

Oxford Health
NHS Foundation Trust



District Nursing Service

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What is the district nursing service?

District nurses are registered nurses with a wide range of skills and knowledge, who have had additional specialist training. They provide care to patients who have very specific needs which can be met by the specialist skills of the district nursing team.

The district nursing service, in partnership with other professionals, aims:

- To provide nursing care for those whose nursing needs are best met in a suitable community environment.
- To support discharges from hospital for patients who are well enough to return to the home environment.

The district nurses may:

- provide your nursing care within your home or another community setting, for example, a day centre.
- arrange for your care to be shared with your GP, practice nurse or other health professional. This may mean that you will need to attend your GP practice or health centre to receive your care.

- transfer you to an alternative service that is more appropriate for you.

There may also be other circumstances when a person has needs that can be met by the service.

Who might they support?

Examples of people who might need the support of the district nurse include:

- management and support of patients with long term conditions and illnesses, for example diabetes, multiple sclerosis.
- palliative and end of life care.
- wound management, for example post operative wounds, leg ulcers.
- rehabilitation following surgery, disability, accident or illness.
- promotion of self care through education and teaching of carers.
- promotion of continence and assessment of continence problems.
- health promotion, advice and support.

How can a person be referred to the service?

Patients, carers, relatives or friends and neighbours can access the service directly. Contact details are available via the local GP surgery.

Any health or social care professional can also make a referral to the service.

What can I expect?

All requests for visits are responded to within 24 hours. This may be by telephone or a home visit. Once your needs have been assessed the nurse will discuss and agree with you a plan of care that meets your needs.

Requests for visits or any messages left after 6.00pm may not be listened to until the following day.

In some circumstances you may be taught how to manage your own care. Your nurse will discuss this with you.

Once your treatment is complete the nurses will discharge you from their care and ensure that you receive any further support that you need from the appropriate service. This ongoing support or treatment may not necessarily be provided in your own home.

If the nurses are providing care in your own home, we do ask that you ensure they have a clean and safe area in which to work. Nurses are required to wash their hands before and after consultations. If possible, please provide liquid soap and a towel. This will help reduce the risk of developing an infection. To ensure the safety of our staff please make sure that any animals are secured away.

Oxford Health NHS Foundation Trust operates a zero tolerance policy to protect staff from verbal or physical aggression.

Who provides any equipment and dressings that I may need?

The district nurses will arrange an initial order of any dressings, supplies or equipment. It is important that sufficient supplies are available throughout your period of care and you may be asked to order more as required. Your nurse will explain how to do this.

Is a record of my care kept?

Your care will be negotiated with you and written down in a care plan which will be left with you. Please keep this safe and ensure that it is available for any visiting nurse or doctor. This is a legal record of the care that you have received. On completion of your treatment or discharge from the service you should return your records to the nurse for safekeeping.

Availability and appointments

Most district nurses are based at a local GP practice or health centre. They are available from 8.00am to 6.30pm, seven days a week. Most visits will be made within these hours at a time within a mutually agreed timescale. Should you need care outside of these hours, the district nurse will make arrangements with you.

Occasionally it may be necessary to rearrange a visit. If this happens you will be informed as soon as possible and a new date and time will be agreed with you.

If you are unable to keep your appointment or no longer need it then please do let the team know as soon as possible so that they can offer it to someone else.

This service is not an emergency service. Your nurse will ensure that you know who to contact for urgent advice or attention during the normal working day (Monday to Friday), at night, at weekends or on a bank holiday.

Your district nurses support the training of students. Therefore there may be times when your nurse is accompanied by a student. Please let us know, in advance of the visit, if you prefer not to be seen by a student

Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the team or contact the PALS and complaints team on freephone 0800 328 7971.

If you need the information in another language or format please ask us

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni

আপনি যদি এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরমেট) পেতে চান
তবে দয়া করে আমাদেরকে বলুন

જો તમને આ માહિતી બીજી ભાષામાં અથવા બીજા આકારમાં જોઈએ, તો કૃપા કરીને અમને પૂછો

यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए हो तो कृपया हम से पूछें

若您需要本信息的另一种语言或格式的文本，请与我们联系

नेवेल बुवातुं टिच न्हववणी विनी सुनी ब्राम्हा नं न्हवल दिंस चारीसी वंटे उं विवथा वव वे न्हतुं पुहे

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقے سے درکار ہوں تو براہ کرم ہم سے پوچھیں۔۔

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The District Nursing Service is part of our Older People Directorate.