



PHILIPS

RESPIRONICS

Sleep Support Service

Journey to **better sleep**

Helping you get started with your sleep apnoea treatment



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**Our friendly, expert advisors are available
Monday to Friday between 9.00am and
7.00pm on Freephone 0800 652 0303**

Hello

Welcome to the Philips Sleep Support Service. We're here to help you get started with your sleep apnoea treatment and answer any questions or concerns you may have. First, a bit about your sleep apnoea, therapy and how we can help.



“

Any question you ask is not silly, they come across it all the time.”

Denise Francis, patient



It's our job to help you every step of the way.

Our team of expert advisors are on hand to help get you started with treatment and feel comfortable with your new therapy equipment.

We're available any time, Monday to Friday from 9.00am to 7.00pm, to answer any questions or concerns you may have.

“

I feel very comfortable every time I speak to them on the phone.”

Michael Pickersgill, patient

What is sleep apnoea?

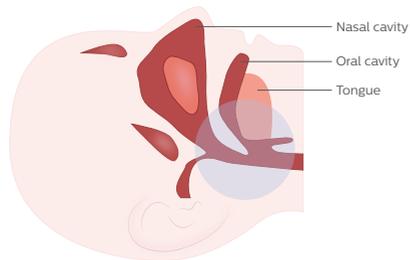
What is sleep apnoea?

Obstructive sleep apnoea (OSA) is a condition where the walls of the throat relax and narrow during sleep, interrupting normal breathing. Most people with OSA snore loudly, interrupted by periods of silence, gasping and snorting. During an apnoea, the fall in your oxygen levels causes the brain to bring you out of deep sleep to either lighter sleep or even a brief awakening. This allows the airway to reopen and you breathe normally once again. Further apnoeas occur and the process can repeat itself many times, even hundreds of

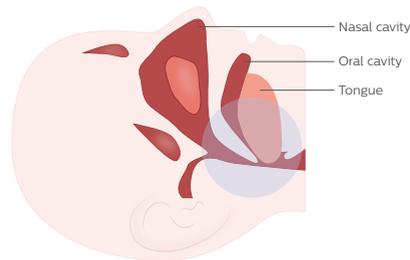
times during the night. These repeated sleep interruptions can make you feel very tired, irritable and forgetful during the day.

As well as disturbing sleep, clinical research shows that there is a link between long standing untreated OSA and long term diseases such as high blood pressure, heart disease, strokes, type 2 diabetes, obesity, and male impotence.*

All of this means it's important to get your OSA treated and under control.



Normal breathing



Blocked airways

What is positive airway pressure?

Positive airway pressure (PAP) is the most common and effective way of treating OSA. There are two types of PAP therapy – CPAP and BiPAP, we explain the difference between them in the glossary. We use the term 'PAP' to cover both therapies.

We'll supply you with a PAP device and mask. The device provides a gentle stream of pressurised air to keep the walls of the throat from closing when you sleep. This allows you to breathe freely and enjoy peaceful, uninterrupted sleep night after night.



Up to 2% of middle-aged women and 4% of middle-aged men have symptomatic obstructive sleep apnoea (OSA).*



Having undiagnosed OSA increases the risk of high blood pressure; heart disease, type 2 diabetes, stroke, obesity and male impotence.*



Benefits of successful treatment can include dramatically improving your health and quality of life, and your partner getting better sleep too.*

“If you use your CPAP at least four hours per night, you can experience benefits that may save your life.”*

Professor Williams
Professor of Sleep Medicine

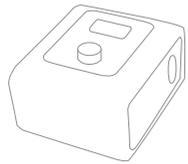
What happens when

Although we're always on hand to support you, it's good to know what to expect in your first year. Here's a brief overview of what happens, and when.

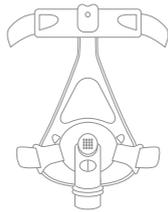


Quick start guide

Components:



PAP device



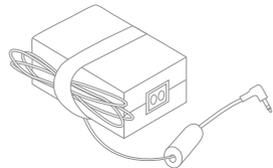
PAP mask



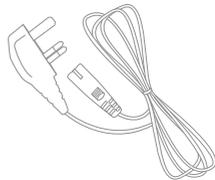
Tubing



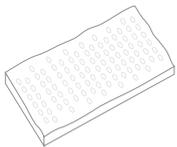
Humidifier*



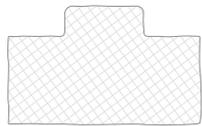
Power transformer



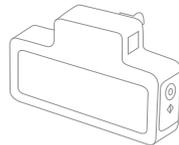
Power lead



Spare grey filter**



White pollen filter**



Wireless modem**†



Data card**

How to:

