



# Nursing visits.

An information guide for patients.



Providing NHS services



# About this guide.

We believe that it's important to prepare you for what will happen when your Sciensus Nurse or a Sciensus Patient Care Technician arrives to deliver your treatment at home.

This booklet is divided into 11 sections:

1. Information and consent to care and treatment
2. Care within your home, or other suitable environment
3. Protecting you from infection
4. Your treatment
5. Cannulation or central venous access devices
6. Injections
7. Eating and drinking during your treatment
8. Relaxing during your treatment
9. Our responsibility to safeguard you
10. Mutual respect and responsibility
11. Leaving feedback

## 1. Information and consent to care and treatment.

When it comes to your care, there are various ways you can give your consent and different circumstances in which we will ask for your consent. Please remember that we want you to have all the information you need to make the right decision for you.

### What is consent?

- Consent is the process of you agreeing or giving permission for treatment or care
- The consent process should involve a joint discussion between you and your Sciensus nurse
- Consent should be given voluntarily – no one should pressure you into giving permission
- Consent should be informed – that is, you should have all the information you need to make a balanced decision, including the risks and benefits of the proposed treatment

## What happens if I change my mind?

You can change your mind at any point after giving consent. Please understand that without your consent, we cannot continue with the care or treatment. In this situation, we will inform your referring doctor or nurse of your decision.

## Our commitment to you.

**We want you to be sure about any decisions you make. We promise that we will always try to:**

- Make sure you have enough time to make your decision – ask for more time if you need it
- Give you as much information as you need – ask us to explain again if you do not understand
- Explain to another family member or carer if you want another person to help you understand
- Guide you to more information if requested, or if we feel you might find it beneficial
- Make sure you have understood the information we have shared with you
- Make sure you fully understand who to talk to about any concerns



# 2. Care within your home, or other suitable environment.

Your clinical visit will be scheduled by our automated system.

A member of the team may contact you to confirm the time of your visit (normally the evening before your visit is due), or alternatively you may receive a text explaining what time your visit has been arranged for.

Once established on treatment, you may wish to receive your visits at an alternative venue, such as where you work or study. Please discuss this with your nurse, giving us plenty of notice, ideally more than 7 days, so that we can assess if a different environment is suitable for your treatment.

We respect that you are having treatment in your home, and we need to make this as safe as possible for you.

We ask that during your nurse visit you ensure that young children are supervised and that pets are not in the room while the nurse is setting your treatment up. This will enable you to relax and protect you from hazards caused by children and animals.

If a child or vulnerable adult requires treatment, a responsible adult will also need to be present. If your child is receiving their treatment with Sciensus, they may choose to have their treatment at school/college. Children are able to carry on with their school day but won't be able to take part in physical activities while their treatment is in progress. The nurse will stay with your child at all times while they are having treatment to make sure they are safe and well.

