

Welcome to the Dialysis Unit

Renal and Transplant Services

Information for Patients

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Welcome to the Dialysis Unit

Staff are keen that you find the unit informal and friendly. We want you to feel able to ask any questions you have.

This booklet aims to answer some of the most common questions.

The unit is managed by the University Hospitals of Leicester (UHL). We deliver care in line with hospital standards and guidelines. Sometimes you will meet senior staff from Leicester Hospitals when they come to review the unit.

The Dialysis Unit team is made up of

- a Matron
- the Unit Haemodialysis Sister/Charge Nurse and their Deputies
- Dialysis Nurses
- Care Assistants

Kidney doctors offer medical care. They hold outpatient haemodialysis clinics.

The dialysis units are nurse led units. They have limited/on call medical presence.

Our dialysis units open Monday to Saturday during the year. Opening days may change over Christmas so you do not have to dialyse Christmas day. Units vary in opening times but tend to run 2 or 3 shifts each day. Some of our larger units also open overnight to offer longer dialysis whilst you sleep, if you prefer this.

What to expect

- When you first arrive at the unit you will enter via the dialysis reception area.
- Nurses will call you through when they are ready for you.

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

- They will ask to weigh you before the treatment starts.
- You need to wash your hands and fistula area (if you have one).

The dialysis units promote a shared care ethos. We want you to take an active part in your own care.

Please contact the unit in advance if you have a high temperature, cough/cold and diarrhoea and are being sick (vomiting).

The nurse will call you through to the unit once they are ready to start your dialysis. We will always try and start dialysis within 30 minutes of your appointment time. Sometimes there may be delays due to unforeseen circumstances.

You will have a named nurse. They will take a special interest in you. They will be able to talk through your blood tests and medication for example. All the nurses will be happy to help if you have any queries and your named nurse is not on duty.

New patients may start off on a short dialysis.

Over the next few sessions this will increase to 4 hours per dialysis and sometimes longer.

Over the first few sessions your doctors' nurses will work out your dry weight or target weight. This is the weight you should be if all excess fluid is removed.

What can I do on dialysis?

Each dialysis station has a TV that you can watch. You will need to bring personal headphones to hear the sound or you can use subtitles.

If you wish to use your own personal music or DVD player please bring headphones so that you do not disturb other patients.

Free Wi-Fi is available for use with your laptop, tablet or smartphone. Please ask staff for details.

What should I bring?

Tea and biscuits are available. We strongly recommend that you bring a packed lunch or snack with you. It can be a long day and it may mean you miss mealtimes.

You may also want to bring a book, magazine or laptop, tablet or hand held game to pass the time.

Some of our units uses disposable sheets and pillowcases. They do not supply bedding. Please think about bringing a blanket to dialysis.

Dialysis access

There are 3 main types of vascular access for haemodialysis.

Fistula: An artery in your forearm is attached to a nearby vein in an operation. This makes a large vessel near the surface of your arm. This lets needles be inserted into the vein for dialysis treatment. A fistula takes from 1 to 4 months to heal before it is ready to use.

Graft: An artery and a vein in your arm are joined by a plastic tube under the skin. Needles are

inserted into the graft when you have a dialysis. A graft can be ready to use much sooner than a fistula.

Central venous catheter: A soft plastic tube (catheter) is “tunnelled” under your skin. It is placed in a vein in your neck, chest, or groin. From there, the tubing goes into a central vein that leads to your heart. A central venous catheter is ready to use right away. It is usually used only for a few weeks or months.

Care of your fistula or graft

To avoid infection, blood clots, and other problems with your vascular access:

- Wash your hands before touching your access. Wash your arm before dialysis, the site will then need cleaning with chlorhexidine or iodine
- Check the pulse (also called “thrill”) in your access every day. Your doctor or nurse will show you how. Contact the unit right away if it disappears
- Change where the needle goes into your fistula or graft for each dialysis treatment.
- Do not let anyone take your blood pressure from your fistula or graft
- Do not let anyone outside the dialysis unit insert a catheter or take blood from your fistula or graft
- Do not let anyone outside the dialysis unit draw blood from your tunneled central venous catheter
- Do not sleep on your access arm
- Do not carry more than 10 lbs. with your access arm
- Do not wear a watch, jewelry, or tight clothes over your access site

Side effects of dialysis

Nurses will advise you to restrict your fluid intake to 500 mls plus output (or whatever you pass in pee (urine)). This is because removing too much fluid during dialysis can make you feel unwell.

Taking off large volumes of fluid can cause a drop in your blood pressure. This may cause you to feel dizzy or sick or to get cramp. Please always let nurses know if you start to feel sick or light headed or pain from cramp so they can stop fluid removal until you recover.

Haemodialysis causes a lot of changes to happen in your body in a short time. This can make you feel tired after dialysis. If you do initially feel a bit washed out after dialysis this will probably improve over time as your body gets used to the treatment.

