





Daylong



# Supporting you all Daylong



Did you know that Daylong are specialists at dispensing compression? Read on to discover the benefits of our service, and how you can order your compression direct from us in two easy steps!





## Daylong is a business with unrivalled expertise in compression

A business that can dispense products against prescriptions written by a GP or nurse prescriber is known as a Dispensing Appliance Contractor (DAC). Daylong is a DAC. This simply means that instead of collecting your prescribed products from your local pharmacy, we can send them to you free of charge at home. Using Daylong has many advantages:

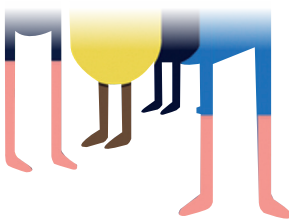


### Accuracy

We are proud that we are 99% accurate in our dispensing\*, especially as some pharmacies have been reported to dispense 50% of compression garments incorrectly.\*\*

### Speed

We dispense products quickly, usually within five working days of receipt of the prescription, direct to an address of your choice.



### Expertise and experience

Our customer service team has over 20 years' experience in compression garment dispensing, including made to measure products, making us well placed to offer advice on the increasingly wide range of products available.

### Choice

We can provide ready made and made to measure compression products from a wide variety of manufacturers.



### Customer service

We are proud to have achieved a customer service rating of 96% based on feedback from our customers.

*\*Based on 2016 ISO 9001 Audit. \*\*All Wales Lymphoedema Service and Community Pharmacy Wales Collaborative Project (2013)*





# Take good care of yourself, you belong to you

Self care can improve your quality of life and independence by putting you in charge of decisions about your health. Taking ownership helps your condition to fit into your life, rather than taking it over.

Self care is a term we are all familiar with but it can mean different things to different people. It is a broad term that describes the actions we take to manage our health and wellbeing.

It is widely used to describe any activity we undertake that means we are looking after ourselves, from reading a book, having a cup of tea, to spending time with friends and family or exercising.

For people living with long-term health conditions, self care is also often referred to as self

management, and in this context, it describes the steps taken to live life with a chronic condition and manage your own health.

For people with long-term conditions such as venous leg ulcers and chronic oedema, management is lifelong and self care is crucial to success.

There is good evidence that self-care works, it can improve quality of life and get better results for long-term health, while also easing demands on health services.

If you wear compression hosiery or a wrap, you are already engaged in self care and recognise how important it is to managing your condition in the long term.






Self care is about keeping fit and healthy, understanding when you can look after yourself, and when to get advice from your health professional. If you have a long-term condition, self care is about understanding that condition and how to live with it so that it doesn't have a negative impact on your life.

Self care does not mean being left to cope alone, but working in partnership with your healthcare professional and members of the compression community to access the support, information and advice you need to make decisions about your health and what is best for you. Caring for yourself while knowing help is on hand is vital to feeling supported and it

is recognised that a good relationship with your healthcare professional is key to successful self care.

Of course, not everyone can or wants to self care, but for many people, taking care of their own health is crucial to their independence and wellbeing.

For people with long-term conditions, 80–90% of care is self delivered. In terms of contact with a healthcare professional, self care is delivered for 361 days of the year, versus 4 days of clinical contact. It therefore makes sense that if you are able to engage with self care, there are many benefits that can improve your quality of life and independence. 

## TOP TIPS FOR SELF CARE

- If you want to self care successfully, like any change, it is best to start with small steps.
- Start with increasing your daily exercise or try to improve your diet for general health benefits.
- Consider your skin care routine. Are you able to wash and moisturise your legs each day to keep your skin healthy? This will mean you do not need to rely on a nurse or carer to do this for you. There is guidance on this on p.8–16.
- If you find it difficult to apply your hosiery, could an application aid help, or could switching to a compression wrap system give you independence? See p.17–21 for more information.
- Consider using a free prescription delivery service such as Daylong to reorder your compression garments, and get them delivered to your door for free. This will remove the need to make a visit to the local pharmacy to deliver and collect your prescription. Daylong's RE-MIND service will remind you when your garment is up for renewal (see p.22–23).

