

# Paediatric Home Oxygen Handbook

We don't take breathing for granted



Service provided by:

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This Handbook provides you with information about the Home Oxygen Service and what support you, and your child, can expect from BOC as the provider of the service.



It highlights important safety guidelines that, you – as parents or carers of a child on oxygen – must follow. Please also carefully read the separate equipment manuals our Technician provided for your child's specific oxygen equipment.

Our contact details are highlighted on the back page of this Handbook. Alternatively, you can also register on our Home Oxygen Portal – [www.bochop.co.uk](http://www.bochop.co.uk) – to be able to order cylinder or liquid oxygen refills online, organise oxygen suppliers for trips away, and/or communicate with us via LiveChat.

## General safety information

Please read the equipment manual provided by our Technician, alongside these safety instructions. Please ensure that anyone involved with your child's care, or living in your household, are aware of these important guidelines.

If you have any questions after reading these instructions, please contact our Patient Service Centre, who will be able to help you further.

The Dos and Don'ts section in the Handbook gives further clear safety advice.

Do not let any other children tamper with the oxygen equipment or allow any untrained persons to change any controls or settings.

### Fire

Oxygen itself does not burn – but most materials will burn very vigorously when in the presence of oxygen.

It is important that the oxygen equipment is not used anywhere near where there is an open flame.

Make sure that the oxygen is always used in a well ventilated area – this will ensure that you will not get any high concentrations of oxygen that will encourage things to burn.

You must:

- Not smoke, nor allow anyone else to smoke, in the same room as the oxygen equipment in any circumstances.

- Never use the oxygen equipment near open fires or naked flames. This includes candles on birthday cakes.

We have fitted firebreaks to tubing and concentrators for your child's protection in the event of a fire. These are a very important safety features and can help reduce the risk of a fire traveling down the tubing to the equipment – please do not remove them (or let anyone else remove them) from the equipment or tubing.

#### In the event of a fire:

- Make sure everyone is immediately evacuated from the area.
- Immediately ring 999 – if necessary telephone from a neighbour's house.
- Advise the operator if there are any gas cylinders/liquid oxygen vessels in the premises.
- As soon as possible, ring our Patient Service Centre on **0800 136 603** to advise them about the fire and let them know if any of the oxygen equipment has been involved in the fire.

Do not use any oxygen equipment that has been involved in the fire.

You should take any additional advice you are given by your local Fire Safety Officer.

We strongly recommend that you fit a smoke alarm to your property and carry out regular checks to ensure it remains operational.



Firebreak.

### Firebreaks

In the event of a fire occurring in the oxygen tubing, the firebreak will act as a thermal fuse by cutting off the oxygen supply. When the firebreak triggers, it will immediately stop the oxygen flow, preventing the flames burning back to the oxygen supply.

A firebreak is always fitted at the child's end of the tubing, just before the nasal cannula or mask.

For concentrators, a second firebreak is fitted on the outlet of the machine.

Please note: The arrow on the firebreak must always point towards the patient's cannula or mask. If this is not the case, please inform BOC on **0800 136 603**.

Firebreaks must never be removed.

Please contact BOC on **0800 136 603** if you need any further advice.

### Fire and Rescue Service (FRS)

A monthly list of all households where oxygen equipment is used will be sent to the local FRS. BOC has worked with the FRS to develop a partnership to improve the safety of all our patients. Households at risk, due to smokers, may be eligible for a free visit from the Community Fire Safety Officer, which includes a discussion on fire safety and safe exit routes in the event of a fire. Please contact your local FRS for further information.

If a household is found not to have a working smoke alarm/detector, the local FRS will be informed. Parents or carers who ignore fire safety advice e.g. smoking on or around oxygen therapy will also be referred to their local FRS.

You can find the phone number for your local fire and rescue service at [www.direct.gov.uk/firekills](http://www.direct.gov.uk/firekills) where you can also find more information on how to protect you and your home from fire.

## Oxygen enrichment

Materials which become enriched with oxygen will burn very vigorously if they are ignited. Oxygen enrichment can occur even when the gas is used at low flow settings.

You can help to minimise oxygen enrichment by making sure the equipment is used in a well ventilated area.

In particular, make sure that you:

- Never place oxygen equipment near curtains or cover them with clothing or other material objects. This will restrict air circulation and increase the oxygen concentration.
- Never put cannula or mask on the bed, or in the chair whilst the oxygen supply is still turned on.