If you would like a specific slot time or days, we will add you to a waiting list for that time. In some units you may have more flexibility around your appointment times if you learn to self-care as then you will not be dependent on nursing time

When to call the Dialysis Unit or 999

Call your doctor or nurse right away if you notice any of these problems:

- Bleeding from your vascular access site
- Signs of infection, such as redness, swelling, soreness, pain, warmth, or pus around the site
- A fever over 38.0 °C
- You cannot feel the buzz or 'thrill' in your fistula or graft
- The arm where your catheter is placed swells and the hand on that side feels cold
- Your hand gets cold, numb or weak

Will I dialyse at the same time each session?

The units run on an allocated appointment system with several time slots during the day. Dialysis duration can vary for each person. You will usually dialyse for between 4 and 5 hours. Patients dialyse on either:

- Monday, Wednesday, Friday or
- Tuesday, Thursday, Saturday

There are usually no sessions on Sundays. We will try to give you an appointment time that meets your needs. This may not always be possible, because some times are more popular than others.

Overnight (nocturnal) dialysis

We are pleased to offer dialysis overnight in some of our units. This is only available in a few dialysis units in the UK. Overnight or nocturnal dialysis means that dialysis is done over a longer period. This means side effects are less likely and toxins can be cleared more thoroughly. As a result it can mean people feel better. It also lets you sleep through dialysis and have your day free.

Will I be able to transfer to a dialysis unit nearer home?

If you are not already dialysing in the unit nearest to your home, you may wish to ask about transferring.

If you would like more information about local dialysis units, please ask the dialysis staff. You may need to wait for a space to become available before transferring to another unit.

Local anaesthetic cream

We can give you a local anesthetic cream if you are very anxious about having needles inserted or find these painful. This reduces the feeling when the needle is inserted. Please ask staff how to get this. This cream should be put along the length of the fistula 1 hour before dialysis. A dressing or clingfilm can be used to hold the cream in place over the fistula. Even if it is needed at the start many patients find they do not need to use this for long.

Toilets

There are toilets in the reception area. Most of our side rooms also have toilets. If you need the toilet during dialysis nurses will strongly recommend you use a bed pan or bottle. Your blood pressure often falls during dialysis. You may feel faint if you get up off the bed during the session.

If you do not wish to use a bed pan we can put a commode by your bed. Nurses will check your blood pressure before getting it as an urge to go to the toilet can mean your blood pressure has dropped. If this is the case it would be unsafe to get off the bed until this has resolved.

If you are suffering diarrhoea please let us know before coming to the unit so we can prepare a side room for you.

Can I learn to do my own dialysis?

Self-care dialysis is when patients learn how to do some or all their own dialysis treatment. We encourage you to be as involved as you would like to be. This may be

- weighing yourself,
- doing your own blood pressure,
- setting up your dialysis area
- learning to put in your own needles
- learning to line your own machine

You may bring a partner/friend if they would like to be involved.

Self-care dialysis can offer you more independence, flexibility and reduced waiting times. You may wish to self-care in the unit or to go home to do your dialysis. Please ask your named nurse for more information about the self-care learning programme.

Blood tests

We will take blood when you first arrive at the unit and every month. This lets us to see how well your treatment is working. Your named nurse will discuss the results with you. If there is anything you don't understand, please ask.

You can also see your results on patientsknowbest.com/renal/

This is a secure website. It gives you access your own information about your kidneys and treatment. For information on how to enrol and register on the website, please ask staff for the Patient Knows Best information.

Dietician

A dietician visits the unit regularly and sees patients according to clinical need. She may also phone patients.

Please ask your dietician if you need advice about the following:

- Making sense of food labels
- Lowering your potassium levels
- Lowering your phosphate levels
- Controlling your fluid balance
- How to eat well with a small appetite
- Eating less salt
- Diet and haemodialysis

Prescription changes

Dialysis patients take a lot of medications. Please talk to your consultant or named nurse if you have any questions about your medications.

You should get a regular print out of your blood results and the medications we think you are taking. Please let your nurse know if this the medication list is wrong so we can keep your records up to date.

Medications can be expensive. You may be able to get free prescriptions. The Department of Health state that CAPD and haemodialysis patients can get free prescriptions because they have a fistula or access that needs a surgical dressing.

Hospital transport

As a dialysis patient with a registered GP you are eligible for transport to and from your dialysis centre. The transport provider for NHS outpatients in

Leicestershire is Health Transportation Group-UK or HTG-UK 0345 241 3012

Peterborough is East of England Ambulance Service 0345 603 8117

Lincolnshire and Northamptonshire is East Midlands Ambulance Service (EMAS) 0300 300 3434

We will book transport if you need it for your dialysis. For clinics or any other hospital appointments you will need to book directly with your local provider. If you have any issues with transport you can directly speak to their teams on the above numbers. Transport is not arranged or allocated by the dialysis units.