- 1 Connect one end of the tubing to the mask elbow/socket**
- 2 If you have been given a humidifier:**

Remove the grey panel from the right side of the PAP device by pushing in the small tab with your finger and pulling the grey panel towards you

Line up the humidifier with the PAP device

Push them together until they click

Connect the other end of the tubing to the air outlet on the top of the humidifier*

**See page 14 for how to use the humidifier*
- 3 Plug the power transformer into the back of the PAP device**
- 4 Connect the power lead to the power transformer**
- 5 Plug the power lead into a mains electric socket**
- 6 Switch on the mains and the PAP device will automatically power on**
- 7 Turn the 'control wheel' on top of the device until therapy is highlighted**
- 8 Press the 'control wheel' to start therapy**
- 9 Your PAP device will start blowing air using the settings that your sleep consultant gave us**
- 10 To stop therapy, press the 'control wheel' again**

If you have not been given a humidifier:

Connect the other end of the tubing to the air outlet on the right side of the PAP device

†If you have been given a wireless modem then it should already be plugged into the back of your PAP device.

*not everyone needs one **in the back of the PAP device

Looking after your PAP device and mask

Your PAP device and mask are essential to your treatment so it's important to look after them properly. This means regular cleaning of all the various parts.



General information

Your PAP device and humidifier (if you have been given one) can be wiped down with a damp cloth. Don't let any water get inside the PAP device though.

It is best to place your PAP machine on a bedside table. Please don't place it on the floor where dust tends to collect, or push it against a wall as this may block the air inlet on the back.

“

If they detect something wrong they'll phone me and pass the information on to my consultant.”

Michael Pickersgill, patient

Cleaning the mask and tubing

Your mask needs to be washed every day in warm, soapy water. The tubing should be washed once a week. Be sure to rinse and dry both thoroughly.

To clean your mask and tubing, remember to:

- Remove the headgear from the mask
- Wash the mask and tubing in warm, soapy water. A small amount of mild, washing up liquid is perfect for this
- Rinse thoroughly and leave to air dry. Both the mask and the tubing should be completely dry before their next use

If properly cared for, your mask should last for approximately 12 months. However, if you need a replacement mask or a part for your mask, just let us know.

Do not use bleach, alcohol, cleaning solutions containing bleach or alcohol or cleaning solutions containing conditioners or moisturisers.

Cleaning the headgear

Your headgear can be washed by hand or in a washing machine at 40°C. If you're putting it in the wash, don't forget to fasten the Velcro ends.

It's a good idea to wash your headgear once or twice a week. Make sure it is completely dry before you use it again. It can be air dried, hung on a washing line or placed in an airing cupboard. Don't dry it on a radiator though as the heat will damage the elasticity of the headgear.

Using and cleaning the humidifier

It is really important to keep your humidifier clean and hygienic to prevent mould and bacterial growth. You'll need to hand wash your humidifier water tank daily, but if you're using a dishwasher then a clean once a week should be enough.

You should only use cooled boiled water or distilled water in the humidifier. Please use fresh water every day.

- To wash thoroughly, start by making sure the humidifier is unplugged from your PAP device
- If you've just finished using your PAP device then let it cool down for at least 15 minutes before removing the water tank
- Lift the humidifier door and slide out the water tank
- Take off the lid of the water tank by pressing the tab in the hole on the top of the tank. Be sure to empty out any remaining water
- Wash the water tank parts either on the top shelf of your dishwasher or in warm, soapy water. Gently clean the middle seal by hand
- Rinse out all parts with clean water and leave to air dry



Cleaning the filters

Before you access the filters which stop dust and pollen from entering your PAP device, make sure that the PAP device is switched off and unplugged. The grey filter needs to be washed once every two weeks. Warm water works best. Once you've washed the grey filter, rinse well and squeeze out any leftover water. Leave to air dry. Once completely dry, pop it back into the device. The white filter should not be washed, but replace it when it is discoloured.

“

A lot of people don't persevere but when you do it's easy – it's a psychological thing.”

Michael Pickersgill, patient



Going travelling?

