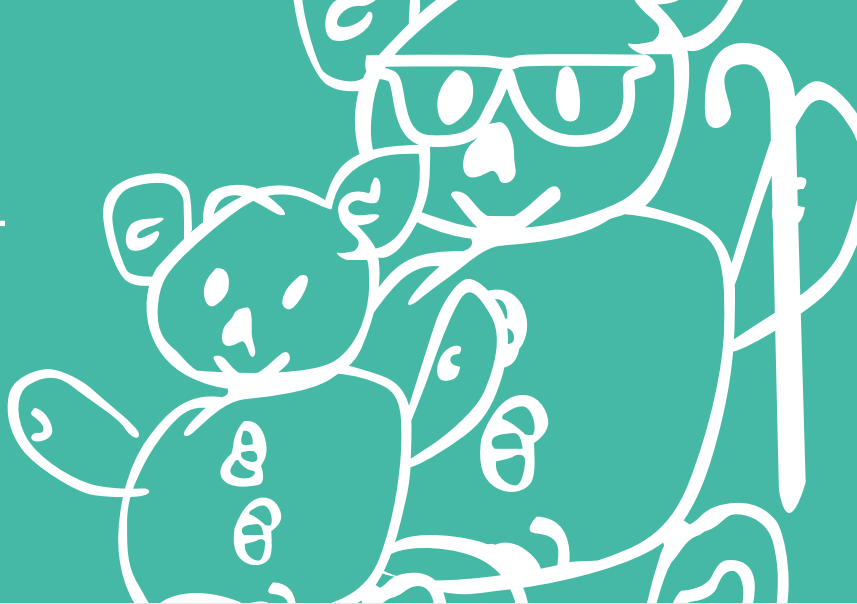


Neck Support Pillow

INSTRUCTIONS FOR USE



MANUFACTURED BY SIMPLE STUFF WORKS ASSOCIATES



PLEASE NOTE

It is unsafe to assemble and use the equipment without **fully reading** the instructions

1. User Assistance

If you are experiencing problems with any part of your sleep system, refer to troubleshooting section and the online video.

If you cannot find the answer contact us:

UK Telephone number : **01827 307870**

USA Telephone number : **1-888-213-8416**

Support Email : **admin@simplestuffworks.co.uk**

Simple Stuff Works

UK

Simple Stuff Works Associates Ltd
Units 4 and 5, Cavendish
Tamworth
Staffs
B79 7XH

USA

Simple Stuff Works Inc.
One Commerce Centre,
1201 Orange St #600,
Wilmington,
New Castle,
Zip Code 19899
USA

Product Info

The product in this specific manual is the **Neck Support Pillow** as part of **Mattress Flotation Therapy**

Product code : **IKY**

Device listing number : **D258510**

Proprietary Name : **Non-powered Sleep System**

Regulation Description : **Non-powered flotation therapy mattress**

Other Useful Contacts

Please fill in accordingly:

Home medical equipment supplier :

Home healthcare agency :

Doctor :

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3. Warnings and Cautions

A warning is a statement that alerts users to the possibility of injury, death or other serious adverse reactions.

! WARNING

The neck support pillow is not to be eaten or placed in any orifice.

1. This could result in harm to the individual.
2. If this is considered a risk then an alternative is to be sought from the registered health professional.
3. Ensure the inside zip is on the opposite side to the outside terry towelling zip.

! WARNING

The neck support pillow should not be exposed to heat for example a naked flame.

1. This could result in burns to the individual and damage to the product.
2. Establish and remove the source of the heat.
3. If this is considered a risk then an alternative is to be sought from the registered health professional.

A caution is a statement that alerts users about the possibility of a problem associated with use.

! CAUTION

Only use Simple Stuff Works components and accessories

1. Any unauthorized use of the system may put the patient and the care giver at risk.
2. Failure to follow these instructions will invalidate the warranty.

! CAUTION

The neck support pillow should be free of objects.

1. Any objects trapped in the neck support pillow, between, underneath, or on top of the sheets, will be a potential risk for pressure ulcer development.
2. Remove any objects that are found.

Warnings and Cautions

A caution is a statement that alerts users about the possibility of a problem associated with use.

! CAUTION

The equipment poses an infection control risk if used between patients.

1. Ensure the correct local infection control measures are taken if redistributing to other patients.

! CAUTION

Cleaning care and maintenance instructions should be followed at all times.

1. Not following the instructions will result in damage to the neck support pillow placing the patient at risk.
2. Fully read the accompanying cleaning and care document.
3. Do not use the neck support pillow if damage does occur and consult your registered health professional.

! CAUTION

In hot environmental temperatures pooling of body moisture can occur on the mattress base as moisture is wicked away from the body.

