



District Nursing Service

# District Nursing Service information for patients, relatives and carers

## What is the District Nursing Service?

The District Nursing Service is a team of clinicians based in the community made up of District Nurses, Community Staff Nurses, Assistant Practitioners, Nursing Associates, Health Care Assistants and students. The teams are supported by senior nurses known as District Nursing Leads and Matrons for Community Nursing, as well as Operational Managers.

Agency nurses who work with the teams wear various coloured uniforms.

Matron for community  
nursing



Assistant practitioner or  
Nursing associate



District Nursing Leads – District Nursing  
Locality Lead or Advanced District Nurse  
Specialist



Health care assistant



District Nursing Team  
leader



Student nurse



Community staff nurse



Nursing associate trainee



**All our staff carry photo ID - always ask to see it.**

## How can the District Nursing Service support you with your care?

### **The District Nursing Service, in partnership with other professionals, aims:**

- To support those who are housebound and whose nursing needs are best met in the home environment.
- To support discharge from hospital for patients who are well enough to return to the home environment.
- To prevent admission to hospital where appropriate and possible.

- To work with patients to be independent through education and teaching.
- To work with patients to support the management of their long-term conditions and illness, for example diabetes and neurological diseases.
- To work with patients to support the management of their short-term conditions and illnesses, for example peripherally inserted central catheters (PICC line) care, intravenous (IV) therapy and urinary catheter changes.
- To support and work with patients with palliative and end of life needs.
- To support patients to manage and prevent pressure damage through education and training.
- To work with patients to manage wound care needs.
- To work with patients to manage continence care needs.
- To give health promotion and advice.

## What can I expect?

The District Nursing Team will work with you to assess and understand what your needs are, and then work with you to agree a plan. Part of this plan may involve education, teaching and advice to support you to manage your care independently.

Once your plan of care is agreed it will be recorded for all health care professionals involved in your care to access. This is a legal record of the care you have received. On discharge from the District Nursing Service, please return any written notes to the District Nursing Team.

An initial order of any dressing supplies or equipment will be arranged. It is important that sufficient supplies are available throughout your period of care, and you may be asked to order more as needed. This will be explained to you.

The District Nursing Team will discuss your discharge plan with you. This may include transfer to an alternative service more appropriate to meet any ongoing care needs.

We support the training of students and there may be times when the District Nursing Team member is accompanied by a student. The District Nursing Team will discuss with you if you are happy to have students visiting you.

## When is the District Nursing Service available?

The District Nursing Service is available from 8.00am to 6.30pm, seven days a week

Contact the District Nursing Service through the Single Point of Access (SPA) on **01865 903750**.

### **Outside these hours please contact 111**

The District Nursing Team will discuss with you your preferred time for visits and are able to offer you a morning or an afternoon visit. The District Nursing service is in great demand and has to respond to the highest priority of need on a daily basis. This sometimes means that your agreed visit will be delayed. We will endeavour to inform you of this where possible, and will visit you as soon as we can.

If you are expecting a visit and we have not arrived by 3pm, please contact the single point of access (SPA) who will contact us on your behalf.

If you are unable to keep your appointment or no longer need it please contact the single point of access (SPA) who will inform us.

## What we need from you

Please ensure the District Nursing Team member has a clean and safe area in which to work.

If you can provide liquid soap and a clean towel for the District Nursing Team member to use this is very helpful. This will help reduce the risk of infection.

It is important to maintain a safe and sterile area for many of the treatments delivered by the District Nursing Team, so we may ask for pets to be kept away from the immediate treatment area whilst we are caring for you.

## Complaints, concerns and compliments

The District Nursing Service wants to hear your feedback on our service. We'd be grateful if you could complete a patient feedback form (I Want Great Care) when requested.

If you have concerns, please raise them with the District Nursing Team at the earliest opportunity and we can discuss and agree how to resolve these with you promptly.

Or if you would prefer, contact the Patient Advice and Liaison Service (PALS) on Freephone **0800 328 7971**.

## DAISY Awards

If you have a compliment about one of the nurses or received outstanding care, you can nominate them for a DAISY award. The DAISY Award is an international recognition programme that honours and celebrates the skilful and compassionate care provided by nurses and midwives each day. To read more visit **[www.oxfordhealth.nhs.uk/daisy](http://www.oxfordhealth.nhs.uk/daisy)**

For paper copies of information and nomination forms, please phone **01865 903484**

Or email **[DAISYAwards@oxfordhealth.nhs.uk](mailto:DAISYAwards@oxfordhealth.nhs.uk)**



To nominate your nurse  
scan the QR code or visit

**[www.oxfordhealth.nhs.uk/daisy](http://www.oxfordhealth.nhs.uk/daisy)**



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



**NHS**  
Oxford Health  
NHS Foundation Trust

**NO EXCUSE  
FOR ABUSE**

**I'M JOHNSON**  
I am a healthcare professional. I treat everyone with dignity and respect and expect the same in return

**Please be kind & respect our staff**

-  Staff have the right to be treated with courtesy and respect
-  We take a **Zero Tolerance** approach to any harassment or abuse to staff
-  Staff may call for assistance if they are abused & offenders may be asked to leave

*Working together to deliver the best for our communities, our people & the environment*

**| Caring | Safe | Excellent |**

**MISSION**  
**VISION**  
**VALUES**

Outstanding care by an outstanding team

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: [EqualityandInclusion@oxfordhealth.nhs.uk](mailto:EqualityandInclusion@oxfordhealth.nhs.uk)

**Arabic** يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتنسيق مختلف.

**Bengali** আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।  
**Urdu** اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

**Chinese** 若要以其他語言或格式提供這些資訊，請與我們聯繫

**Polish** Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

**Portuguese** Queira contactar-nos se pretender as informações noutro idioma ou num formato diferente.

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