

What we expect from you

Cardiff and Vale staff aims to treat everyone fairly and consistently, and with dignity and respect. In return, we hope that you will treat our staff in the same way, helping to ensure we are all free from undue stress and anxiety.

We continually strive to improve the quality of the services provided. Any comments, suggestions complaints or concerns from patients are welcomed as valuable feedback in maintaining and improving the quality of our service. Should you be worried about any aspect of your treatment, the District Nurse will gladly discuss the matter with you.

If you are not housebound, you will be expected to attend your GP Surgery or local Health Clinic for treatment.

Providing a safe working environment

Nurses have a professional duty of care to carry out hand hygiene in order to reduce the risk of infection. When the district nurses visit your home they will need to wash their hands before and after the care given. You are encouraged to question the nurses if they do not comply with the hand washing routine.

Please respect the nurse who takes care of you. Any physical/verbal violence or aggression towards our nurses will not be tolerated and may result in our not being able to provide care for you at home.

We also politely ask that you and/or your carers do not smoke in your home when the nurse is carrying out care for you.

Whilst we respect people's customs and differences, district nurses need to wear footwear in your home for health and safety reasons

If you have any pets, particularly dogs, who may be a threat please keep them under control when the district nurse visits. We would ask that they are kept safely in a different room during the nurse's visit for hygiene reasons.

The District Nursing Team who are responsible for your care is based at:

The District Nursing Service can be contacted via the COMMUNICATION HUB 24 hours a day on Tel No: 029 2044 4501

Please note, if you are calling this telephone number to ask the time the District Nurse will be calling, the operator **will not be in a position to confirm the actual time of your visit** as this can depend on the caseload of the District Nursing Team.



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Cardiff and Vale
University Health Board

District Nursing Service



PATIENT INFORMATION LEAFLET

What is the District Nursing Service?

District Nursing is a branch of the nursing profession which offers a healthcare service to people who are unable to visit the GP surgery and who need nursing care, advice and support due to being permanently or temporarily housebound. The aim of the District Nursing service is to enable each individual to maintain their own independence and achieve self care.

The District Nursing Team includes experienced nurses with a wide range of skills and abilities.

District Nurses work with GPs and their surgeries and also with other professionals such as hospital doctors, social workers, health visitors, therapists and hospital staff.

Whilst the majority of care is given in the patient's own home, District Nurses also visit Residential Homes and may run clinics in doctors' surgeries and Health Centres.

The District Nursing Service provides a 24-hours nursing service, 7 days a week. However, it is **not** an emergency service. In the event of an emergency, please contact your GP / Ambulance.

What the District Nursing Service can offer

Following a referral from hospital, your GP or another agency, a District Nurse will perform a health needs assessment with you and your carer at home to discuss the help that you need.

The service we provide may include:

- Wound Care
- Care at End of Life
- Bladder or bowel management
- Information or referrals to other community-based service

What you can expect from the District Nursing Service

- Care provided by a named nursing team.
- To be treated as an individual with respect, privacy and dignity.
- The date of your visits will be arranged by the district nurses according to your need. **The time of your visit can vary from day to day** and whilst we endeavour to provide continuity this cannot always be guaranteed.

Dressings, bandages etc may need to be prescribed by your GP / District Nurse.

An accurate record of your care will be documented electronically using a small portable computer, in addition to a paper record in the home. Sometimes it is necessary to share your information with other Health and Social Care professionals on your behalf.

Should you have any concerns regarding this, please speak to the nurse involved in your care.

We work in partnership with Marie Curie and George Thomas Hospices

Please note it is not the responsibility of the District Nurse to collect / deliver prescriptions.

The District Nursing Service has a small amount of equipment available. This equipment must be returned when your episode of care has finished. The District Nurse in charge of your care will arrange for equipment to be picked up when it is no longer required.