1. An absorbent material such as an incontinence sheet should be placed under the sheets to absorb the excess moisture.
2. The care giver should continue to monitor the skin.

! CAUTION

The equipment should only be used for the patient it was ordered for and for its intended use.

1. This could result in pain and deformity to the unintended patient.
2. Do not give any unused systems or part of to another patient, a risk assessment by a registered health professional will be required to determine the suitability of any equipment.

4. Purpose of the Device

- Careful assessment and consideration of the needs, safety and movement of the individual must be undertaken. This will depend whether the neck support pillow is placed on top of the sheet or in-between the mesh sheets.
- The exact positioning and use of the neck support pillow will be determined by the qualified registered health professional. Below are a few examples:
- Supporting the neck in lying or sitting.
- Under the upper arm in side lying.
- The neck support pillow has a cotton terry towelling cover and filled with a specialised fibre that wicks moisture away from the body, therefore it may be placed next to the skin
- Some of the benefits of using the neck support pillow may be; reduced pain, improved comfort, sleep, respiratory function, improved swallowing.
- The intended purpose of the sleep system is therapeutic positioning in the lying posture, it is a gentle therapy used by people with movement difficulties. When used correctly it may help protect and restore an individual's body shape.
- The Simple Stuff Works positioning system has no Velcro or screw action fixings so silent changes of position can be made with little disruption to the person whilst in bed.

5. Description of the device

The neck support pillow is made from a material that wicks moisture away from the body. They are designed in the main to provide support on top of the sheet. The neck support pillow can be used with other accessories.

See figure 1.



Figure 1

6. Environmental conditions that affect use

- The properties of the system naturally wicks moisture away from the body. This may result in moisture pooling on the mattress underneath the base layers.
- In hot environmental conditions use an incontinence sheet underneath the base layers, this will absorb any moisture that is wicked away from the body.
- After moving the patient, check for objects or creases.
- Remove any objects and smooth creases.
- To transport the equipment, place all parts into a bag to ensure all the parts stay together.
- After unpacking check all parts are present and intact



Conditions under which the device should and should not be used

- The neck support pillow should always be used and positioned as advised by the qualified registered health professional.
- The neck support pillow should only be used by the patient it was intended for.

7. Set up instructions of the device

List of parts

1. Neck support pillow
2. Appropriate other support as assessed by the qualified and registered health professional
3. Cotton sheet: fitted or flat

No tools required for set up

Device placement

1. The care giver to ensure that there are no objects, inside the neck support pillow.
2. The care giver to ensure that there are no creases or objects, on top of, below or in-between in the sheets of the base system, if used.

! CAUTION

The neck support pillow, mattress and sheets should be free of objects and creases.

1. Any objects trapped within the neck support, between, underneath or on top of the sheets will be a potential risk for pressure ulcer development.
2. Any creases in the sheets will be a potential risk for pressure ulcer development.
3. The user to smooth the sheets to check for unwanted objects and creases

For assistance with set up issues refer to the corresponding video and to page 1 for our contact details.

8. Check out procedures

- Ensure the neck support pillow is intact and contact your supplier for a replacement and advice if required.
- Prior to each use visually check and feel the neck support pillow and base sheets are free from objects and creases.
- Smooth out any creases and remove objects from the neck support pillow and sheets.

For assistance with set up issues refer to the corresponding video and to page 1 for our contact details.

9. Operating instructions of the device

! CAUTION

The neck support pillow, mattress and sheets should be free of objects and creases.

1. Any objects trapped within the neck support pillow, between, underneath or on top of the sheets will be a potential risk for pressure ulcer development.
2. Any creases in the sheets will be a potential risk for pressure ulcer development.
3. The user to visually check the neck support pillow and smooth the sheets to check for unwanted objects and creases

1. Prepare the patient, the bed and mattress prior to placing the neck support pillow. The pillow can be placed in a variety of positions as advised by the qualified and registered health professional. See some of the examples below.



Neck Support Pillow

INSTRUCTIONS FOR USE

2. Consider whether the neck support pillow can be placed on top of or in-between the mesh sheets. In these examples the neck pillow is used under the neck next to the patient's skin.



3. The positioning of the neck pillow under the neck. The exact manual handling technique is not covered in this document.



4. The child lowering his head onto the supporting neck pillow.



5. Demonstrating the introduction of a fibre wedge between the mesh sheets.



Neck Support Pillow

INSTRUCTIONS FOR USE

6. The positioning of the neck support pillow and fibre wedge between the mesh sheets.



7. The neck support pillow and the fibre wedge secured into position. This is achieved by tucking the cotton sheet under the mattress.



It is advised the care giver seeks training and guidance in the field of manual handling. This is not covered within this guide.

