



2022 Dolby Vivisol Winter Newsletter

Welcome

Welcome to this winter's edition of the Dolby Vivisol newsletter. We're so pleased to be on our way out of the Covid-19 pandemic and are especially pleased with the development and commitment of our team who have changed their ways of working over the past couple of years by following the Government guidelines and delivering the safest service possible to you.

In this issue, we are investigating the cost of living crisis and what this means to you and we've offered some tips to help save money. We also know that some people will be turning to their open fires and log burners, for example, as alternative heat sources and have given some information on safe and best practises for doing so, as home oxygen users.

We've got a great winter-warmer recipe that can be completely prepared in the microwave to offer further energy-saving solutions.

What's more, we have some exciting news as your home oxygen provider; we will be changing our name to Vivisol and while this won't make any difference to our service to you, you may notice some changes to our technicians' outfits and vans throughout 2023. More information can be found on page 7.

Wishing you a happy, safe and healthy Christmas and New Year.

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Microwavable
tomato and
basil soup

See full recipe on page 6

DolbyVIVISOL[®]
Home Respiratory Care

NHS
SCOTLAND

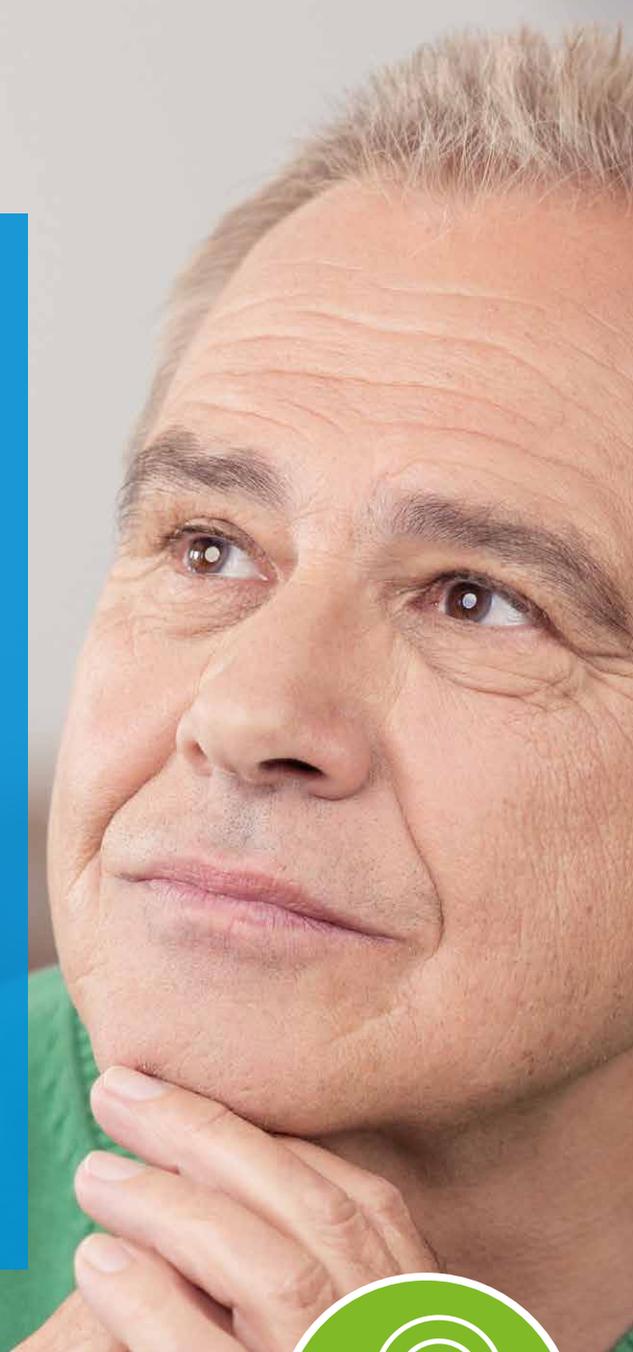
The cost of living crisis

Rising petrol, food and energy prices have pushed many households in the UK and around the world into an unprecedented cost of living crisis, as we know. Earlier in the year, the Office of National Statistics (ONS) reported that 23% of UK households found it difficult to pay their monthly bills, but how did this happen? The cost of living is fundamentally caused by higher inflation and low wage growth leaving many households worse off in real terms. The crisis has been exacerbated by short-term factors, such as the terrible war in Ukraine.

Throughout the Covid pandemic, inflation fell as households cut back on spending. Then, in 2021, households were free to spend accumulated savings from the pandemic, leading to a significant rise in demand but firms, who had to lay off staff and cut back on investment during Covid were unable to deal with this surge in demand. Furthermore, there were global supply chain issues from continued lockdowns in China (e.g. severe shortages of containers) so when we saw a rise in demand in 2021/22 there were supply shortages, causing prices to rise. The inflation of late 2021 was a combination of excess demand and rising costs.

