

Patient information

Insulin pump failure

Insulin pump failure can occur for different reasons for example:

- Mistakes by the user eg ignoring alarms, batteries running out
- Damage to the pump
- Technical reasons

What should I do if my pump fails?

Contact your insulin pump helpline. They will send out a new pump usually within 24hrs but this may take longer at weekends and bank holidays.

You will need to give your insulin by injection until a replacement pump arrives

The hospital does not keep a supply of spare insulin pumps or consumables.

Remember there is no long acting insulin in your insulin pump and you may not have received any basal (background) insulin for several hours before you became aware of the pump not working. You need to test your blood sugars and blood ketones and give correction doses of fast acting insulin as needed (refer to sick day rules).

At home you need to have the following:

- A supply of long acting insulin, Degludec, Lantus or Levemir in a pen device (check expiry date regularly)
- A supply of fast acting insulin, Novorapid, Fiasp or Humalog in a pen device (check expiry date regularly)

- Needles for the pen device
- An up to date record of your basal rates
- An up to date record of your carbohydrate ratios
- An up to date record of your correction dose
- If you do not have a supply of your long acting insulin you need a prescription from your GP

Changing back to insulin injections

- Look for your total daily basal (background) insulin on your pump and give this as your dose of Degludec, Lantus or Levemir
- Use your fast-acting insulin with meals using your current carbohydrate ratios
- Use your fast-acting insulin to give correction doses as needed
- **Continue with this regime until your replacement pump arrives**
- Contact your diabetes team on 01284 713612 or the out-of-hours service on 01284 713000 and ask for the Children's Diabetes Team on call for further advice

Insulin pump manufacturer's helpline numbers

- | | |
|-----------------------------|---------------|
| • Medtronic | 01923 205167 |
| • Insulet (Omnipod) | 0800 011 6132 |
| • Roche | 0800 731 2291 |
| • Air Liquide Tandem T Slim | 0800 012 1560 |

If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the website for AccessAble (formerly DisabledGo)

<https://www.accessable.co.uk>