- Never leave the oxygen supply running when it is not being used.
- Never use or carry a portable oxygen cylinder or vessel under any clothing.

You will be advised where to position the oxygen supply system when in use – always follow these instructions.

Keep internal doors open whilst the oxygen supply is in use, this will help ventilate the room and prevent a build up of the oxygen.

## Storage and use of equipment

Always follow the advice given to you about where to safely store and use the cylinders or liquid vessels and where to site the concentrator. Never leave your oxygen equipment unattended if it is switched on and not being used.

### Concentrators

- Your Homecare Technician will advise you where to site the concentrator. Make sure that you follow their advice.
- Your concentrator should be used in a well ventilated area, away from sources of ignition.
- Your BOC Technician can secure your back-up cylinders to the wall to prevent them from falling over and causing an injury. This is especially important when there are young children in the house.
- If you can not securely store your back-up cylinders upright, lay them down to ensure that they are positioned so that no one will trip over them.

### Cylinders

- Your Technician will advise you where to store cylinders safely in the house.
- Ensure that you store oxygen cylinders in a well ventilated area, which is kept clean and dry and away from any sources of heat.

- The storage area for cylinders should not be used to store any flammable material such as paints, heating gas cylinders, oils and grease. Do not keep large quantities of combustible material (such as paper or cardboard) near the oxygen cylinder storage area.
- Cylinders must be either secured upright or laid down to prevent them from falling over and causing an injury. Please note that we do not advise storing large numbers of cylinders laid flat, as this can become a hazard.
- Consider securing the larger cylinders by using brackets screwed to the wall. Your Technician will provide you with the brackets and fit them for you.

### Liquid oxygen systems (LOX)

- Liquid oxygen mother units (this is the larger of the liquid units you are provided with) must always be stored upright.
- Make sure you follow the instructions when storing portable liquid vessels.
- Ensure that you store and use portable LOX flasks in a well ventilated area, away from sources of ignition and heat.
- Never store portable LOX flasks near curtains and never cover them with any material.

## Paediatrics

BOC appreciates that having a child living with a condition that requires oxygen therapy can be stressful and challenging. We provide a range of equipment to enable children to live as normal a life as possible despite their oxygen therapy needs.

For further support see our Support Groups page in this handbook.

### Babies under 1 year

The joy of being able to go home from hospital with a newborn should not be filled with fear at having to manage your child's oxygen therapy equipment. Our staff at our Patient Service Centre and our Homecare Technicians are particularly sensitive to your support needs as your baby is discharged home on oxygen.

### Children up to 12 years old

We want children on oxygen to be able to do the same things as their friends and peers wherever possible, at school or in the community.

We can install an additional oxygen equipment at nurseries, schools or care environments upon receipt of a home oxygen order form from your child's clinician. We would require an additional prescription from your child's clinician for this installation. BOC will always carry out training on the use of

any oxygen equipment and a risk assessment of the property. If nurseries, schools or care environments require support prior to the installation our Respiratory Advisor can provide training for staff.

### Adolescents (up to 17 years old)

Being on oxygen therapy doesn't necessarily mean a teenager can't be a teenager. You should discuss with your child's clinician about their social activities so they can be prescribed adequate ambulatory oxygen to be able to go out and about. Dependent on the prescription and subject to a risk assessment of your property, BOC can supply a liquid oxygen system which gives a longer duration of portable oxygen.

We can also install a secondary oxygen supply at schools, colleges or workplaces. We would require an additional prescription from your clinician for this.

If your child wants to stay with friends or go on holiday, they can with some simple advance planning. You will need to contact us on **0800 136 603** and provide us with details of the holiday address and the dates. For further information, please refer to the section on holidays.



## Oils and grease

Oils, grease and materials contaminated with these substances are particularly hazardous in the presence of oxygen. They can ignite extremely easily and will burn very violently in an oxygen-enriched environment.

It is important when handling oxygen equipment to take care to ensure that it does not come into contact with any form of oil or grease.

Ensure that your hands are always clean before handling the equipment.

Never use oil based creams and moisturisers when using or handling the equipment.

This includes:

- Oil-based lip moisturisers
- Oil-based make up
- Moisturisers/barrier creams such as Sudocrem®
- Cradle-cap oils
- Vaseline®
- Baby lotion
- Sun creams

Do not use aerosol sprays such as hair sprays or deodorants in a room where oxygen equipment is being used.