Your PAP device and mask are designed to fit easily with your lifestyle. That's why we've made it as light and compact as possible. It also comes with a carry case to make travelling with it that little bit easier.

Going overseas?

All our PAP devices have a universal voltage feature. In general, this means you'll just need to plug it into the appropriate mains adaptor for the country you're visiting.

If you're travelling by air to your destination, you must call your airline in advance to check if you're allowed to carry your PAP device and mask as hand luggage. Doing this will help protect it from damage. Most airlines will let you do this but, if not, wrap it with clothes or towels and pack in your suitcase. Some airlines will ask for a customs letter explaining what the device is for. If you need this, simply contact your Sleep Support Team and one of our advisors will send the paperwork out to you.

If you're staying on a cruise ship/ferry/campsite etc. check what the available voltage is beforehand. And finally, do make sure you have the right insurance cover for your PAP device and mask while you're away (electrical goods under the value of £500).

If you have been given a wireless modem, it will automatically connect to a local network provider in most countries. If the modem cannot connect then don't worry, it will transmit your sleep information next time it gets a signal. Please disconnect the modem before you fly and reconnect it when you reach your destination.

In and around the UK?

If you're travelling within the UK and have direct access to a mains supply then you shouldn't encounter any problems using your PAP device and mask.

If you're planning on going camping or boating and won't have access to a mains supply, get in touch with your Sleep Support Team. We can rent you a portable rechargeable battery pack for a small fee.

“

We went around Australia in a camper van with a good battery pack for my PAP machine.”

Stuart Lamont, patient



How to get a better night's sleep

Your PAP device and mask will play a big part in helping you get the restful, restorative sleep you need. In addition to using your device every night, you may find the following helpful:



Set a regular bedtime. Having a bedtime routine can help you to relax and prepare for a good night's sleep.



Keep a sleep diary so you can identify patterns in your sleep and particular occasions when your sleep is disrupted.



Invest in a good quality mattress. A comfortable bed is important. So too is a restful, pleasant bedroom. Try to make your bedroom ambience as relaxing for you as possible.



Try not to use a computer or watch TV for at least one hour before bed as it can over-stimulate you just at the time when you're trying to wind down.



If you can, avoid big, heavy or rich meals, or other stimulants such as coffee or alcohol before bed.



Try to be active during the day. Research shows that taking regular exercise can improve sleep quality.

Helpful advice

from other patients

We know it can take some time to get used to using your PAP device and mask. The great news is that, if used consistently, it will help your OSA and you'll keep on improving. If you're struggling at first, you're not alone, here's what others have to say:

“

My wife pushed me into going to see the doctor and it was the best thing I've ever done.”

Naveed Hussain, patient

“

I feel much more refreshed in the mornings – I wish I'd done it sooner.”

Denise Francis, patient

“

When I realised I was at risk of a heart attack it gave me a kick up the back side.”

Michael Pickersgill, patient

“

Within a fortnight I got used to it and now it's just a normal thing I do – I brush my teeth, I go to bed and I have a good night's sleep.”

Steve Coyle, patient

“

I get a good night's sleep and so does my wife – there's no stress anymore.”

Michael Pickersgill, patient

“

My husband was a big help – he was concerned about the way I was breathing at night.”

Nadine Clements, patient



Your questions answered

Got a question or concern about how to use your PAP device and mask? Here are answers to some of the most frequent questions we get asked.

We hope it will give you the information you're looking for. If not, remember you can get in touch with your Sleep Support Team anytime between **Monday to Friday from 9.00am to 7.00pm** and we'll do our very best to help you.

Therapy

Why do I need therapy?

It is likely that you will have had an appointment with your GP and/or sleep consultant who diagnosed you with obstructive sleep apnoea (OSA) and believes you are likely to benefit from PAP therapy. This therapy will include us giving you a PAP device and mask to wear at night to treat your OSA and help improve your quality of sleep.

What purpose do the data card and wireless modem have?

The data card inside your PAP device captures and stores important information about your PAP treatment. From time to time, we will ask you to return your data card and replace it with a new one.

If you have received a wireless modem then it will automatically send us information about your PAP therapy.

With this information we can provide your sleep consultant with a report showing how effective the PAP therapy is treating your OSA. By reviewing this report, your sleep consultant can check that you receive the best, tailored treatment to ensure that your OSA is kept under control and you continue to improve.

Why do I need to complete the sleep questionnaire(s)?

