Your team

Team name: .................................................................
District nurse: ..............................................................
Contact number: ...........................................................
Welcome to the District Nursing Service

District nurses are qualified registered nurses with specialist training. We lead a team of registered nurses, healthcare assistants, community nursing assistants and student nurses.

We work in partnership with patients, carers, GPs and other social care teams to provide high quality nursing care and advice to adults with an acute or chronic illness who are temporarily or permanently housebound.

We operate 365 days a year from 8.00am – 6.00pm. If required, a twilight service can be offered which operates until 12.30am.

We have an open system of referral. This means that you can refer yourself or, with your consent, somebody else can refer you, for example, a GP, practice nurse, family member, carer or the hospital.

How will we contact you?

We will contact you by telephone to agree a day for your visit. If you need an interpreter, please tell us at this time so we can arrange this.

A two-hour time slot for visits can be arranged if requested.

Planning your care

With your consent a member of the District Nursing Team will come to your home to see what your health needs are. A record of this will be left in your home. We will talk with you about the right type of support you need to help you to continue to live independently within your own home whenever possible.

No decision will be made about you without your direct involvement and consent. Once your care is complete we will discharge you or refer you to another service, for example, the practice nurse.

We will always show you our ID badge and if we forget to do so, it is ok to ask us to show it.
What can the District Nursing Service offer you?

We can offer you professional advice and support to help you to live as independently as possible.

We provide many specialist nursing skills including:

- End of life care
- Wound care
- Advice on promoting and maintaining a healthy lifestyle
- Assessment of equipment needs
- Administration of non-oral medication

We would be happy to talk to you about any of these in more detail. We want every contact with you to count.

How you can help us

You can help us by:

- Notifying us if your circumstances change and you are able to attend a clinic or your GP practice.
- Providing us with clean hand-washing facilities.
- Not smoking whilst the nurses are visiting.
- Putting family pets away whilst the nurses are visiting.
- Notifying us if any of the equipment we have provided is faulty or no longer needed.
- Returning your notes to the district nurses once your treatment is complete and you have been discharged.
- Notifying us in advance, if for any reason you won’t be at home for your planned visit.

If you need to cancel a visit, please call our 24-hour message service on 01895 234001.

We train nursing students who may accompany your district nurse. If you would prefer students not to be present, please tell your district nurse.

Support for carers

If you are caring for a relative or friend we can help you by giving advice, information and teaching, or referring you to others who can help.
Why do we work with other services?
By working closely with other community services, professionals and voluntary organisations, we will be able to support you fully at home. Some of the services we work with include:
• Specialist nurses for continence, end of life care, diabetes, stoma care, heart failure, wound care
• GPs, practice nurses and community matrons
• Physiotherapists, podiatrists
• Mental health services
• Hospitals
• Social services.
We will only ever involve other professionals and share information about you with your consent.
If you are admitted to hospital while under our care, we may inform the hospital of the care you are receiving. This will make sure you can be discharged safely. Please let your district nurse know if you would prefer us not to inform the hospital about your care.

Data protection
Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality. As a healthcare provider we need to collect information about you; we will store this securely and ask for your permission to share information outside of the organisation. If you require further information please ask for a copy of our leaflet ‘Your information’.

Contact us
Please ring our 24-hour message service and speak to one of our call handlers on 01895 234001.

Tell us, we’re listening
Our staff want to know how they are doing. Tell us what you think at www.cnwl.nhs.uk/feedback and then we’ll know what we have to do.
If you are unhappy with our services, please speak to the service manager in the first instance. If this does not resolve your problem, please contact our Patient Support Service on 0300 013 4799 or at feedback.cnwl@nhs.net