10. Cleaning instructions

The neck support pillow is a fully washable product.

- How often should the neck support pillow be washed - On soiling and enough to keep clean and fresh.
- Only **NON** bleaching household washing powder can be used to wash the neck support pillow.
- The neck support pillow should not be washed above forty degrees Celsius, **<40C**.
- The neck support pillow should fit into a standard house hold washing machine drum and should be spun on a **slow spin cycle**, 800 revs or less.
- The neck support pillow can be air dried or tumble dried on a low heat.

A / Washing the neck support pillow whole

1. Adhere to the manufacturer's instructions at all times.	PRODUCT	SYMBOLS
	Neck Support Pillow	
	WHAT DO THEY MEAN?	TEMPERATURE
	<ul style="list-style-type: none"> • Wash at maximum 40 degrees • <u>The line underneath 40° indicates a slower spin cycle is required</u> • Do not bleach • Do not iron • Tumble dry on low heat 	<p>40°C Maximum</p>
2. Insert the neck support pillow whole directly into the washing machine. Add non bleaching washing powder and set the washing machine as per instructions.		

Neck Support Pillow

INSTRUCTIONS FOR USE

3. Remove from the washing machine, allow the product to air dry or tumble dry on a low heat.

4. If the fibre has compacted together then remove the outer cover from the neck support pillow.



5. Unzip the inner cover and pull the compact fibre out of the inner pillow.



6. Spread and pull the fibres apart, allow the fibre to dry. Once dry the fibre can be teased apart so it is back to its original fluffy state.



7. Now reinsert the fibre back into the inner cover.



Neck Support Pillow

INSTRUCTIONS FOR USE

8. Fasten the inner cover zip.



9. Position the inner cover zip on the opposite side to the outer cover zip. Reinsert the inner neck support pillow into the outer cover and fasten the zip.



10. The neck support pillow is now ready to be used.

B / Washing the neck support pillow with a wipeable inner

Washing the wipeable inner

- How often should the wipeable inner be washed- On soiling and enough to keep clean and fresh.
- The wipeable inner should be washed in warm soapy water using a mild household detergent, an alternate method is using an alcohol wipe to wipe clean.
- The wipeable inner can be air dried.

<p>1. Washing the neck support pillow with wipeable inner. Adhere to the manufacturer’s instructions at all times.</p>	<p>PRODUCT</p>	<p>SYMBOLS</p>
	<p>Neck support wipeable inner</p>	<p>Wipe clean only</p>
	<p>WHAT DO THEY MEAN?</p>	<p>TEMPERATURE</p>
	<ul style="list-style-type: none"> • Wipe clean only • Do not machine wash • Do not tumble dry • Do not iron 	<p>N/A</p>
<p>2. Remove the wipeable inner from the outer cover.</p>		
<p>3. Wash the wipeable neck support pillow in warm soapy water using a household mild detergent or use an alcohol wipe.</p> <p>Set to one side and allow to air dry, before reapplying the outer cover.</p>		
<p>4. Position the inner cover zip on the opposite side to the outer cover zip. Reinsert the inner sausage into the outer cover and fasten the zip.</p>		

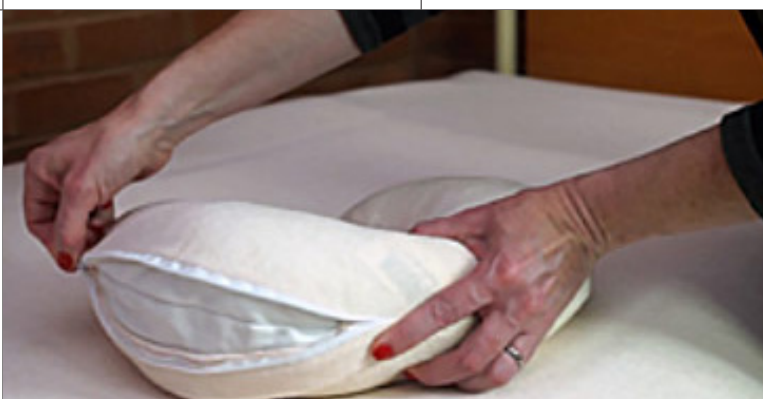
<p>5. The neck support pillow is now ready to be reused.</p>	
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Washing the washable outer cover

- How often should the outer and inner waterproof neck support pillow be washed - On soiling and enough to keep clean and fresh.
- Only **NON** bleaching household washing powder can be used to wash the outer neck support pillow.
- The neck support pillow outer cover should not be washed above forty degrees Celsius, **<40C**.
- The neck support pillow outer cover should fit into a standard house hold washing machine drum and should be spun on a **slow spin cycle**, 800 revs or less.
- The neck support pillow outer cover can be air dried or tumble dried on a low heat.