The sleep questionnaire(s) provide further important information on how well you are responding to PAP therapy. We use this together with the information stored on your data card to make sure that you receive the best treatment possible.

I have a humidifier, why do I still get a dry nose?

It could be that you need to turn the humidifier setting up slightly to increase the moisture and heat it creates. If you still have a dry nose then please call your Sleep Support Team.

About the PAP device

How often will I need to use my PAP device and mask?

We encourage you to use your PAP device and mask every night for at least four hours. If possible, and to make sure that you are protecting your airway, it would be great if you could use it for the full duration of your sleep.

The amount of time you use it may vary from night to night and it can take some time to build up to all-night use, but stick with it. You'll soon find you can use it for longer and longer periods and start to enjoy a better night's sleep as a result.

How long will I need to use my PAP device and mask?

It's fair to say that most people who start using a PAP device and mask will use it for the rest of their lives. However in some cases, with sufficient weight loss and a healthy lifestyle, OSA can be reduced to a level where your sleep consultant may be happy for you to stop PAP therapy. However, please do not stop PAP therapy without first discussing with your sleep consultant.

How long will it take me to get used to my PAP device and mask?

There's no simple answer to this because we all respond in different ways. Some people get used to PAP therapy without any problems; whilst others may take a few weeks to get used to it, before telling us that they couldn't get by without it! If you're struggling to get used to it though, please talk to one of our expert advisors. We're here to help you.

Will the settings on my PAP device need to be changed?

Sometimes your settings will need to be changed to make sure you're receiving the very best treatment. This is one of the reasons why we regularly review the information from your PAP device. If you have a wireless modem then this happens automatically but if not, then we'll call or write to you to remind you when to return your data card to us.

What do I do if my PAP device stops working?

If your PAP device stops working, please call one of our expert advisors on Freephone 0800 652 0303. They're available anytime between Monday to Friday from 9.00am to 7.00pm. They will be able to work out what the problem is and get your PAP device up and running again, or organise a replacement. Remember, if you're calling out of hours, please leave us a message and we'll aim to call you back the next working day. And you can also get in touch by email 24/7 at sleepsupport@philips.com.

About the mask

Why are there different types of masks?

PAP masks and headgear come in many styles and sizes to suit your individual sleep needs. Usually, your sleep clinic will have chosen the most suitable mask for you although sometimes you may need to try a variety of masks before finding the right one for you.

How long does a mask last?

If looked after properly, your PAP mask should last for approximately 12 months. It's important that you clean your mask thoroughly and regularly so please familiarise yourself with the cleaning instructions to keep it in good condition on page 14.

How tight does it need to be?

Over tightening is a common problem. Your PAP mask should not be tight. It needs to be firm enough to stay in place whilst allowing you to breathe through your nose comfortably without pinching or obstructing your nostrils. Try to avoid making the mask too tight as it can become very uncomfortable and also cause air leakage.

How do I know if this is the right mask for me?

Usually your sleep clinic will have chosen the most appropriate mask for you. It may take a little while to get used to wearing a mask and we would advise you to carefully read the fitting instructions. If you are having a problem with the mask, please call our expert advisors who will be happy to spend time helping you.

About the wireless modem

Why have I been given a wireless modem?

If you have been given a wireless modem then you won't need to send us your PAP device's data card at regular intervals as the modem will automatically send the information to us using a local data network, similar to a mobile phone. It will need power from your PAP device and a network signal to do this.

Please don't remove the wireless modem or data card from the back of your PAP device unless asked to by your Sleep Support Team.

Glossary

Apnoea (obstructive)

When the soft tissue in your airway collapses for ten seconds or more while you sleep. During an apnoea, air is not able to reach your lungs and the carbon dioxide levels in your blood rise.

Apnoea (central)

When your brain does not tell you to breathe for ten seconds or more while you sleep. During this time, air is not able to reach your lungs and the carbon dioxide levels in your blood rise.

Apnoea-Hypopnea Index (AHI)

Number of apnoeas you have in one hour of sleep. Normal: 0-4, Mild sleep apnoea: 5-14, Moderate sleep apnoea: 15-29, Severe sleep apnoea: 30 or more.

Bi-level Positive Airway Pressure (BiPAP)

Two levels of gentle pressurised air are delivered to your airway, one level when you breathe in and a lower level when you breathe out. The lower level still keeps your airway open but there is less resistance when you breathe out. Your sleep consultant will decide on whether you need this type of therapy device.

