

## What we expect from you

The District Nursing Team 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. All comments are welcomed. You can discuss any concerns with the District Nurses.

If you are able to leave your house, you will be expected to visit your GP Practice or 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 should have hand hygiene facilities available, to reduce the risk of infection. In the event that liquid soap and paper towels are not available the nurses will use alcohol gel.

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We also ask that you and/or your carers do not smoke in your home when the nurse is carrying out care for you. If you or your carer smoke, you will be provided with a separate leaflet.

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, 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

## How to contact

Across the Health Board there are different referral modes to the District Nurse:

**Swansea** – Single Point of Access: 01792 343360.

**Neath Port Talbot** – Single Point of Access: 01639 862826.

**Bridgend** – via the GP Practice or District Nurse teams directly.



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# District Nursing Service

# PATIENT INFORMATION LEAFLET

## What is the District Nursing Service?

It is a branch of the nursing profession consisting of qualified District Nurses, Community Staff Nurses and Health Care Support Workers with a wide range of specialist skills. It offers a healthcare service to people who are unable to visit the GP surgery or community clinics and who need nursing care, advice and support due to being permanently or temporarily housebound. The service provides a 24 hours nursing service, 7 days a week. The aim of the District Nursing service is to enable all individuals to maintain their own independence and achieve self-care. The District Nurse will provide contact details for the out of hours service. It is **not** an emergency service. In the event of an emergency please contact 999.

## What the District Nursing Service can offer

Following a referral from your GP, hospital or another agency, the District Nurse will perform a health needs assessment with you and your relative/carer to discuss the support that you may need:

### The service we provide includes:

- Care at end of life
- Palliative care
- Bladder or bowel management
- Wound care
- Information or referrals to other community-based service
- Investigations such as blood tests
- Supporting patients with injections with a physical inability or when memory problems exist

## What you can expect from the District Nursing Service

- To be treated as an individual with respect, privacy and dignity.
- We will assess the frequency of your visit although times may vary.
- We will document a record of your care. Sometimes it is necessary to share your personal information with other Health and Social Care professionals. This will always comply with the General Data Protection Regulation 2018 (GDPR).
- We will order any equipment deemed necessary, which must be returned once no longer required. Your District Nurse will advise you of the correct number to use.