As the post-Covid supply chain problems were starting to be resolved, the Russian invasion of Ukraine caused a further supply shock, resulting in a surge in oil, gas, energy and food prices.

(Credit economicshelp.org)



Rebates

In our spring edition of the newsletter, we highlighted the new price cap level that was announced by Ofgem, the energy regulator detailing that the prices would rise if you were not on or coming to the end of your fixed tariff. We want to explain what is happening and what Dolby Vivisol and NHS Scotland are doing to help with this. If you are a static oxygen concentrator user, you are entitled to an electricity rebate to cover the electricity costs of using the machine at your main address.

The rebate is from NHS Scotland and covers the cost of the electricity whilst you are using the oxygen concentrator. We (Dolby Vivisol) administer the rebate process on behalf of NHS Scotland and

will reimburse you to cover the full cost of running your home oxygen equipment by calculating and processing the payments. Payments are processed approximately once every three months, starting from the month after you had the concentrator installed. To help with accurate payments you can also provide us with regular concentrator meter readings. This can be completed online at: www.dolbyvivisol.com/services/reorder-online.

NHS Scotland will continue to match the published standard domestic tariff for both Scottish Power and SSE depending on the electricity distribution area in which you reside.



Ordering during Christmas and New Year



Over the Christmas period we would like to remind you of our ordering schedule.

Please call support team in plenty of time on **0800 833 531** to organise any replenishment of your oxygen or consumables.

Please only call between 9am and 5pm Monday to Friday, any calls outside of these hours are for emergencies only. Any non-emergency calls out of hours could delay the support for a patient who needs to contact us urgently.

Remember you can order early in the month and place multiple orders for different days on one call.

Please note there will only be urgent enquires between 24th – 27th December and 31st December – 3rd January.

Patients with repeat deliveries need not contact us as we will contact you.



M	T	W	T	F	S	S
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

Urgent enquires only

No deliveries – breakdown service only

Routine deliveries

Delivery date	Order Deadline (by 5pm)
23 December	19 December
28 December	21 December
29 & 30 December	22 December
4 January	28 December

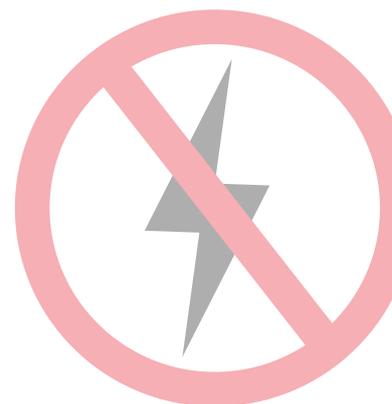
Power cuts and blackouts

We're moving into the winter months and there is more chance of a power cut if, for example, we experience adverse weather again. Furthermore, the National Grid has issued a warning that they could impose rolling blackouts as part of a 'worst-case scenario' if Britain is unable to import sufficient gas from Europe. We believe that it is important to reiterate that this is very much a worst-case scenario and do not want anyone to panic. There are a number of things that we suggest which could help ease uncertainties:

- Sign up to the Priority Service Register (PSR), Scotland <https://psrscotland.com/>. This is a free service to join and provides extra help during a power cut or interruption to your supplies (electricity, gas and water)
- Make sure you are familiar with how to connect your backup cylinder and have an understanding of how long the oxygen should last. If you have used your backup cylinder, call us to organise a replacement, ideally after 9am (our phone lines are busiest early on so this will save you from having to wait too long)
- Do not use candles when using oxygen. Have a battery-operated torch available in the case of any power cut

- Before any planned power cut:
 - Make sure that your B10 back-up cylinder is full and easily accessible
 - If you have home fill cylinders, fill them in advance
 - If you have a portable or transportable concentrator, ensure that they are fully charged
 - If you have liquid oxygen, make sure that you have filled your flasks

Support is available via the Scottish Government website. Householders can access free and impartial support through Home Energy Scotland to improve the energy efficiency of their homes. Home Energy Scotland can be contacted on their freephone number **0808 808 2282** or via the website www.homeenergyscotland.org.