You can use alcohol gels to clean your hands – but if you do, make sure that the alcohol gel is massaged in well particularly in between the fingers. Allow plenty of time for the alcohol gel to fully evaporate before handling your oxygen equipment. Your hands should be completely dry.

You may also use water based products such as RoEezit\* or KY Jelly for lips and nasal passages if dry.

Never use oils and grease on oxygen equipment.

\*RoEezit may need to be specially ordered from a pharmacy.

## Transport of cylinders and portable liquid flasks



Transportation of a Companion portable liquid flask.



Transportation of a Marathon portable liquid flask.

- When carrying medical cylinders or portable liquid flask in a car, we recommend that you carry a *Medical Oxygen in a Vehicle* leaflet. This is available from your Homecare Technician.
- We recommend that you inform your motor insurance company if you intend to carry oxygen in your car.
- Keep the car well ventilated when carrying or using the liquid oxygen flask in your car. Open a window and set the ventilation to intake air from the outside to ensure the car is well ventilated.
- Never smoke (or allow anyone else to smoke) when using or carrying oxygen in your car.
- Never carry a liquid oxygen mother unit vessel (this is the larger of the liquid units you are provided with) in your car.
- Wherever possible carry spare cylinders securely in the boot of your car. Use a cargo net to secure the cylinders within the boot.
- Remember to firmly secure the ambulatory cylinders or portable liquid flask in your vehicle so that they do not cause harm to persons or damage the vehicle.
- Keep the amount of oxygen you carry in the car to a minimum. We do not recommend that you transport large, high capacity cylinders in your car.



### Pushchairs

- If you are using an oxygen cylinder with a buggy (or pushchair), it may change its centre of gravity. Please consider this when loading so as to avoid the buggy from toppling over.
- Some CCGs have developed trays for carrying oxygen cylinders underneath to prevent the buggy from toppling over. We recommend that you contact your clinician for more information.
- If you or your child uses an electric mobility chair, remember to remove any oxygen cylinders when not in use.

## When using oxygen equipment...

### Connecting tubing

Carefully connect the tubing to the oxygen supply system. Take care that any hose lying on the floor is not trapped under heavy items or allowed to kink. Ensure the tubing is not laid across the floor where it can be a tripping hazard. Only use tubing that is supplied by your BOC Technician.

### Flow rate

Always use the oxygen equipment at the correct flow rate specified on your child's prescription. It can be dangerous to use too high or low a flowrate. All changes in flow MUST be reported to our Patient Service Centre on **0800 136 603** unless you are weaning your baby off oxygen and have been prescribed a flow-rate range by your clinician. Check you have positioned the flow selector carefully and that the flow rate is positioned centrally in the flow rate window. You can check you have a flow by placing the end of the tube in a glass of water and watching for bubbles.

### Oxygen supply

Regularly check that there is an adequate supply of gas in the oxygen equipment by checking the gauge on the cylinder valve or on the vessel. Never allow your oxygen cylinder to completely empty. Always close the cylinder valve when the oxygen supply is not in use and when the cylinder is empty.

### Cleaning

Use only a clean damp cloth to clean the oxygen equipment or any associated equipment. Only use warm water. Allow the oxygen equipment to dry after wiping down before using. Do not use any other form of cleaning agent.

### Repairs

If the oxygen equipment develops a fault, call us immediately on **0800 136 603**. Never try to repair any fault unless specifically instructed by us.

## Ordering cylinder and liquid oxygen replenishment (refills)

If your child has oxygen cylinders or a liquid oxygen system, you will need to order refills from time to time. The frequency of these replenishments will depend on the number of cylinders/liquid oxygen vessels you normally hold, and the amount your child uses.

- Cylinders: We suggest you order when you start using the last cylinder – remember to order supplies for the weekend before 5pm on Thursday.
- LOX Mother Unit:
  - If your unit has an electronic gauge: Order when the mother unit is showing 2 bars.
  - If your unit has a manual gauge: Order when the gauge is quarter full.

You should regularly check the amount of oxygen you have, so that you can order replenishment in good time to avoid running out. As orders may take a little while to process and fulfil, we would suggest ordering when you have between 3 and 5 days supply left. Orders placed will be delivered on the next working day: there is no need to order on Mondays for the week ahead.

