



# 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

# 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 reduce their 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 the NHS are doing to help with this. If you are a static oxygen concentrator user, you are entitled to an electricity rebate to offset the electricity costs of using the machine at your main address.

This rebate is a contribution from NHS England towards the electricity whilst you are using the oxygen concentrator. Dolby Vivisol administers the rebate process on behalf of NHS England and will reimburse you to help cover the cost of running your home oxygen equipment by calculating and processing the payments.

Payment is made to you approximately once every three months, starting from the month after you had the concentrator installed. Dolby Vivisol processes

payments for NHS England. Payments are made in the month following the rebate period.

You would have received a letter soon after the concentrator was installed to allow you to opt-in to the rebate service. NHS England has agreed to rebate opted-in patients who have static concentrators at their main address; 34p per kWhr from the 1st October 2022; this is subject to change based on any new Government pricing interventions going forwards. This information is up to April 2023 and could change. If you have a static oxygen concentrator and aren't receiving a rebate don't hesitate to call on **0800 917 9840**.

To help with accurate payments you can also provide us with regular concentrator meter readings. This can be completed online at: [dolbyvivisol.com/services/reorder-online](https://dolbyvivisol.com/services/reorder-online).

Support is available via the Government's website: [gov.uk/government/publications/energy-bills-support/energy-bills-support-factsheet-8-september-2022](https://gov.uk/government/publications/energy-bills-support/energy-bills-support-factsheet-8-september-2022)



# 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 917 9840** to organise any replenishment of your oxygen or consumables.

For any delivery request please only call between 9am and 6pm 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 it is ok to place multiple orders for different days on one call.**

Please note there will only be urgent enquiries and deliveries between 24th – 27th December and 31st December – 2nd January.

Patients with repeat deliveries need not contact us, we will be in touch if there is any change.

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 and deliveries only

 Routine deliveries



## 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), [ukpowernetworks.co.uk/power-cut/priority-services/sign-up-to-our-priority-services-register](http://ukpowernetworks.co.uk/power-cut/priority-services/sign-up-to-our-priority-services-register). 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



# 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, e.g. 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](http://www.moneysavingexpert.com)

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

**National Debtline** – visit [www.nationaldebtline.org](http://www.nationaldebtline.org) or call 0808 808 4000

**Citizens Advice** – visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or call 0800 028 1456

**StepChange** – visit [www.stepchange.org](http://www.stepchange.org) or call 0800 138 1111

## Cylinders, equipment and replenishments



Since Covid there has been significantly increased demand for oxygen cylinders. In ensuring that there are always oxygen cylinders for everyone earlier in the year, there have been some occasions when we have had to plan multiple deliveries when

we would have normally preferred a single delivery. Due to Covid there are more oxygen cylinder patients which meant more calls into the contact centre and so you may historically have sometimes waited a bit longer than usual to get through to us. We would like to say thank you for bearing with us whilst we have adjusted the service to support additional oxygen cylinder patients. We also want to let you know that the additional oxygen equipment which we ordered has been and is continuing to be delivered. Also, the additional staff that we have recruited into the

contact centre are in place and so you may well hear a few new voices when you call through to us.

**A message from your NHS Home Oxygen Managers who work with your clinical teams to support you.**

We would also like to thank all our patients for bearing with Dolby Vivisol this year while they adjusted the service to support the increased number of patients. By planning your oxygen replenishments to receive only what you need will help minimise extra costs to the NHS and allow Dolby Vivisol to carry out the best service without over-stocking. If you can advise Dolby Vivisol of any empty cylinders at the same time, this will help us reduce multiple trips to the same address as well as allowing used items to be serviced and refilled quickly.

You can be confident that we have returned to the previous high standards Dolby Vivisol set themselves and there is no longer a need to hold back spare cylinders just in case and order more often, which is a natural reaction to earlier in the year when there were more top up deliveries.

Thank you in advance from the NHS Home Oxygen Managers.



A team of five intrepid Dolby Vivisol employees completed the Yorkshire Three Peaks; a challenge event where the team had to walk 39.2km (24.5miles) in under 12hrs. The team completed it in 10hrs 40mins. 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

## Dolby Vivisol receives 500th tanker from SOL Feluy

Dolby Vivisol (UK) has received the 500th tanker from SOL Feluy (Belgium) which contributes to ensuring the continuity of all the activities and services provided to the local health facilities and patients.

*"Our first tanker delivery arrived 10 years ago and throughout this time we have only experienced two delays; one was due to the weather and the other due to an electrical issue,"* says Brian Harding, Production Manager, Dolby Vivisol. He continues *"I would personally like to thank our colleagues in SOL Feluy for all their hard work to ensure that we receive our deliveries on time."*

Régis Nusbaumer, Plants Unit Manager, Sol also expressed his gratitude and compliments to all his colleagues involved in the project *"Congratulations to all colleagues of Dolby Vivisol for this achievement and thanks to everyone who made this possible."*



## Supporting our local charity – Crawley Open House



Nigel Titcombe, Customer Service Manager, Dolby Vivisol took part in the Sleep Out 2022 to raise much-needed funds and awareness to help the homeless.

Nigel took part in the Big Sleep Out for 2022 in support of the work that local charity, Crawley Open House do for the homeless.

*"As a company, we support Crawley Open House where we can",* Nigel explains, *"It will be a challenge to be on the streets all night yet I'm only doing this for one night; many have to endure these difficulties every day."*

The Big Sleep Out 2022 is a nationwide initiative and Crawley Open House is vital for the local community offering accommodation, food and support to those experiencing homelessness. Nigel raised more than £500.



# 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.



# 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.