Money saving tips

We've suggested a few things that you could do to help save some energy and money throughout the winter months while making sure that you can still stay warm:

- Gas boiler services and repairs should be carried out by a professional but there is some general maintenance that could help: Check your heating is working efficiently. Make sure your radiators are heating up evenly; if they are not then they may just need bleeding or the system balancing – find out how here: <https://heatadviser.co.uk/how-to-bleed-a-radiator/>
- It's been proven by energy companies and organisations that it is more efficient to use the timer for your heating instead of leaving it on continuously
- The NHS recommends heating your home to at least 18°C. If your thermostat is set much higher you could consider reducing the temperature slightly to save money. The Energy Saving Trust estimates that lowering your heating by just one degree could save you as much as £100 per year
- If you have electric heating, choose the best heater for your needs. Fan and halogen heaters can provide short bursts of heat but they're expensive to keep running for long periods of time. Longer heating solutions such as oil-filled radiators that plug in will heat the room more evenly and retain more heat

- If you are using an open fire or log burner, for example, please keep the following safety points in mind:
 - When wearing oxygen, keep at least 10 feet (3m) away from sparking objects, naked flames, flammable materials and extreme heat, e.g. gas hob, gas fire, open fire etc.
 - Ensure you turn off your oxygen supply when not in use, even for short durations
 - Allow at least 30 minutes after you have removed your oxygen before cooking, for example. Oxygen may build up in material and make it more flammable, so allow time for it to be dispersed

Other money-saving tips can be found on the Martin Lewis website: www.moneysavingexpert.com

If you're having difficulty paying for your energy there numerous organisations that can help:

National Debtline – visit www.nationaldebtline.org or call 0808 808 4000

Citizens Advice Scotland – visit www.cas.org.uk or call 0800 028 1456

StepChange – visit www.stepchange.org or call 0800 138 1111

Cylinders, equipment and replenishments



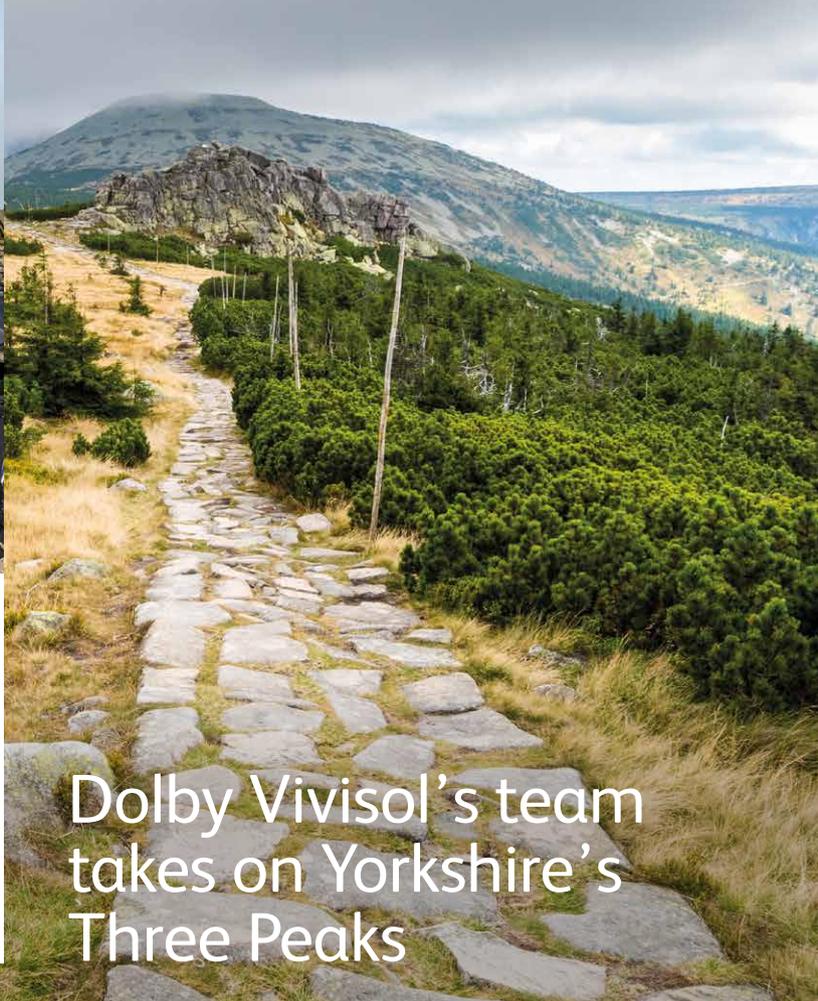
We're very happy to be able to say that we're moving out of the high-level restrictions that Covid brought and thank you for bearing with us over this time. Since this period we've successfully recruited new members of the team in our call centre to further reduce call waiting time.

Following the relaxation of the restrictions and to enable us to carry out the best service for you and your oxygen, it is important to plan when placing your order, and crucially, please advise us of any empty cylinders so we can service and refill these quickly.

When you need to place an order, please only order what you need. This allows us to service, deliver and collect oxygen cylinders for all of our patients. Remember, you can now request your oxygen online at www.dolbyvivisol.com/services/reorder-online or by calling **0800 833 531**. For cylinder replenishments, we need four working days' notice, please.