### You may place your order in one of two ways:

1. By using our secure home oxygen portal at [www.bochop.co.uk](http://www.bochop.co.uk). You can also:
  - arrange holiday oxygen
  - re-order cannulas/masks
  - add/update your bank details for electricity refunds

2. By telephone: contact our team of friendly advisors on **0800 136 603**.

Register now at: [www.bochop.co.uk](http://www.bochop.co.uk)

### Important notes relating to the management of your supply:

- You should not allow your cylinder/liquid oxygen supply to "run out" before ordering. Whilst BOC can respond to urgent requests, these have a significant impact on other work, including other urgent activity commitments.
- If you are having difficulties managing your cylinder/liquid oxygen supplies, please discuss these with your clinician (Paediatric team, GP).
- If your child has a concentrator you will have been provided with back-up static cylinders for use in case of equipment failure or power cut. It is essential that these cylinders are not used as an oxygen supply for any other reason.
- If, as a result of equipment failure or power cut, you have to use the back-up cylinder, you must contact BOC immediately, or as soon as possible, to inform them.
- Urgent deliveries can take up to 4 hours from request.

### Important note

Urgent deliveries – please plan ahead as urgent deliveries are very costly for the NHS.

## Who to notify

It is a wise precaution to inform your electricity supplier that you use an oxygen concentrator so that should the power supply be interrupted they are aware of your special needs.

We also recommend you notify your Insurers that you have oxygen in your home. This should not affect your insurance premium but will ensure you are fully covered if you need to make a claim.

### Moving home or changing your telephone number

Please remember to advise us if you are planning to change your address or telephone number. This is critical to ensure that we maintain regular oxygen supplies and service requirements.

BOC Healthcare will inform your local fire brigade that you have oxygen in the home. This will help them in case of emergency.



## Holiday and travel

### Travelling with oxygen

Whenever you transport oxygen cylinders in a car: It is advisable to take a *Medical Oxygen in Vehicle* leaflet. This is available from your Technician or can be requested by calling our Patient Service Centre on **0800 136 603**.

We do not recommend you display stickers on the car window as this can give misleading information to the emergency services. Please do advise your car insurer that you may be transporting a small number of cylinders or liquid oxygen in your vehicle.

Remember to firmly secure the ambulatory cylinders in your vehicle so that they do not cause harm to persons or damage the vehicle.

Wherever possible locate any spare cylinders in the boot or away from the vehicle cabin. We do not recommend that patients transport high capacity cylinders.

#### If transporting a concentrator:

The machine must be in an upright position and must be securely restrained within the vehicle to avoid injury should the vehicle be involved in an accident. Do not lay it flat in the boot of the car as it can internally damage the machine. It would be much safer to discuss movement of any concentrator with the Patient Service Centre. The concentrator does not produce oxygen while it is switched off and therefore is not hazardous.

#### When transporting liquid portable oxygen units:

First identify the unit you have been supplied using the Equipment Guide for liquid systems.

**If you have been supplied a Marathon unit:** Lay the unit down horizontally, flat side down to ensure it does not tip over as shown in the picture on page 10.

**If you have been supplied a Companion unit:** Keep the unit upright AT ALL TIMES to prevent spillage of liquid oxygen. The unit must be securely fastened in an upright position for transporting, as shown in the picture on page 10.

Please do not attempt to transport the liquid mother unit at any time.

We recommend that you notify your insurance company that you intend to transport oxygen therapy equipment so that it is covered should it be damaged in transit. Your insurance is not compromised by transporting oxygen in gas or liquid form.

### Holiday oxygen

Even if you have a condition which requires oxygen therapy, you may wish to go on holiday either within the UK or abroad. We have put together some key considerations for you if you wish to go on holiday. We can help with many of the details and offer advice. Please give us at least 2 weeks' notice of your holiday requirements, however it is best to request as early as possible.

Please contact us on **0800 136 603**, giving us plenty of warning so that we can help you as much as possible.



## Going on holiday in the UK

### Before you book

- Contact your planned holiday destination to gain permission for oxygen equipment to be delivered and stored in the accommodation.
- If you are travelling by public transport – contact the transport company and inform them you will be carrying oxygen.
- There is no need for a holiday HOOOF, please contact the patient service centre on **0800 136 603** to discuss your holiday plans and we will send the details to the oxygen provider covering the area you are travelling to. We will need the following information:
  1. Start and end date of your holiday
  2. Full postal address and telephone number of the holiday destination.
 If your prescription should change please call the patient service centre on **0800 136 603** to discuss.
- We do not advise any patients to transport static concentrators or non-portable cylinders.

