



**RBH
Children and
Young People's
Diabetes Clinic**

Dear Family,

We are writing to all of our children and young people (CYP) with Type 1 diabetes and their families to let you know how we will continue to support you during the Coronavirus / COVID 19 outbreak. Information is changing often.

If we have any information that will change your CYP's management, we will share it with you. This will be done via our new Facebook page (RBH Children and Young People's Diabetes Clinic), our Twitter feed (RBH Children and Young People's Diabetes Clinic), by telephone, text, email or letter.

The most important thing you can do to keep your CYP well is to keep their blood **glucose levels in range as often as possible**.

Keeping blood glucose levels in range

With schools / colleges being shut, and fewer activities being available, daily routines will be different. This may cause your CYP's blood glucose levels to go up. Try and keep to regular snack and mealtimes, and remind your CYP to take insulin for all food and drink containing carbohydrates. Make sure your CYP is active every day, either indoors or in the garden if you have one.

Enclosed are some tips of how to adjust insulin to keep well.

We have had to move away from face to face clinics, which means we won't be able monitor your CYP's health as closely as we used to (the checks we cannot do at the moment include HbA1c levels, blood pressure monitoring, urine test for kidney function, annual review bloods, height and weight)

It is really important to keep a close eye on your CYP's glucose levels at home and keep in regular contact with the team. This will help us to keep a close eye on their overall diabetes management to ensure your CYP is kept healthy and to limit their risks of complications in the future. You can look at average blood glucose levels on some meters, and time in range on continuous glucose monitors and Libre devices. If you are not sure how to do this, please speak to a member of the diabetes team.

If your CYP becomes unwell: it is really important that you let us know ASAP on the number below.

If your CYP becomes unwell with COVID-19 (or any other illness) you are likely to see their blood glucose levels go up. Please look at the sick/high day rules (enclosed) **as soon as you see this happen**. Make sure that you have some ketone strips and a working ketone meter at home. **Let us know if you haven't.**

To relieve the pressure on the Royal Berkshire Hospital (RBH) site and staff, we will, while we are able, be available for urgent calls overnight. If some of us get redeployed to clinical areas we may have to review this service.

Please only call us after 8pm if you are unable to manage your CYP's ketones or if your CYP is vomiting persistently.

If you have an emergency ring 999.

During office hours, ring the office on 0118 322 8922.

After 5pm, get the telephone number of the person on call by ringing the office number and listening to the answerphone greeting.

Our work mobile numbers are:-

Andrea 07825434350

Boikie 07826 534 445

Ian 07810 833 754

Jayne 07789 617 738

Sarah 07554 117 128

If you need to speak to a dietician during working hours:-

Solenne 07768 034 871 Monday, Tuesday and Thursday.

Dani 07825 283 706 Thursday and Friday.

Stress and emotional well-being

Below are some links that Dr Ines Banos has recommended.

<https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak>

[FACE COVID - How to respond effectively to the Corona crisis - by Russ Harris, author of The Happiness Trap .pdf](#)

https://www.who.int/docs/default-source/coronaviruse/coping-with-stress.pdf?sfvrsn=9845bc3a_2

https://www.who.int/docs/default-source/coronaviruse/helping-children-cope-with-stress-print.pdf?sfvrsn=f3a063ff_2

Outpatient clinic appointments

Due to the outbreak of the COVID-19, and to minimise the spread of infection, the hospital is reducing clinical activity on the RBH site. We may still need to see some people face to face. This will be on a different site but would obviously be discussed with you.

We intend to run virtual clinics so **please keep your clinic letter with your appointment time on as we will contact you either by phone or video-call**. We will ask you to be available for at least 2 hours around your appointment time to allow for delays. We apologise for any inconvenience caused by this and appreciate your patience. We have enclosed details of how to access the video clinics but the address you will need to type into your web browser (Google Chrome / Safari) will be as follows

<https://nhsattend.vc/rbft/paediatrics-diabetes>

You will be able to use a desktop, laptop, tablet or phone as long as they have connection to the internet (wifi or 4G), a web camera, speakers and a microphone.

We would be very grateful if you could please email us with the best mobile number to contact you on. Our email address is paeds.diabetesnurses@royalberkshire.nhs.uk. If you do not have access to email, then ring us on 0118 322 8922. Leave a message if there is no answer.

Preparing for your telephone / video appointment

We will need to review the data from **all** of the devices your CYP uses. This may mean uploading to two systems.
If you do not have a desktop or laptop then contact us ASAP.

Diasend - if you haven't got a Diasend account, go to diasend.com and click on 'Create your Diasend account'. During Step 3 (Share data) you will be asked to enter the Clinic ID. Please enter this clinic ID: 99-12297. This will enable us to see your CYP's data from the clinic.

You will then need to download the 'Diasend Uploader' onto your computer when prompted. Click on the Diasend Uploader and plug in the USB lead/dongle for your meter/pump and follow the instructions on the screen.

If you need a USB lead/dongle for your meter or pump, please contact the company directly to request one. If you are unsure please ask us!

Roche Aviva Expert meter – needs a dongle from Roche to allow you to upload to Diasend. If you don't have a dongle then please ring Roche on **0800 701 000** and they will send you one.

Roche Aviva Mobile meter - uploads to Diasend via USB cable. Telephone number **0800 701 000**

Roche Combo/insight pump- needs a dongle from Roche to upload to Diasend. If you don't have a dongle then please ring Roche on **0800 731 2291** and they will send you one.

Roche Solo pump - please contact us directly.

Omnipod - uploads to Diasend with cable provided. Telephone number **0800 092 6787**

Tandem T-slim - uploads to Diasend using your charging cable connect to a computer. Telephone number **0800 012 1560**.

Medtronic pump - uses a web based platform called Carelink. You use your Medtronic blood glucose meter to upload. We have included a step by step guide for those using this product. You will need to provide us with you log in details for us to see the data. Telephone number **01923 205 167**

Libre Flash Glucose Monitoring - if you use the reader then you will need to upload to Diasend with a yellow cable. We have plenty of those if you need them. If you use your phone please check you are connected to our Libreview account. Telephone number **0800 170 1177**.

Dexcom G6 glucose monitoring - if you use the reader then you will need to upload to Diasend. If you use your phone then please make sure you have allowed us to view the data on your Dexcom app. Telephone number **0800 031 5763**

In the first instance for technical support please ring the specific company/s helpline.

What else will I need before my telephone / video appointment?

- 1) It would be helpful if your CYP could be weighed on some bathroom scales wearing light clothes and no shoes (like in clinic) before the appointment. This will help us work out how much to adjust their insulin by.
- 2) Make a note of their current dose of long acting insulin so that you can tell us.
- 3) Please have your devices and meters next to you for the appointment for any changes that might be needed.
- 4) Make a note of any changes to be made.
- 5) Have your phone close by!

If you are unsure how to make setting changes on any device then please refer to your handbooks and the company websites, who have really useful videos and step by step instructions. If you are still finding it tricky then call us.

With our very best wishes

Paediatric Diabetes Team,

Royal Berkshire Hospital