

DISTRICT NURSING SERVICE

Information Leaflet

Introduction

The District Nursing Service provides individualised skilled nursing care to people aged 16 and above who are most at need. Care will be provided within your own home or a formal place of care to people who reside in the geographical area of Tameside and Glossop and are registered with a Tameside and Glossop General Practitioner (GP). Our aim is that patients and their carers are able to maximise their independence and remain at home wherever possible.

The District Nursing Teams consist of Registered Nurses, Assistant Practitioners and Health Care Assistants and are led by qualified District Nurses.

The teams work closely with many other professionals including GPs, Macmillan Nurses, Social Workers and Hospital colleagues. Working closely with other professionals ensures that patients receive the best possible care in the place that is most appropriate.

We provide services over a 24 hour period 365 days per year.

Accessing our service

Referrals are accepted from Patients, Family Members, Carers, GP's and other Health Care Professionals. On referral to the District Nurse Service an initial triage assessment will be carried out by a nurse from the Single Point of Contact Team (SPOC). Please note that dates and times may vary from any information given to you from other providers regarding access to the service. The Nurse will identify and co-ordinate an appropriate appointment with the either the Treatment Room Service or District Nursing Service for housebound patients dependant on your needs.

Home Visits

We offer morning or afternoon appointments. However, this can be subject to change as care needs of all patients visited are prioritised throughout the day. During the initial visit a full holistic assessment will be carried out by the Nurse. Any care and treatment that you require will be planned, discussed and agreed with you.

At this time the frequency of any future home visits will be discussed and agreed with yourself and the Health Care Professional visiting.

What we do and what you can expect from us

We are able to provide packages of care for patients requiring palliative and end of life care, Long Term Conditions Management, Wound Care, Administration of Prescribed Medication from a prescribed list, Continence Management, Acute Care, Ear Care and Post-operative care. The District Nursing service is also able to offer advice and information regarding Smoking, Alcohol, Dietary matters, Weight matters and Exercise.

Where ever possible we will provide education and support to promote your independence to self-care, utilising specialist education programmes that are specific to your condition and needs.

You will be allocated a Named Nurse who will organise your care and with your permission co-ordinate other teams and services to support your care in the community. Your named nurse may not deliver all of your care; this may be shared between a small group of nurses.

Specialist equipment may be required to meet your nursing needs safely. If this situation occurs, we will discuss this with yourself and the equipment will be prescribed specifically for your use.

- Throughout your treatment with the District Nursing Service your care and treatment will be re assessed and evaluated at each visit.
- You will be treated with dignity and respect in a courteous manner by staff who have the necessary skills, qualifications and experience.
- You will be given effective, safe, appropriate care and treatment that is based on evidence.
- You will have any risks or choices explained to you.
- You will have the opportunity to ask questions and know how to change your mind about any decisions you have previously made.
- You will be treated in a clean environment by staff that are trained in the prevention and control of infection.
- That you will be protected from abuse and that your human rights are respected and upheld.
- We will be open and honest with you should anything unplanned or untoward happen.

Providing effective care relies on a partnership approach. What we expect from you is that:

- Provide a safe environment for us to work in
- If you are a smoker we would ask that you, your family and carers refrain from smoking whilst the nurse is visiting
- Any pets are locked away for the period of time the nurse is visiting
- We are treated with courtesy and respect
- You agree to comply with your plan of care.

Safety, Security and Students

All our staff wear uniform and carry photographic identification badges. Please check this before allowing someone to enter your home.

From time to time the nursing teams provide placements for student nurses and the students will accompany the nurses on their visits. Please let us know if you have any objection to the student being present or being involved in the provision of your treatment.

Confidentiality

You can be confident that your personal health records will be stored securely and remain confidential.

For information about accessing your health records please speak to a member of staff.

Contact Information for District Nursing Service.

Each District Nursing Team has an answerphone. Messages are retrieved between 9 –10am. 1-30 – 2pm and 4pm everyday including weekends and bank holidays. The District Nurses are out of visits most of the day but will respond to your messages as speedily as they can.

Your Team is	Marple
Telephone Number 7:00am - 10.30pm	0161 426 9275
Out of Hours Service 10.30pm – 7:00am	

Other Useful Information

If you're feeling unwell and it is not a life-threatening emergency and you or the person you are with does not need immediate medical attention, please consider other options before dialing 999:

- self-care at home
- calling [NHS 111](#)
- talking to a pharmacist for advice on common illnesses and injuries and the best medicine to treat them
- visiting or calling your GP
- going to a local [NHS walk-in centre](#)

Comments, Compliments and Complaints

We welcome your comments about our service and you can be sure that we will listen to you and any issues you raise will be investigated and dealt with accordingly. You will not be discriminated against for making a complaint and we very much appreciate your feedback.

If you wish to make a complaint please contact Patients and Customer Services Department, Poplar Suite, Stepping Hill Hospital

Tel No: 0161 419 5678

Email: PCS@stockport.nhs.uk

If you would like this leaflet in a different format, for example, in large print, or on audiotape, or for people with learning disabilities, please contact:
 Patient and Customer Services, Poplar Suite, Stepping Hill Hospital. Tel: 0161 419 5678.
 Email: PCS@stockport.nhs.uk.

A free interpreting Service is available if you need help with this information. Please telephone the Lips Service on 0161 922 5149 or E-mail: tam-pct.lips@nhs.net	English
هناك خدمة مجانية للمترجمين متوفرة اذا اردت مساعدة بخصوص هذه المعلومات. الرجاء الاتصال بخدمة لابس أو على الرقم 0161 922 5149 أو عن طريق الايميل tam-pct.LIPS@nhs.net	Arabic
এই তথ্য বুঝতে সাহায্যের প্রয়োজন হলে বিনামূল্যে বোলভাষী বা ইন্টারপ্রিটার সার্ভিস রয়েছে আপনাকে সাহায্য করার জন্য। যত্ন করে লিপ্স সার্ভিসকে টেলিফোন করুন 0161 922 5149 এই নম্বরে অথবা ই-মেইল করুন: tam-pct.LIPS@nhs.net এই ঠিকানায়া	Bengali
如果你需要幫助來瞭解這份資料的內容，我們可以提供免費的翻譯服務。請致電 0161 922 5149 聯絡語言翻譯及病人支持服務(LIPS)，電子郵件： tam-pct.LIPS@nhs.net	Chinese
اگر برای فهمیدن این اطلاعات به کمک احتیاج دارید می توانید از خدمات ترجمه بصورت مجانی استفاده کنید. لطفاً با LIPS از طریق شماره تلفن 0161 922 5149 یا ایمیل tam-pct.LIPS@nhs.net تماس بگیرید.	Farsi
Bezpłatna Serwis tłumaczenia jest dostępny, jeśli potrzebujesz pomocy z tą informacją. Proszę zadzwonić do Obsługi usta na 0161 922 5149 lub E-mail: tam-pct.LIPS@nhs.net	Polish
اگر آپ کو یہ معلومات سمجھنے میں مدد کی ضرورت ہو تو مترجم کی مفت سروس موجود ہے۔ براہ کرم ایل آئی پی ایس LIPS کو 0161 922 5149 پر فون کریں۔ ای میل: tam-pct.LIPS@nhs.net	Urdu

Our smoke free policy

Smoking is not allowed anywhere on our sites. Please read our leaflet 'Policy on Smoke Free NHS Premises' to find out more.

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