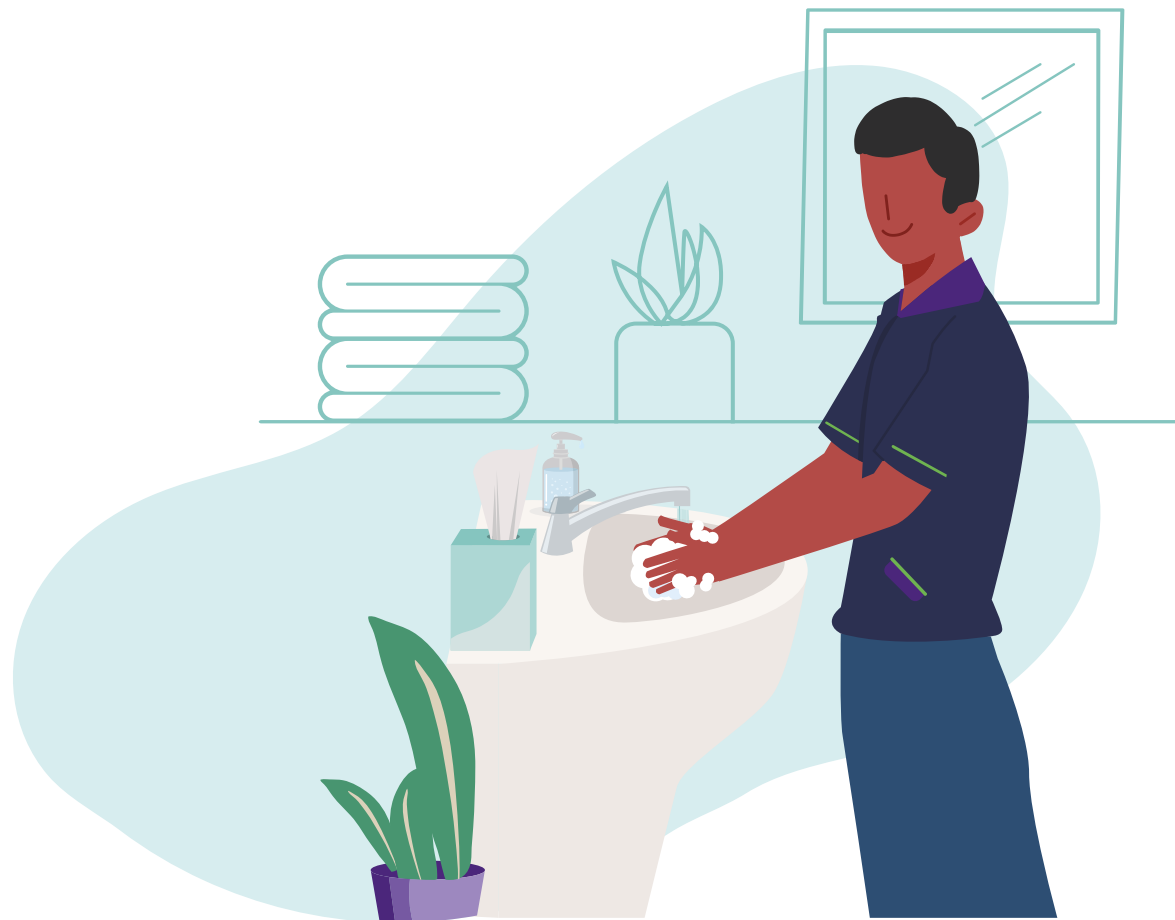
We will update your consultant or hospital team regularly on your treatment and condition. If there are any changes, we will make sure that we communicate these to you.

Your privacy and dignity are very important to us and we want you to feel comfortable. This means treating you as an individual, whatever your values, and ensuring that your needs are met.

## 3. Protecting you from infection.

In order to keep you safe during your treatment at home, your Sciensus nurse will need access to a clean sink area to wash their hands thoroughly, and somewhere clean and clear to prepare your treatment. Protecting you from avoidable infections is very important to us, but we do need your help.

Hand hygiene is very important. Our nurses carry soap and paper towels. They may also use alcohol rub at times during your treatment - this is acceptable too.



## 4. Your treatment.

Your Sciensus nurse will make sure your treatment is administered according to your prescription. If you are aware that your doctor has made a change to your treatment plan, please tell the nurse when they arrive.

Your nurse will explain any potential side effects of your treatment with you. If anything has changed with how you feel from week to week, please tell your nurse. They will ensure that your hospital is informed.



# 5. Cannulation or central venous access devices.

Depending on your type of treatment, you may be given your medication intravenously. This means that the medication is given directly into your bloodstream through one of your veins. If this is the case, you may need a temporary intravenous cannula inserted during your treatment visit into one of your veins, usually into your arm or the back of your hand.

Or you may have a central venous access device, sometimes called a central line, already inserted by your referring hospital into one of your larger veins. Central lines will remain in place for the duration of your treatment and possibly longer.

Either of these devices allow our nurses to administer your intravenous treatment safely and effectively.

- **What do I need to know about cannulation?**

Cannulation is where our nurses will insert a small plastic tube called a cannula into your vein for you to receive your treatment. This is so that medication

and, where necessary, other fluids can be administered directly into your bloodstream.

It is important that, on the day of your treatment, you make sure that you are warm and well hydrated. This makes it much easier for our nurses to feel and see your veins and, therefore, much easier to insert the cannula.