The expectation from transport providers is that you will be picked up within 1 hour of your booked out time. Your booked out time will be a bit later than the time your dialysis finishes. This is to let you have time to recover, for example, blood pressure to recover and to stop bleeding.

Clinics

Your kidney doctor will see you in the outpatient haemodialysis clinic. They will see you once every 3 to 4 months. Between clinics your consultant will review your results each month. They will contact your GP if any changes are needed to your medication.

Your named nurse will be happy to discuss your results with you.

Community team

Please ask to meet the renal community team if you would like to discuss having dialysis at home. You may have met them in pre-dialysis clinics, visits or information days. They are involved in supporting home therapies. This includes training and supporting patients who chose peritoneal dialysis or home haemodialysis.

Having dialysis when on holiday

We encourage you to have holidays. The dialysis unit staff will be happy to give you advice about taking a holiday.

You will need to have been on dialysis for a few months before most units will accept you for a holiday.

You will need to dialyse when you go away. You will need to book dialysis at a nearby unit.

Unless this is a specialist holiday centre, dialysis units can often only accept a holiday booking if one of their own patients is away on holiday. You will need to book a holiday some time in advance.

Your unit will send your dialysis details and any dialysis medication you need. They will take the blood tests and swabs which the holiday unit will need.

You may need to pay for your dialysis if you book with a private company or go abroad.

Check with your dialysis unit if your dialysis will be paid for or if you may need to pay.

Kidney Patient Association (KPA)

The kidney patient association is a local charity run by renal patients. It supports local renal services. Most renal units will be able to put you in touch with the local KPA.

The National Kidney Federation represents the local KPAs - its website is www.kidney.org.uk.

Kidney Care UK is the UK's leading kidney patient support charity and can help with advice and support or essential funding. Their website is www.kidneycareuk.org/

Renal Engagement Café - a peer support group for you

The café is an online support group that meets on Teams. You can log on for a chat with other people who are living with kidney disease to share experiences or get advice

It is a drop-in session. It takes place once a month. There is no agenda. It is just a chance to have a general chit-chat, ask a question about health matters, holidays, fitting in around family/work etc or, if talking's not your thing, then just listen-in!

You are guaranteed a warm welcome!

Your unit manager can give contact details. These will be in the renal patient newsletter along with a QR code if preferred.

Patient Representatives including Service Managers Group (PRiSM)

PRiSM is a group of people:

- 12 renal patients
- 3 members of the Management Team

They meet once a month for 1 hour on Microsoft Teams.

PRiSM's aim is to consult and involve renal patients when planning new services and initiatives.

Would you be interested in having your say on the way we run our Renal and Transplant Services? This includes dialysis units and home dialysis service. Would you like to hear, first hand, of the latest developments in renal services and research?

If so, please let your unit manager know or use contact numbers in the renal newsletter.

How are we doing?

We hope your stay in our dialysis units is as pleasant as possible. Please do not wait for a concern to become a complaint, If you or your relatives have a question or a concern please;

- speak to the nurse looking after you or the nurse in charge
- speak to the sister or unit matron or use the message to matron box in reception.
- contact our Patient Advice and Liaison Service Freephone: 0808 178 8337
Email: pals@uhl-tr.nhs.uk

Please also let us know if you are happy with your care or have any suggestions for improvement.

University Hospitals of Leicester Dialysis Units contact details

Boston Dialysis Unit (DAVITA)

- Havenside, Fishtoft Road, Boston, PE21 0AH
01205 316401

Grantham Dialysis Unit (DAVITA)

- Unit 2, Earlesfield Industrial Estate, Earlesfield Lane, Grantham, NG31 7NT
01476 850025

Hamilton Dialysis Unit (DAVITA)

- 50 Crest Rise, Leicester, LE4 9LR
01162 464176

Kettering Dialysis Unit (UHL/DAVITA)

- 5 Trafalgar Road, Kettering, NN16 8DB
01536 512535



Leicester South Dialysis Unit (UHL)

- 5 Genesis Park, Magna Road, Wigston, LE18 4AJ
01162 584134

Lincoln Dialysis Unit (UHL)

- Lincoln County Hospital, Greetwell Road, Lincoln, LN2 5QY
01522 573561

Loughborough Dialysis Unit (UHL)

- Loughborough Hospital, Hospital Way, Loughborough, LE11 5JY
01509 564270

Mistry Dialysis Unit (UHL/DAVITA)

- Westwood Farms, Peterborough, PE3 9UW
01733 673728

Northampton Dialysis Unit (UHL/DAVITA)

- 15 Edgemoad Close, Northampton, NN3 8RG
01604 628976

Peterborough Dialysis Unit (UHL)

- Peterborough City Hospital, Edith Cavell Campus, Bretton Gate, Peterborough, PE3 9GZ
01733 677888

Skegness Dialysis Unit (DAVITA)

- 5 Ida Road, Skegness, PE25 2AR
01754 762220

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغةٍ أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل

જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

Previous reference:
Previous reference:

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email equality@uhl-tr.nhs.uk