A team of five intrepid Dolby Vivisol employees completed the Yorkshire Three Peaks; a challenge event where the team had to walk 39.2km (24.5 miles) in under 12 hrs. The team completed it in 10 hrs 40 mins. The Yorkshire Three Peaks includes ascending Pen-y-Ghent, Whernside and Ingleborough, a total climb of 1585m (5200ft). Sore feet at the end but another great team-building challenge was completed.



Dolby Vivisol's team takes on Yorkshire's Three Peaks



Farewell Wayne

Wayne Taylor who has been with Dolby Vivisol as Regional Services Manager retired on Friday 28th October. Wayne has worked with the team at Dolby Vivisol for over 13 years and has managed many changes and initiatives during that time. He was also a regular face at patient group meetings and patient home visits. We would like to wish Wayne and his wife Linda a long happy and healthy retirement, although we know he will still be around to help on some Service Improvement Projects we hope that there is plenty of time for golf and travelling.

Scottish Pulmonary Vascular Unit (SPVU) Patient Day

Carol Thompson, our clinical service lead, attended the SPVU patient day in October along with Willie McGhee from National Service Scotland and Alan Watters, Regional Services Manager, Dolby Vivisol.

It was great to be invited to attend to support the event along with the SPVU team and patients. SPVU is based in the Golden Jubilee, Glasgow and was founded in 1990. It supports around 500 patients across Scotland who have pulmonary vascular disorders. The team investigate, treat and support patients with Pulmonary Hypertension. The event was a fantastic success and it was great to learn so much about what the team do as well as hear a patient's perspective on living with the condition. www.spvu.co.uk



Carol Thompson and Willie McGhee

Christmas wordsearch

P	F	J	C	B	L	C	O	P	I	X	E	N
R	G	Y	C	A	Q	S	A	N	T	A	L	M
E	N	D	O	U	R	N	G	K	S	A	F	V
S	T	A	R	B	B	O	P	Z	E	Q	R	B
E	M	W	D	L	E	W	L	F	V	T	A	R
N	B	R	C	E	F	J	O	P	S	X	W	A
T	L	E	B	R	E	I	N	D	E	E	R	N
S	K	A	L	S	H	N	H	O	L	L	Y	D
L	J	T	I	L	H	G	G	R	B	S	U	Y
Z	A	H	M	K	S	L	E	I	G	H	F	T

Find the
Christmas words

Carol, Holly, Elf,
Reindeer, Snow,
Bauble, Santa,
Presents, Bells,
Wreath, Sleigh,
Brandy, Cake, Star

They can be found
horizontally, vertically
and diagonally.

Microwavable tomato and basil soup



Ingredients

- 1tbsp oil
- 1 onion chopped
- 1 stick of celery chopped
- 1 carrot finely chopped
- 1 tsp sweet or smoked paprika
- 2 tbsp tomato purée
- 1.25 kg tomatoes quartered with central core removed
- 1 tbsp sugar
- 1 litre vegetable stock
- 1 tbsp green pesto
- Handful of fresh basil leaves

Instructions

1. Put the oil, onion, celery, carrot and paprika in a large bowl and cook at microwave power level high for 5 mins.
2. Add the tomato purée, tomatoes, sugar and hot stock to the bowl and cook on microwave power level medium for 15 mins or until the carrots are soft.
3. Leave to cool.
4. Place in liquidiser and purée until smooth.
5. Season to taste.
6. Cover and cook on microwave power level medium for 3 mins or until piping hot.
7. Serve topped with a swirl of pesto, and garnish with basil leaves.



VIVISOL
Home Care Services

We care

Dolby Vivisol becomes Vivisol

We're pleased to announce that we will be changing our name in 2023 from Dolby Vivisol to Vivisol and while our name is becoming shorter, we'll certainly be keeping our commitment to providing the best service for all of our patients and healthcare professionals. Our heritage is extremely important to us and we will continue to operate in such a way that our history is never forgotten, so why are we changing?

You may or may not be aware that Vivisol is a recognised brand across Europe. Vivisol, founded in 1986, is an arm of the SOL group and is fully dedicated to Home Respiratory Care. The company is one of the premier European groups working in the home care sector specialising in respiratory care, mechanical ventilation and diagnosis, and sleep-disordered breathing.

Dolby Medical was founded in Stirling by Ralph Dolby in 1956 and was a provider of healthcare



products and services to healthcare organisations throughout the UK. In 2010 Dolby Medical became the newest addition to the Vivisol family and Dolby Vivisol was born.

As we move through even more inclusive ways of working we're proud to become aligned with the full Vivisol family and continue practising our collective underlining message that "We Care". Our Vivisol values of care, inclusiveness, professionalism, expertise, safety and innovation, to name a few, bed the essence of the brand for its patients, healthcare professionals and teams alike.

Your service and the way you contact us/we contact you will stay the same. Over time, our website will evolve, our vans will have an updated look and our technicians will have a different uniform. We will keep you up to date with the progress and look forward to moving to this new chapter.



