

Sharing your information

Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential. For your direct care we often share information with:

- NHS hospitals and clinics
- GPs
- Social care

Following the principles within the General Data Protection Regulation (GDPR), MCH processes your data for purposes of:

- provision of health or social care or treatment
- medical diagnosis
- preventative or occupational medicine
- management of health or social care systems and services, carried out by, or under the supervision of health professional or another person, who in the circumstances owes a duty of confidentiality under an enactment or rule of law

Who to contact

Tissue Viability
MCH House, Bailey Drive, Gillingham,
Kent, ME8 0PZ
t: 0300 123 3444
tissueviabilitymedway@nhs.net

Our privacy notice is available at [medwaycommunityhealthcare.nhs.uk/privacy/](https://www.medwaycommunityhealthcare.nhs.uk/privacy/)

If you would like to view or request a copy of your patient record, please email medch.dataprotection@nhs.net or call 01634 334640. In most instances this service is free and we aim to provide the requested information within 1 calendar month. More information can be found by visiting:

[medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/](https://www.medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/)

Medway Community Healthcare provides a wide range of high quality community health services for Medway residents; from community nurses and health visitors to speech and language therapists and out of hours urgent care.

Customer care

Please send any comments about Medway Community Healthcare services to: -

Customer care coordinator
Medway Community Healthcare
MCH House, Bailey Drive, Gillingham,
Kent, ME8 0PZ
t: 0300 123 3444
medwaycustomer care@nhs.net

All contact will be treated confidentially
This information can be made available in other formats and languages. Please email medch.communications@nhs.net

Ref: MCH 714



MCH



NHS

Medway Community Healthcare

Dynamic Mattress Guide



Dynamic Mattress Care Guide

At Medway Community Healthcare we have different variations of dynamic mattress's dependant on your needs.

These provide periods of pressure relief by air cells within the mattress alternating. We still advise you move regularly in the bed if able, if not then family/carers can assist to turn you between your left side, right side and back to offload your pressure areas.

Our mattresses consist of:

- Hybrid mattress, a mattress made up of a layer of foam with a built in one cell depth alternating air cells on top
- Full dynamic mattress, a mattress made up of alternating air cells with 2 cell depth

Whilst in your home the dynamic mattress is your responsibility to look after and keep clean.

These mattresses are not waterproof, however they are wipe clean. Please use products such as a disinfectant wipe to clean up any incontinence episodes that occur.

If you are incontinent and this is not managed effectively by a continence pad, please purchase a thin waterproof sheet to cover the mattress to avoid it becoming soiled and damaged.

Please avoid using multiple layers of continence pads as this reduces the effectivity of the mattress.

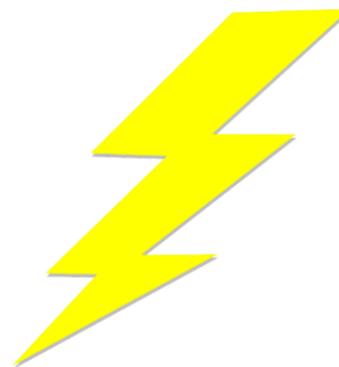
Power cuts

If you experience a power cut the dynamic mattress will stay inflated for up to 24 hours providing you leave the pump and tubing alone. The mattress cells will not alternate however this will only be until your power comes back on, the mattress will then return to its usual setting.

If your power cut continues and your mattress is flat for more than 30 minutes please call our dynamic mattress team for a replacement mattress.

If you or anyone in your household have a serious health issue or impairment; are of pensionable age or have a child under 5, you can register your details on our Priority Services Register, visiting <https://www.ukpowernetworks.co.uk/power-cut/priority-services/about-the-priority-services-register> or by calling power networks free number **0800 169 9970**. UK power network will then inform you of any planned power cuts and keep you updated whilst the power is out.

Power cuts do not happen very often; if they do, being on the Priority Services Register will have access to tailored communication, a 24-hour priority support telephone number.



Risks of Smoking Whilst on a Dynamic Mattress

If you smoke whilst sitting/lying on a dynamic mattress you are at risk of dropping the cigarette on the mattress. This could result in the cigarette burning a hole and puncturing the mattress causing the mattress to deflate and potentially setting the mattress on fire and causing burns to yourself.

This can be prevented by:

- Not smoking or using lighters/matches whilst on or near the mattress
- Not burning candles on or near the mattress
- Ensure you have a working fire alarm in the property
- Have access to a telephone at all times to call 999 if needed
- Ask to have a fire check by the fire brigade.

This can be requested online: Home fire safety visits | Kent Fire and Rescue Service (fire-uk.org) or via phone: 0800 923 7000



Management of the Panel / Panel Alarming

If the panel/pump is alarming please contact our dynamic mattress team on 07796 993854. This is a 24/7 phone number for any issues you are experiencing with the mattress.

Out of Hours Emergency Number if the mobile is not reachable please call MEDOCC on 01634 Please don't mute the alarm and ignore, there may be a fault with the mattress meaning it is not working effectively.

Please do not adjust the settings on the panel/pump. The weight and cycle time have been set to the correct setting for the patient. If you feel the mattress is uncomfortable or you are not liking it please contact our tissue viability team on 0300 1233444 explaining your concerns

Please do not turn off the mattress, this will result in the mattress gradually deflating, not alternating and providing the support required.

Please check at least daily that the pipes running from the panel/pump at the end of the bed to the mattress are not squashed as this will prevent the mattress being correctly inflated.

Please ensure that the bed is not running over the power lead as this will cause damage and become dangerous.

Please also check that the CPR tab is not pulled out as the air will immediately be released and the mattress flatten (unless CPR is required).