### Holidays outside the UK (including the Channel Islands)

Before booking a holiday outside the UK it is advisable to discuss your plans with your doctor or healthcare professional – especially if you are flying.

During a flight, the high altitudes will cause the oxygen concentration levels in the air in the cabin to fall. People without the need for

supplementary oxygen are largely unaffected – however it could have serious implications for people who require oxygen therapy under normal circumstances. Your doctor or healthcare professional may decide to increase your flow rate during your flight.

### Before you book your flight find out the following information:

- What the airline's policy is on oxygen. Taking oxygen on a plane can be easy and free, or difficult and expensive. Some airlines will not allow oxygen on the plane at all, it depends on the airline. You must find out before you book a ticket. This may also affect your choice of destination or carrier.
- The exact length of the flight, and whether delays are likely.
- The facilities available at both airports. This includes assistance required with luggage, boarding the aircraft, wheelchair requirements and whether oxygen is available. If the holiday involves a long-haul flight, you should find out if time will be spent at a third airport for refuelling and how oxygen will be supplied there if required. With the exception of oxygen provision, these services will usually be free.
- How you confirm your fitness to fly. Some airlines let you travel without a letter from your doctor, while others ask you to fill in a special medical form, verified either by your own GP or by the airline's medical staff. Most ask for a fitness to fly certificate, obtained from your doctor.

## Insurance

Everyone who is resident in the UK should have insurance and carry it with them when travelling abroad. Remember to check your EHIC (European Health Insurance Card) is still valid before you travel. Applying for the card is free and it's valid for up to five years.\*

Your EHIC will allow you access to the same state provided healthcare as a resident of the country you are visiting. However, many countries expect the patient to pay towards their treatment, and even with an EHIC, you might be expected to do the same. You may be able to seek reimbursement for this cost when you are back in the UK if you are not able to do so in the other country.

The EHIC is NOT an alternative to travel insurance. It will not cover any private medical healthcare or the cost of things such as repatriation to the UK or lost or stolen property.

For these reasons it is important to have both an EHIC and a valid private travel insurance policy. Some insurers now insist you hold an EHIC and many will waive the excess if you have one. You can apply for an EHIC by picking up a form at your post office or online at [www.ehic.uk.com](http://www.ehic.uk.com).

If you are travelling outside the European Union, please speak to your Travel Advisor about the country's specific requirements.

The British Lung Foundation has some useful information on their website [www.blf.org.uk](http://www.blf.org.uk). Alternatively contact them on **0845 850 5020**.

The holiday equipment you may receive whilst you are holiday may differ slightly from the equipment you use at home – if you experience any difficulties you will be given a telephone number for the provider where you are holidaying.

Remember the same safety precautions apply on holiday as they do when you are at home.

\*At date of going to print, the UK government has not issued updated guidelines relating to EHIC and Brexit.

# Patient Declaration

For your records, below is a copy of the Patient Declaration document you were shown by our Technician at oxygen installation. You will have signed your agreement to this Declaration on the Technician's hand-held computer, and a record of your agreement is hold on our system.



## Patient Declaration

Please read this document carefully. It explains what data we hold about you and your oxygen needs, and how we process it, in order for us to provide the Home Oxygen Service. It also reinforces safety information that our Technician will have explained to you.

We ask you to read this document and confirm your understanding and acceptance by signing our Technician's hand-held device. A copy of this text can be found in your Patient Handbook.

### Data protection

I understand and accept that BOC Healthcare:

- holds and processes my personal data, including details of my GP, my oxygen prescription and my oxygen usage, to ensure that the correct oxygen equipment is provided to me
- stores my data securely on a restricted-access database, in accordance with the Data Protection Act 2018, and only for as long as BOC need it
- will only share this information with healthcare professionals who are involved in my care, for the purpose of ensuring my health and safety
- will disclose to the Fire and Rescue Service that oxygen equipment is stored in my home, so that they are aware of the oxygen risk at the premises in the event of a fire
- will not share my personal information with any individual or organisation who does not have a legitimate interest in my well-being
- may record my telephone calls to and from BOC Healthcare's Patient Service Centre for training purposes
- may randomly select me to be visited by BOC's Compliance Manager to verify that my oxygen equipment has been installed to the appropriate standards by the BOC Homecare Technician.

