



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 clinical development leads and matrons for community nursing.

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

Matron for community nursing



Assistant practitioner or Nursing associate



Clinical development lead



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

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.

Please provide liquid soap and a towel for the District Nursing Team member to use. This will help reduce the risk of infection.

It is important to maintain a 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.

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

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

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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**



To nominate your nurse
scan the QR code or visit
www.oxfordhealth.nhs.uk/daisy



For paper copies of information and nomination forms, please phone **01865 903484** or email **DAISYAwards@oxfordhealth.nhs.uk**

Please feel free to record other useful information here

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: 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 noutra idioma ou num formato diferente.

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