When the cannula is being inserted you may feel a small pinprick in your arm or hand, but it won't hurt once the cannula has been inserted.

There are a few very minor risks associated with cannulation, but our nurses are

trained to reduce these risks. We do need to tell you about them, so you are fully informed. The potential risks associated with cannulation include infection, infiltration (where intravenous fluid or medications leak into the tissues surrounding the vein), and phlebitis (inflammation of the vein).

On the rare occasions that they occur, our nurse will recognise the first signs of any risks as they will be completing a regular assessment of your cannula to make sure that your vein remains healthy throughout your treatment. Please tell the nurse if your cannula is painful, or if the skin surrounding the cannula becomes hot, sore, puffy, swollen, white, or hard.

- **What if I have a central venous access device?**

You may have had a central venous access device (central line) inserted in a clinic or hospital. It may have been inserted into a large vein in your neck, chest, groin, and sometimes into a vein in the bend in your elbow.

A central line is usually inserted so that the device can stay in place for a longer period of time, if you're having regular long-term treatment, if you need regular blood tests, and sometimes to allow our nurses to give treatments that can't be given via a smaller cannula.

Most of the time central lines don't cause any problems, but if problems do happen it's usually because the line becomes infected or stops working. Our nurses are trained to observe for any problems and will look for any signs of infection each time they change the dressing at the insertion site.

However, if you have any of the following signs and symptoms you must seek medical help immediately, with your referring hospital or GP:

- Redness, oozing, or pain / soreness around the insertion site of your device
- Hot flushes or shivering before or after your line has been used to give medication
- A high temperature

There is a very low risk that your central venous access device could be pulled and fall out. If this happens, you should lie or sit down and quickly press on the site using a clean towel/ tissue and seek medical help immediately, with your referring hospital or GP.



## Tip

Keep dressing clean and dry to help prevent infection



## 6. Injections.

Other common ways to receive treatment is by a subcutaneous (under the skin) injection or a intramuscular (into the muscle) injection.

- **What do I need to know about injections?**

The two main types of devices used for injections are pen and syringe. Your hospital team will prescribe the most suitable type of injection for you and your treatment.

- **What do I need to know if I am going to have treatment through a subcutaneous injection?**

A subcutaneous injection is a dose of a medication given into the layer of fat between the skin and the underlying muscle.

Your referring hospital should have explained everything you need to know about your treatment. Please follow the storage instructions carefully to keep your medications safe until the nurse arrives.

Depending on your therapy and your hospital, you may have several different consultations with your nurse. These might be face to face visits, virtual consultations, or phone calls. Your nurse will explain everything to you during their first visit.

All you need to do ahead of the first visit is get your sharps bin and any booklets and/or associated items received with your first delivery to hand.

If you are going to be administering the injection to yourself, the nurse will talk you through how to do this. If your treatment is to be given by the nurse, they will administer the injection.

At the end of the visit, the nurse will talk you through the next steps, your future treatment plan and will stay with you for at least 30 minutes after the injection to check for any side effects.

## 7. Eating and drinking during your treatment.

Staying hydrated and eating a well balanced diet is an important part of keeping you well during treatment.

Sometimes your treatment visit may run into meal times. It may be an idea to think ahead for food which could be eaten easily during your treatment.



## 8. Relaxing during your treatment.

If your treatment is long, you may want to rest. You may want to talk or read a book.

You may want to invite a friend around to keep you company. Whatever you decide, our nurse will support your decision so long as it's safe to do so. You do however need to be aware that the nurse is there to observe you during your treatment and to ensure you remain safe and well, therefore the nurse needs to be with you at all times, except when you are using the bathroom. This is for your safety.



## 9. Our responsibility to safeguard you.

Safeguarding means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. It is a key part of providing high quality healthcare.

We have a duty of care to safeguard all our patients. All nurses receive safeguarding training to enable them to recognise any risk to patients and to support them. We work with GPs, social services, emergency services and other professionals to ensure the safeguarding needs of patients are met.

If at any point we are concerned about your safety, including mental health, and we cannot contact you via phone to check that you are safe, we will contact your GP or next of kin. Failing this we will contact the emergency services on your behalf.