### Safety with oxygen

I confirm that I, or my carer,:

- have been trained in the safe use of the oxygen equipment provided
- was given user instruction manuals for the equipment
- will safely use and store the equipment in a safe condition, as instructed by the BOC Technician ie.
  - in well ventilated areas
  - more than 10 feet (3 metres) away from an open flame eg. fire, gas fire, gas cooker, portable paraffin heater
  - more than 5 feet (1.5 metres) away from electrical appliances eg. television, hairdryer, air conditioning units or heating appliances with no naked flame
  - away from sources of oil, grease, paints, solvents or any other hydrocarbon material
- will not alter the oxygen equipment (including tubing and other connectors) without agreement from BOC Healthcare
- agree that the oxygen equipment has been installed to my satisfaction.

I understand that I must never smoke, nor allow anyone else to smoke, in the same room as the oxygen equipment in any circumstances.

### BOC Healthcare

Patient Service Centre, Priestley Road, Worsley, Manchester M28 2UT, United Kingdom  
Tel 0800 136 603, [healthcare.home-uk@boc.com](mailto:healthcare.home-uk@boc.com), [www.bochomeoxygen.co.uk](http://www.bochomeoxygen.co.uk)

## Data protection

In order to provide the Home Oxygen Service we need to hold important personal data about your oxygen needs.

You have the right under the data Protection Action 2018 and the General Data Protection Regulation (GDPR) to see the personal data that we hold and process.

For details of how you can request access to the data held by BOC, our Data Privacy Policy is available on our website:

[www.bochoxygen.co.uk/en/footer/privacy-statement](http://www.bochoxygen.co.uk/en/footer/privacy-statement), or call us on **0800 136 603**.



## How to tell us you have a problem

Our aim is to provide you with a safe, friendly and reliable service. If you have any problems with the service please tell us immediately. If you would like to make a complaint about the service, please call us on our freephone helpline number on **0800 136 603** and one of our Patient Service Advisors will be able to assist you.

If you prefer, you can also make your complaint in writing to:

BOC Healthcare  
Patient Service Centre  
Priestley Road  
Worsley  
Manchester  
M28 2UT

Or by email: [healthcare.home-uk@boc.com](mailto:healthcare.home-uk@boc.com)

BOC will aim to resolve your complaint as quickly as possible within timescales we have discussed and agreed with you.

### If your complaint is not resolved by us

If BOC does not resolve your complaint to your satisfaction, you may wish to speak to your Clinical Commissioning Group. They are responsible for managing the performance of the Home Oxygen Service providers and will be able to help and advise you with what you will need to do next.

## Support groups



[www.blf.org.uk/support-for-you/children](http://www.blf.org.uk/support-for-you/children)  
British Lung Foundation

[www.chfed.org.uk](http://www.chfed.org.uk)  
The Childrens Heart Federation

[www.contact.org.uk](http://www.contact.org.uk)  
Contact a family charity for families with disabled children

[www.newlifecharity.co.uk](http://www.newlifecharity.co.uk)  
Foundation for disabled children

[www.wellchild.org.uk](http://www.wellchild.org.uk)  
Helping sick children and their families

[www.cysticfibrosis.org.uk](http://www.cysticfibrosis.org.uk)  
Cystic Fibrosis Trust

[www.hearts4teens.org.uk](http://www.hearts4teens.org.uk)  
Support for teenagers with heart defects

[www.skill.org.uk](http://www.skill.org.uk)  
National bureau for students with disabilities



### Free NHS smoking helpline

Call to speak to a trained expert adviser for free on **0300 123 1044**.

Lines are open Monday to Friday 9am to 8pm, Saturday and Sunday 11am to 4pm. Or visit their website [www.nhs.uk/better-health/quit-smoking](http://www.nhs.uk/better-health/quit-smoking)

Alternatively, for advice and support regarding smoking cessation, talk to your GP or nurse.

# Notes

# Notes

If you are visually impaired and require  
a large print copy, please contact us on

**0800 136 603**

Our normal working hours are Monday to Friday 8am until 6pm.  
We are open 24 hours for emergencies only.

**BOC Healthcare**

Patient Service Centre, Priestley Road, Worsley, Manchester M28 2UT, United Kingdom  
Tel 0800 136 603, [healthcare.home-uk@boc.com](mailto:healthcare.home-uk@boc.com), [www.bochomeoxygen.co.uk](http://www.bochomeoxygen.co.uk)

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