<p>1. Adhere to the manufacturer’s instructions at all times.</p>	<p>PRODUCT</p>	<p>SYMBOLS</p>
	<p>Neck support pillow outer cover</p>	
	<p>WHAT DO THEY MEAN?</p>	<p>TEMPERATURE</p>
	<ul style="list-style-type: none"> • Wash at maximum 40 degrees • <u>The line underneath 40° indicates a slower spin cycle is required</u> • Do not bleach • Do not iron • Tumble dry on low heat 	<p style="text-align: center;">40° C Maximum</p>

2. Remove the outer cover from the inner waterproof pillow. Insert the neck support pillow outer cover **ONLY** into the washing machine. Add non bleaching washing powder and set the washing machine as per instructions.



3. Remove from the washing machine, allow the product to air dry or tumble dry on a low heat. Then insert the waterproof inner into the outer cover. Fasten the zip and the neck support pillow is ready to use.



11. Maintenance instructions

- Check that the seams are intact - before use visually inspect.
- Check that the integrity of the neck support pillow has not been comprised.
- Check before every use that there are no objects that are within the neck support pillow between, on top of or underneath the base system.
- If pooling of moisture occurs ensure that an incontinence pad is placed on the base of the mattress to absorb excess moisture.

12. Storage of the device

1. The system will deteriorate if stored in wet or damp conditions.
2. It should be stored in a room above freezing but below 90 degrees Fahrenheit. For extended storage then you need to store in plastic, sealed containers.

13. Troubleshooting section

The healthcare professional emergency assistance service should be contacted immediately if the troubleshooting reveals a patient health problem rather than a device problem.

Any adverse events should be reported using the contact information on page 1

Anticipated problems	Solution to the problem
1. During very hot environmental conditions there may be pools of sweat found on the mattress. This is due to the fabric wicking moisture away from the body.	1. Place an incontinence sheet underneath the fitted base sheet. This will collect excessive moisture. Monitor the patient's skin condition when using this.
2. The development of a pressure point, due to an object in the neck support pillow, under, between or on top of the layers.	2. Ensure that the neck support pillow, mesh base sheets, topper and cotton sheet are free from objects.
3. The development of a pressure point, due to a crease in the material.	3. Ensure that the mesh base sheets, topper and cotton sheet are free from creases.
4. If the material gets damaged due to washing at temperature exceeding 40 degrees.	4. Comply with the washing, drying and care of instructions of the neck support pillow. Contact your supplier for a replacement see page 1.
5. If the material gets damaged or torn.	5. Comply with the washing, drying and care of the neck support pillow instructions. Contact your supplier for a replacement see page 1.

14. Summary page

This is not to replace the complete user's instructions and the entire manual should be read prior to using the device.

- The neck support pillow is designed to support various part of the body, in different positions.
- The neck support pillow is made of a specialised fibre material that wicks moisture away from the body.
- The neck support pillow may be used alongside another support in a position determined by the qualified and registered health professional.
- The neck support pillow can be used on a foam, low air loss or an airflow mattress.
- The neck support pillow can be positioned either directly on the cotton sheet or between the mesh sheets. This will be determined by the qualified registered health professional.
- The intended purpose of the sleep system is therapeutic positioning in the lying posture, it is a gentle therapy used by people with movement difficulties. When used correctly it may help protect and restore an individual's body shape.

! CAUTION

Only use Simple Stuff Works components and accessories

1. Any unauthorized use of the system may put the patient and the care giver at risk.
2. Failure to follow these instructions will invalidate the warranty.

! CAUTION

The neck support pillow, mattress and sheets should be free of objects and creases.

1. Any objects trapped in the neck support pillow, between, underneath or on top of the sheets will be a potential risk for pressure ulcer development.
2. Any creases in the sheets will be a potential risk for pressure ulcer development.
3. The user to smooth the sheets to check for unwanted objects and creases.

Contact phone number for assistance – please fill accordingly _____

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16. Date of writing the manual

October 2016

17. Accessories

All accessories that can be used have their individualized manuals and instructions, they are listed below. Individual manual to be fully read and understood. Not all of the accessories below will be considered suitable or appropriate, this will be determined by the registered health professional.

1. Mattress topper	10. Flat cotton sheet
2. Fibre wedges	11. Foot supports
3. Fibre wedges with mesh	12. Padded brackets
4. Stabilizing flat mesh base system	13. Horseshoe pillow
5. Stabilizing fitted mesh base system	14. Sausage pillow
6. Lateral supports and padded wedges	15. Temperature regulating pillow
7. Lateral supports and padded wedge with mesh	16. Supine stabilizer
8. Plastazote wedges	17. Side lying leg support
9. Fitted cotton sheet	