# 10. Mutual respect and responsibility.

We aim to deliver care in the spirit of mutual respect for each other. You will be treated as a partner in the care you receive and given courtesy and respect at all times. Being a partner means that we have responsibilities to each other.

- We will make every effort to avoid any change to your agreed appointment date and time. Where this is unavoidable, we will provide you with an explanation and keep you informed of any changes or delays.
- As a guest in your home, we will treat your property with care and respect. If we cause any accidental damage, we will arrange for the item to be repaired or reimburse you for its value.
- We will keep our mobile phones on silent during the visit. We will not receive or make a call unrelated to your care unless it is urgent.
- From time to time you may be asked if another person can attend your visit.

This may be a student nurse or another member of Sciensus staff. We will always ask you in advance and explain the reason for the request. If you are not happy with this, please let us know; your care will not be affected in any way by your decision.

We ask that as a partner you respect us in the following ways:

- Be available for the appointment arranged with you; if you need to change the date of the visit please inform us at least 24 hours in advance. If you are admitted to hospital, please arrange for someone to contact us to cancel the visit and make us aware of your condition.
- We welcome and encourage a member of your family or a friend to support you during your treatment at home, however, to ensure a safe working environment we ask that the nurse is not distracted during procedures.

- We respectfully request that you or your relatives/visitors do not smoke in the same room as the nurse during their visit or two hours before (this includes e-cigarettes). We are responsible under the Health and Safety at Work Act to provide a smoke-free working environment for our staff. If you are unable to comply with this request, your care may need to be transferred back to your referring hospital.

We understand that receiving treatment could be stressful and there may be times when you feel frustrated, angry or upset.

During these times we will listen to you and help you find the appropriate support and care you need. We have a duty of care to provide our staff with a safe and secure work environment and we will not tolerate any kind of threatening behaviour from patients, family members or visitors. Abusive, threatening or violent conduct may result in your treatment with us being suspended or terminated.





# 11. Leaving Feedback.

We welcome your views on our services. If you have been impressed by the care that you or someone you know has received, please let us know.

It is also important that we know when we are getting things right. We also welcome comments on how we might improve our services. If you have a comment, compliment, suggestion or concern, or would like to learn more about our services, you can let our Patient Services Team know.

If you wish to provide any formal feedback or raise a formal complaint, you can contact the Patient Advocacy Team by using the following channels:

Sciensus  
Patient Advocacy Team  
107 Station Street  
Burton on Trent  
Staffordshire  
DE14 1SZ

email: [patientadvocacy@sciensus.com](mailto:patientadvocacy@sciensus.com)

## Use live chat:

Visit [sciensus.com](https://sciensus.com) and click on the chat icon at the bottom of our webpage.

In the event of any complaint response from us not meeting your expectations, we would ask that in the first instance you contact the Patient Advocacy Team for further investigation. However, should you require further assistance, the following bodies may assist:

For complaints in England and Wales contact:

Health Service Ombudsman

email: [www.ombudsman.org.uk/making-complaint](https://www.ombudsman.org.uk/making-complaint)

Phone: **0345 015 4033**

For complaints in Scotland contact:

Care Inspectorate

Compass House

11 Riverside Drive

Dundee DD1 4NY

Phone: **01382 207 100** or **0345 600 9527**

email: [enquires@careinspectorate.com](mailto:enquires@careinspectorate.com)

For complaints in Northern Ireland contact:

The Regulation & Quality Improvement Authority

9th Floor Riverside Tower

5 Lanyon Place

Belfast BT1 3BT

Phone: **02890 517 500**

email: [info@rqia.org.uk](mailto:info@rqia.org.uk)

Please note, the Ombudsman is unable to investigate complaints against private or independent health services unless they relate to NHS funded care.

