOC or prescriber) are not altered in anyway.
- ✓ Put signage on resident's room door to indicate presence of oxygen.
- ✓ Ensure that oxygen equipment is not shared with other residents.
- ✓ Inform the resident's clinical team of any changes in health that may warrant re-assessment of oxygen prescription.
- ✓ Ensure all staff follow all the safety recommendations as per the risk-assessment; do not change storage location of equipment in use or back-up supply without consulting BOC; update written policies regarding medicines storage; ensure that back-up cylinders are only used for emergency purpose.
- ✓ Ensure at least two members of staff are present at installation of oxygen equipment, and that the resident's care plan is updated to include the administration of oxygen.
- ✓ Ensure all staff involved in the resident's care understand the safety risks that oxygen presents:
 - Health care
 - Personal care
 - Housekeeping
 - Facilities.
- ✓ Conduct the regular cleaning and maintenance of the equipment eg. cleaning cannula/masks, wiping-down machines, cleaning filters and air inlets.
- ✓ Store oxygen equipment manuals in readily-accessible location for all staff to consult.
- ✓ Ensure that visitors to the home follow the safety guidelines around oxygen ie. not smoking near oxygen users or equipment.
- ✓ Regularly monitor cylinder content level of cylinders.
- ✓ Contact BOC in good time to order replacement supplies eg. oxygen cylinders, to avoid costly emergency deliveries.
- ✓ Inform BOC immediately of any issues which staff could not resolve using the equipment manual's Troubleshooting guide.
- ✓ Inform buildings insurance provider and consult safety policy; follow safety signage requirements for resident's room and equipment storage areas.

What you can expect from the NHS

- ✓ Ensure that the Home Oxygen Service meets the clinical needs of your resident, through specialist oxygen assessments and regular clinical reviews.
- ✓ Ensure that risks relating to the provision of oxygen are considered, and mitigations put in place, prior to prescribing oxygen for your resident.
- ✓ Monitor the Service quality through various means to ensure it continues to meet patient and prescriber needs, and to a standard in line with contracted KPIs.
- ✓ Will monitor the home oxygen services provided by BOC to ensure that your resident has the right equipment to meet their needs and is the best use of NHS resources.



What you can expect from your Home Oxygen Provider – BOC

- ✓ Ensure that the provision of oxygen equipment is in line with your resident's assessed clinical needs.
- ✓ Provide resident-specific labels on equipment to avoid misuse of equipment amongst residents.
- ✓ Conduct resident-specific risk assessment by trained Homecare Technicians upon provision of oxygen equipment, and at regular intervals of areas where oxygen will be used and stored.
- ✓ Support the safe and effective use of oxygen equipment, through provision of:
 - Training for staff and your resident (and family carers) in the safe use and storage of oxygen equipment upon installation
 - User manuals on the specific equipment provided
 - HOS handbook
 - Regular risk assessments and servicing of the equipment.
- ✓ Provide replacement consumables and cylinders in accordance with refill requests.
 - Provide 24/7 freephone **(0800 136 603)** to support equipment technical issues, attending the resident if remote resolution is not successful.

BOC Healthcare

Patient Service Centre, Priestley Road, Worsley, Manchester M28 2UT, United Kingdom
Tel 0800 136 603, healthcare.home-uk@boc.com, www.bochomeoxygen.co.uk