

Edinburgh Cancer Centre Homecare Medicines Service for Infused Medicines

Information for patients

This leaflet gives you more specific information about the homecare medicines service.

Who will provide my homecare medicines service?

Your service will be provided by: **Sciensus**

How does the homecare medicine service work?

You will receive a welcome call from the homecare provider outlining the service. A date and time will be arranged with you for the administration of your medication at home.



You will receive a welcome pack in the post from the homecare provider outlining more information about the service.



A nurse from the homecare provider will arrive at your house on the agreed date and time with your medication and will administer it (allow 1 hour for nurse visit).



The nurse will remove all clinical waste from your house after administration is complete.

How will my medicines be delivered?

Deliveries are made on the day that your medication will be administered by a homecare nurse in an unmarked car to your home.

Clinical waste

The waste from your treatment needs to be disposed of carefully. The nurse will remove all clinical waste prior to leaving your house.

Storage

Your medicine should be stored in the fridge and the nurse will have a fridge in their car to ensure the medication is stored correctly prior to administration.

Confidentiality

Everyone providing your homecare service takes your personal data security seriously and we do not pass your personal details on to anyone else without your permission. Your homecare provider will tell you if they need to share your personal data with anyone else in their welcome pack.

Contact information

Homecare provider contacts:

Your homecare provider will provide you with full contact information during the welcome call. In the meantime, you can contact their main office.

Telephone: **0333 103 9499 – Sciensus**

Hospital contacts

For queries in office hours:	Opening hours:	Contact number:
Pharmacy – Medication Queries	Monday – Friday 09:00-17:00	0131 537 3755
Appointments (ward 1)	Monday – Friday 09:00-17:00	0300 123 1600
Urgent health advice out-of-hours:		Oncology helpline: 0800 917 7711

Who to contact when

You should contact the **homecare provider** (0333 103 9499 - Sciensus) if:

- You have not received the welcome call in the expected time
- You would like to change the agreed delivery date or time
- You have not been contacted by the homecare provider to arrange a date for your next administration of treatment
- You have any other query about your next administration or nurse visit
- You would like to make a complaint. If you prefer, you can also complain to the hospital pharmacy team.

You should contact the **hospital oncology helpline** (0800 917 7711) if:

- You feel your condition is getting worse.

You should contact your **consultant or clinical nurse specialist** on the telephone number on your appointment letter if:

- You want to discuss your condition and/or your treatment
- You experience an unexpected side effect.

You should contact your **local outpatient SACT (Systemic Anti-Cancer Therapy) team** (0131 537 3755) if:

- You would like to discuss your Homecare medicines
- You are unable to contact your homecare provider to arrange a delivery
- You still have concerns following discussion with your homecare provider
- You would like to make a formal complaint about your homecare provider or your homecare provider has not resolved a complaint
- You want to change how you receive your medicines.