

Clinical visits booklet

An information guide for patients.



About this guide

We believe that it's important to prepare you for what will happen when your Sciensus clinician arrives to deliver your treatment at home.

This booklet is divided into 12 sections:

- 1 Reasons for a clinical visit
- 2 Information and consent to care and treatment
- 3 Care within your home, or other suitable environment
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Remember:

Please ensure you are available for your scheduled visit as prescribed by your healthcare provider. If you are unable to make yourself available, please inform Sciensus as soon as possible by contacting **Patient Services: 0333 103 9499**

1. Reasons for a clinical visit

As part of your service, your referring clinician may have instructed us to provide a clinical visit to make sure you are fully supported and feel comfortable with your treatment.

This could include teaching you how to inject or giving you your treatment. During this visit the clinician will give you information about the medication itself, how to handle any side effects you may experience, and answer any other questions you might have.

If you are having ongoing treatment, where possible, the same clinicians will carry out your treatment. If not, an alternative clinician will attend.

2. 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. The consent process will be a joint discussion between you and your Sciensus clinician. 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 clinician
- 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

Patient Services Team

Phone: **0333 103 9499**

Monday - Friday: **8am - 6pm**

Saturday: **8am - 1pm**

Email: **ptcomms@sciensus.com**

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 hospital 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

3. Care within your home, or other suitable environment

Our clinical operating hours are Monday to Friday 8am - 6pm.

For new patients, your first clinical visit will be arranged when we arrange your first delivery. You will receive a notification the evening before your visit with a 2-hour time window. Any further visits will be arranged with the Sciensus clinician or via our automated system.

If you are having ongoing treatment, 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 Sciensus clinician, giving us plenty of notice, ideally more than 7 days, so that we can assess if a different environment is suitable for your treatment. As you are having treatment outside a hospital environment, we need to make this as safe as possible for you.

Depending on your therapy and your hospital, you may have several different consultations with your Sciensus clinician. These might be in person visits, virtual consultations, or phone calls.

We ask that during your clinical visit, you ensure that young children are supervised and that pets are not in the room while the Sciensus clinician 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 (this will be agreed on an individual basis). 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 clinician 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.

All you need to do ahead of the first visit, is have your sharps bin, other associated items and any information received with your first delivery to hand. Alternatively, the clinician will bring those items with them. If you are going to be administering the injection to yourself, the clinician will talk you through how to do this. If your treatment is to be given by the clinician, they will administer the injection. At the end of the visit, the clinician will talk you through the next steps, your future treatment plan and will stay with you for at least 30 minutes after the injection.

4. Protecting you from infection

In order to keep you safe during your treatment at home.

Your Sciensus clinician 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 clinicians carry soap and paper towels. They may also use alcohol rub at times during your treatment.



5. Your treatment

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

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

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 clinician arrives.

6. 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.

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 clinicians to administer your intravenous treatment safely and effectively.

• What do I need to know about cannulation?

Cannulation is where our clinicians 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 clinicians to feel and see your veins and, therefore, much easier to insert the cannula.

The clinician may apply a tourniquet before inserting the cannula.

There are a few very minor risks associated with cannulation, but our clinicians 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 clinician 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 clinician 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 clinicians 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 clinicians 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 dressings clean and dry to help prevent infection



7. Injections

Other common ways to receive treatment are by under the skin (subcutaneous) injections or into the muscle (intramuscular) injections.

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

8. Eating and drinking during your treatment

Staying hydrated and eating a well balanced diet are important parts 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.

9. 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 clinician will support your decision so long as it's safe to do so. You do however need to be aware that our clinician is there to observe you during your treatment and to ensure you remain safe and well, therefore they will remain with you the whole time except when using the bathroom. This is for your safety.

10. Our responsibility to safeguard you

Safeguarding means protecting people's 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 Sciensus clinicians 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.



11. 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, be given courtesy and respect at all times. Being a partner means that we have responsibilities to each other.

We promise:

- 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 clinician 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 you to:

- Be available for the appointment arranged with you; if you need to change the date of the visit please inform us at least 48 hours in advance by contacting Patient Services. 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 clinician is not distracted during procedures.
- We respectfully request that you or your relatives/visitors do not smoke in the same room as the clinician 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.

12. 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 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

More information for patients can be found on our Patient Hub at:
<https://www.sciensus.com/patients>

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:

England & Wales

Regulator: Health Service Ombudsman
Website: www.ombudsman.org.uk
Telephone: 0345 015 4033

Scotland

Regulator: Care Inspectorate
Website: www.careinspectorate.com
Head Quarters Address:
Compass House, 11 Riverside Drive, Dundee, DD1 4NY
Local Office Address: Princes Gate, Castle Street, Hamilton, ML3 6BU
Telephone: 0345 600 9527 or

Regulator: Scottish Public Services Ombudsman (SPSO)
Website: www.spsso.org.uk
Address: Freepost SPSO (this is all you need to write on the envelope, no stamp required)
Telephone: 0800 377 7330


Northern Ireland

Regulator: Regulation and Quality Improvement Authority
Website: www.rqia.org.uk
Telephone: 028 9536 1111 or
Regulator: Northern Ireland Ombudsman
Website: www.nipso.org.uk
Telephone: 0800 34 24 34

Sciensus Intouch app

With our Sciensus Intouch app, you'll have more flexibility and control over your deliveries, plus a range of great features:

- Confirm or amend your delivery date
- Confirm or amend your chosen delivery address
- Add and order the supplies you need
- Check your prescription status
- Easily track your delivery
- Medication reminders

 **Please note** - some services are not yet supported by the app. If your service is not eligible, please contact patient services to arrange or amend your deliveries.



Download the Sciensus Intouch app using the QR code below

To find out more go to:
sciensus.com/app



*Subject to eligibility



Lined area for taking notes on page 14.



Lined area for taking notes on page 15.

We look forward to welcoming you onto our service.

Save our number in your phone **0333 103 9499**

More information

A full welcome guide is available on our Sciensus Patient Hub. If you would like more details beforehand visit www.sciensus.com and view our Patient Hub, call us at **0333 103 9499** or scan this QR code below:



Patient Services Team

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