



The Baxter Education Centre



The Baxter Education Centre: BEC

A home from home, where patients with long term conditions are educated, trained and supported to manage their treatment at home.

Patients with some long term conditions often choose a home based treatment to enable them to carry on with their life, work and social activities. To support people to manage their treatment at home, the Baxter Education Centre is here to help.

Around 200 patients a year receive training on home therapies at the residential centre in Kew, South London that was established in 1991. The experienced and fully qualified nurses at BEC educate them about their disease, and provide coaching and support to help equip patients and their families with all the necessary skills and knowledge to manage their treatment at home.

For example, patients with kidney failure who have chosen to do dialysis at home will be taught all about their condition, the potential problems and how to perform dialysis independently at home. Similarly, those who require long term parenteral nutrition can also be trained how to carry out intravenous feeding at home.





The services at BEC are available to all NHS patients who require training for a home treatment. Referrals to the centre come directly from the patient's own NHS specialist centre and a convenient date for training is set.

Patients attend for training either on their own or with a partner, friend or other family member who can stay and fully participate for the duration of the training. Most people complete the training in 3 to 5 days. The training sessions are designed to promote independence and are motivational and coaching driven. Various teaching methods are used, such as group work or one-to-one instruction with nurses to ensure that confidence is built in how to use the equipment.

Patients are discharged when they and everyone involved in their training feels confident and happy that they can manage their treatment at home. Following discharge from BEC, continuing clinical support is provided by the patient's specialist NHS unit.

Six to eight weeks after training, patients trained at BEC are invited back to the centre to attend a follow-up session. This provides an opportunity to ensure that the correct techniques are still being used and that patients continue to have a good understanding of their treatment. The sessions also offer people an opportunity to ask any further questions which may have arisen during the first few weeks at home. They are also a great opportunity for patients and their relatives to catch up with one another and share experiences.





The BEC facility can accommodate up to five resident patients at one time. There are two double bedrooms, one twin and two single bedrooms, all with TV, Wi-Fi and en-suite shower rooms allowing each patient to train with a partner, family member or friend. The centre has wheelchair access and facilities for people with physical disabilities.

All meals and refreshments are provided during a patients stay. There is always a well stocked fridge, freezer and larder so that residents can prepare their own meals in the well equipped kitchen. There is also a shared lounge area where patients can relax during the evening.

“Before I arrived here, I thought it was going to be a daunting experience, but it has actually been enjoyable. There is a great deal to take in, but the nurses make it so easy to learn. They are friendly. They don’t talk down to you, and every question you can think of is answered. Because everyone here is in the same boat, you can have a laugh as well. We all have common ground and can share our experiences over our meals.”

Mr Vant, Patient at BEC



Opening hours: 9am Monday – 4pm Friday

Nurses are available at the centre during the training day and run an on call service for clinical emergencies overnight. An out of hours receptionist is onsite outside of the training day.