York and Scarborough Teaching Hospitals
NHS Foundation Trust

Community Nursing Service

Information for patients, relatives and carers

Contact us: Single Point of Access (SPA)

Phone: 01904 721200

Your Community Nursing Team contacts are:

ⓘ Please note the community nursing service is not an emergency service

If you have a medical emergency - call 999

If you need medical attention - contact your GP or call 111

The Community Nursing Service

We give nursing care for people with more complex health needs. We can see you at home or in a clinic.

We work with:

- You.
- Your family, carers or other people who support you.
- Health and social care professionals.
- Local community and voluntary groups.

Who can have home visits?

We can only visit people at home if they are housebound.

A person is housebound if a physical or mental health problem means they may not be able to leave their home.

You are not housebound if you can leave your home with help from family, friends or carers to attend places such as:

- Your GP surgery.
- The dentist.
- The hairdresser.
- Social or leisure activities.

Money or transport problems alone do not mean you can have home visits.

A qualified nurse will study your needs and decide if home visits are right. We will discuss this with you.

If your health improves and you are able to leave your home, your care will be transferred to your GP practice or a clinic.

About our team

Our Community Nursing Service includes District Nurses who have specialist training.

They work with a team that includes:

- Registered Nurses.
- Nurse Associates.
- Healthcare Assistants.

The service is provided by York and Scarborough Teaching Hospitals NHS Foundation Trust and covers:

- York.
- Selby which includes Tadcaster and Sherburn.
- North Ryedale & South Hambleton which includes Easingwold, Pickering and Kirkbymoorside.

What you can expect from us

Our Single Point of Access (SPA) team includes administrative staff who answer calls and pass messages to the nursing team.

A member of our team will talk to you, your family or carer to understand your needs and how we can help. We will involve you in decisions about your care.

We can help with:

- Preventing pressure ulcers (bed sores).
- Wound care.
- Care after an operation.
- Catheter care and continence support.
- Managing long-term conditions, such as diabetes.
- Giving medicines that are not taken by the mouth.
- End of life care and support for families.
- Falls prevention advice.
- Specialist nursing procedures.

We will:

- Care for you at home or in a clinic.
- Contact you in person, by phone or by video when needed.
- Give information and advice to you, your family and carers.
- Work with you to plan your care.
- Help you stay as healthy and independent as possible.
- Support you to manage your own care where appropriate, such as injections, catheter care or wound care.
- Review your care regularly.
- Help arrange support from other services if needed.
- Adapt your care if your needs change.

We will try to visit on planned days. Sometimes this can change because of unexpected circumstances.

Where possible, we will let you know when the visit will be re-arranged to, but this may not always be possible.

If you have not heard from us within 24 hours from when you were expecting us to visit, please contact SPA.

Respect and dignity

When we visit your home, we will:

- Treat you with kindness and respect.
- Respect your privacy and dignity.
- Keep your information safe.
- Share information only when needed for your care and, where possible, with your agreement.
- Introduce ourselves and explain who we are.
- Offer support and advice.

How you can help us

You can help by:

- Calling SPA on **01904 721200** if you need to cancel an appointment.
- Providing liquid soap and paper towels so we can clean our hands before caring for you.
- Collecting prescriptions needed for your care (your local pharmacy may offer delivery).
- Treating staff with respect. Verbal or physical abuse may lead to discharge from the service.

Pets

Please make sure pets are kept away from the area where care is being provided during our visit.

Smoking

To help protect our staff, please do not smoke during our visit. We may ask you to refrain from smoking prior to future visits.

Sharing your information

We sometimes share information with other healthcare services involved in your care. This helps us give safe and effective treatment.

If you would like more information, please speak to a member of the healthcare team.

Tell us what you think

We would love to hear about your experience of our service.

Please scan the QR code on the attached flyer to tell us what went well and how we can improve. Your feedback helps us give the best possible care for everyone.

Thank you for taking the time to share your views.

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email yhs-tr.patientexperienceteam@nhs.net.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website: www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/

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