



**Oxford Health**  
NHS Foundation Trust



District Nursing Service

# **Information for patients, relatives, and carers**

# Contents

Who are we? .....	3
How to recognise us .....	4
How can we support your care? .....	5
What can I expect?.....	6
When is service available?.....	7
What we need from you .....	8
Feedback .....	9
DAISY Awards .....	10
No excuse for abuse.....	11
Accessibility .....	12
Get in touch.....	12

# Who are we?

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
- ✓ Students

The teams are supported by senior nurses known as District Nursing Leads and Matrons for Community Nursing.

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

# How to recognise us

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

Matron for Community Nursing



District Nursing Leads



Team leader



Community staff nurse



Assistant Practitioner/Nursing Associate



Health Care Assistant



Student Nurse





## How can we support your care?

The District Nursing service, in partnership with other professionals, aim to:

- ✔ To support those who require nursing care 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 who need nursing care to support the management of their long-term conditions and illnesses.
- ✔ 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.
- ✔ To give health promotion 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.

As part of this you may be seen at home, or for certain procedures you may be asked to attend a District Nursing clinic locally to you.

Once your plan of care is agreed it will be recorded for all members of the District Nursing team involved in your care to access.

The team will be using mobile phones, iPad tablets and laptops to access your electronic patient record for this purpose.

This is a legal record of the care you have received.

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 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 903 750.

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.

## **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.



# Feedback

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 these with you before they escalate and become harder to overcome.

Or if you would prefer, our Patient Advice and Liaison Service (PALS) provides advice and support to patients, families, and carers, helping to resolve any problems, concerns, or complaints you may have.

Phone            0800 328 7971

Email            PALS@oxfordhealth.nhs.uk

## 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 call 01865 903 484 or email [DAISYAwards@oxfordhealth.nhs.uk](mailto:DAISYAwards@oxfordhealth.nhs.uk)

# No excuse for abuse

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

Please be kind and respect our staff.

- i** Staff have the right to be treated with courtesy and respect.
- i** Staff may leave the premises during their appointment with you if they are abused
- i** We take a zero tolerance approach to any harrassment or abuse of staff.

# Accessibility

Patient information leaflets are available on our website:  
[www.oxfordhealth.nhs.uk/leaflets](http://www.oxfordhealth.nhs.uk/leaflets)

## Get in touch

Address           Oxford Health NHS Foundation Trust  
                      Trust Headquarters  
                      Littlemore Mental Health Centre  
                      Sandford Road, Oxford OX4 4XN

Phone             01865 901 000

Email             enquiries@oxfordhealth.nhs.uk

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

Become a member of our foundation trust: [www.ohfnhs.uk/membership](http://www.ohfnhs.uk/membership)

Support Oxford Health Charity, making a difference to patients, their families and staff who care for them: [www.oxfordhealth.charity](http://www.oxfordhealth.charity)