



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Community Nursing Service

Information for patients, relatives and carers

ⓘ Please note the Community Nursing service is not an emergency service. In the event of medical emergency call 999

If you require medical attention please contact your GP or call 111

Single Point of Access (SPA) on 01904 721200

Your Community Nursing Team contacts are:

The Community Nursing Service

We provide high quality complex nursing care in your community by working with you, your carers, other health and social care professionals and the voluntary sector.

The Community Nursing Services are led by a District Nurse with a specialist qualification. The District Nurses lead a team of healthcare staff that includes: Registered Nurses and Health Care Assistants.

Community Nursing Services are provided by York and Scarborough Teaching Hospitals NHS Foundation Trust and covers the localities of York, Selby, North Ryedale, and South Hambleton.

What you can expect from us

A member of the Community Nursing Team will discuss with you, your family or carer to assess how we can help you with your health care needs. We will actively encourage you to be involved in your plan of care.

We provide nursing skills in the following:

- Pressure ulcer prevention.
- All levels of wound care.
- Post-operative care.
- Continence and catheter management including advice and support.
- Support with long term condition management, e.g. Diabetes care, bowel care and medication administration.
- Palliative/End of life care.
- Bereavement support.
- Advice on falls prevention.
- Specialist clinical procedures.

Planning Care Together

The Community Nursing Team will discuss and agree a plan of care with you.

We will:

- Care for you at home or in a designated clinic if appropriate.
- Support you, your family or carers with information and advice.
- Work with you to plan care around your health and social needs.
- Help you to live a healthier lifestyle and be as independent as possible.
- We will review your plan of care regularly in order to plan your discharge from the service.
- As your health care needs change, we may sign post you to other health care professionals for support or advice.

We are guests in your home, and we will:

- Treat you as an individual.
- Be respectful and value your privacy and dignity.
- Keep your personal information secure. We may need to share some information with other health agencies involved in your care with your consent.
- Offer support and advice.
- Introduce ourselves and say ‘Hello, my name is...’,

You can help us:

- If you need to cancel a visit, please contact SPA on 01904 721200.
- We need to use facilities to wash our hands before we care for you. Please make liquid soap and paper towels (kitchen roll) available.
- It is the responsibility of you or your carer to collect prescriptions. Your local pharmacy may offer a delivery service.
- We expect polite behaviour to all our workers. Verbal or physical aggression may result in exclusion from our service.

Pets

All pets must be removed or restrained whilst the visit is taking place.

Smoking

To protect the health of our staff we request that you do not smoke during our visit.

Your feedback

We would welcome your feedback on our service and care provided. You may be asked to provide feedback on your experience.

Sharing your information

We routinely share clinical information with other services where it is necessary to provide treatment. If you require more information, please contact your health professional.

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please let contact your Community nursing team.

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 pals@york.nhs.uk.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

Please telephone or email if you require this information in a different language or format, for example Braille, large print or audio.

如果你要求本資 不同的 或 式提供 , 電
或發電

Jeżeli niniejsze informacje potrzebne są w innym języku lub formacie, należy zadzwonić lub wysłać wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da formatta istiyorsanız lütfen telefon ediniz ya da e-posta gönderiniz

Telephone: 01904 725566

Email: access@york.nhs.uk

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