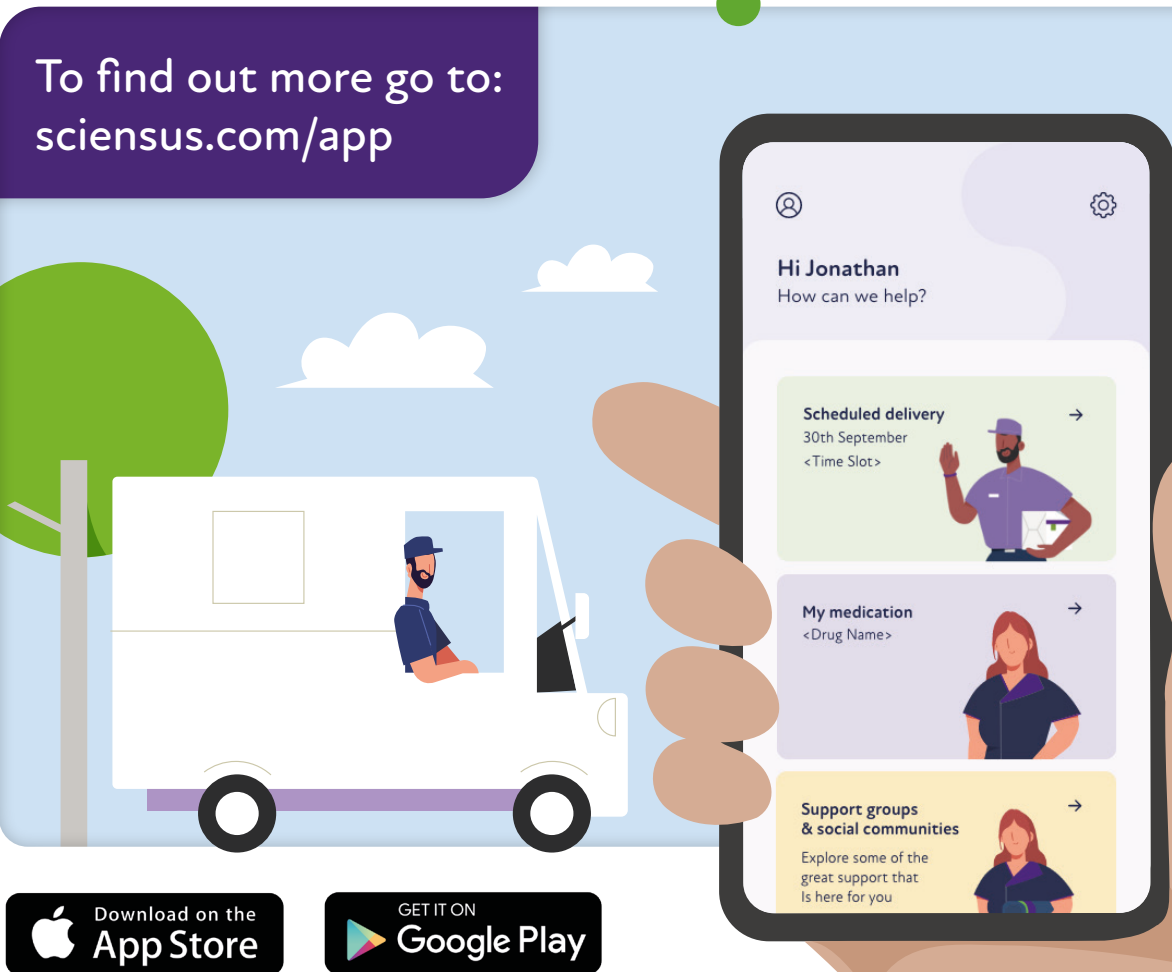


# Take control of your orders and deliveries with the Sciensus Intouch app.

Get quick and easy access to your medication orders and deliveries, straight from your smartphone or tablet.\*

- **Medication orders made easy** – view upcoming orders and deliveries
- **Delivery tracking** – keep track of orders and get regular delivery reminders
- **Live chat** – contact the Sciensus support team 7 days a week with live in-app chat
- **Online support communities** – get quick access to helpful online communities for tips and advice
- **NHS Approved** – our app has been approved by the NHS and meets the highest standards for safety, data protection and accessibility

To find out more go to:  
[sciensus.com/app](https://sciensus.com/app)



\*Subject to eligibility



## Contact details

### Patient Services Team


Phone: **0333 103 9499**

Monday to Friday: 8:00am–6:00pm

Saturday: 08:00am - 1:00pm

Email: [generalenquiries@sciensus.com](mailto:generalenquiries@sciensus.com)

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