Compliant

If you are using PAP therapy for four hours or more a night, for 70% of nights then you are considered to be benefiting from treatment. Great work!

Continuous Positive Airway Pressure (CPAP)

The same level of gentle pressurised air is delivered to your airway whether you are breathing in or breathing out.

Cheyne–Stokes respiration (CSR)

When breathing becomes increasingly deeper then shallower with possible periods of apnoea. This cycle can range from 30 seconds to two minutes. Also known as periodic respiration.

Data card

The small SD card which stores information about your treatment and usage. We review this information regularly to check you're receiving the best treatment.

Desensitisation

We have proven step-by-step techniques to help you get used to PAP therapy. These can include getting used to wearing your mask for short periods during the daytime whilst maybe watching television or listening to music.

Exhalation port

The small holes on the front of your mask that allow you to breathe out carbon dioxide, stopping it from re-entering your lungs.

Filter (grey)

Stops dust from entering your PAP device and should be washed in warm water once every two weeks.

Filter (white)

Prevents pollen from entering your PAP device and is useful if you are particularly sensitive to pollen or dust particles. Do not wash this filter. We'll send you a new one every 12 months but if it becomes discoloured then call your Sleep Support Team.

Hovercraft effect

During PAP therapy your mask should be firm but not too tight. When fitted well, it should float on your face and create a seal, similar to a hovercraft effect.

Humidifier

A box containing water that connects to your PAP device and adds moisture to the air being delivered. The humidifier can improve comfort by helping to reduce some of the common side-effects of PAP therapy, such as nasal irritation and upper airway dryness.

Hypopnoea

Similar to an apnoea but your airway only partially narrows. This still causes shallow breathing and reduces the amount of air that can reach your lungs.

International Standard of Compliance

Sleep clinicians around the world believe that people need to use PAP therapy for four hours or more a night to receive the full health benefits of treatment.

Leak

Although it's important for carbon dioxide to escape through your mask's exhalation port, unintentional air leak around the edge of the mask can make PAP therapy unpleasant. Unintentional leak can be avoided by spending time fitting and adjusting your mask well. The mask and headgear should not be over tightened – remember the hovercraft effect!

Non-compliant

Unfortunately, according to the International Standard of Compliance, you are not using your PAP device for long enough to fully benefit from therapy. Please don't worry, we're here to help you succeed – make sure that you contact your Sleep Support Team to discuss any difficulties you may be experiencing.

Optistart (if selected)

After every 30 hours of use, your PAP device will automatically recalculate your ideal therapy starting pressure.

Ramp button

Button on the top of your PAP device which allows you to fall asleep more comfortably. When pressed, it reduces the air pressure, gradually increasing it over time until your prescribed setting is reached. The ramp button can be pressed if you wake up in the night and find it difficult to fall back to sleep. In the early days of therapy, you may need to use the ramp button several times a night.

REM sleep

This stage of sleep is known as Rapid Eye Movement sleep, when typically your muscles are totally relaxed, making snoring and apnoeas more likely to happen. REM sleep occurs about every 90 minutes during sleep. It's also the stage of your sleep when you may experience nightmares.

Wireless modem

This small device attaches to the back of your PAP device and wirelessly sends us information about your treatment and usage (it needs power and a network signal to do this). We review this information regularly to check you're receiving the best treatment.

My notes

Remember you can get in touch with your Sleep Support Team anytime between Monday to Friday from 9.00am to 7.00pm and we'll do our very best to help you.

Clinician's name: _____

NHS number: _____

Mask: _____

“

Sure, it's not a pretty sight. I'm a bit vain but I knew I needed to persevere with it.”

Michael Pickersgill, patient

“

Now I'm having a full night's sleep and I can concentrate at work.”

Steve Coyle patient

“

Personally when I've spoken to the support team they've been brilliant.”

Denise Francis, patient

Get in touch

We're always here to answer any questions or concerns you may have.



“

If you're struggling it's because you need more support.”

Dr. David Dawson
Consultant Anaesthetist

“

The sleep support service works in partnership with your GP or clinician to help you through the whole journey.”

Nadine Clements, patient



Just call one of our expert advisors based in Chichester, West Sussex on **Freephone 0800 652 0303**. We're available anytime between Monday to Friday from 9.00am to 7.00pm.



If you're calling out of hours, please leave us a message and we'll aim to call you back the next working day. Of course, you can also get in touch by email 24/7 at **sleepsupport@philips.com**

