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# District Nursing

## About your District Nursing Team

**District nurses provide nursing care at home for patients who are unwell. We want to help you live independently, and support you through difficult times. This service is for you if your medical condition means you cannot attend your GP surgery, or if it is more appropriate to provide your treatment at home.**

As your condition improves, a nurse will assess you and help you to care for yourself. We will expect you to attend appointments at your GP surgery. While we realise it may be difficult for you to attend a surgery because you have no transport, we are unable to offer home visits for this reason alone. Neighbours, relatives and voluntary transport services may be able to help you attend your appointment.

The district nursing service operates 24 hours per day, 7 days per week. We are unable to offer timed visits unless your treatment needs to be provided at specific times.

The district nursing team consists of a district nursing sister or charge nurse, senior community staff nurses, community staff nurses, assistant practitioners and health care support workers.

Your care will be undertaken by the most appropriate person in the team and this may vary from visit to visit. Student nurses may accompany a team member with your consent.

### How to recognise a member of your District Nursing Team

All members of the District Nursing Team wear a uniform and an identification badge bearing the Cumbria Partnership Foundation Trust name, photographic ID, name and role.

The nurse who visits you will show you their identification badge before entering your home. If the nurse does not have an identification badge, please do not let them in.

### What you can expect from us

- Help with your return to health and independence
- Support for you, your family and carers through illness at home
- Work with other agencies, for example homecare agencies, to provide your care
- A professional, compassionate service treating you with dignity and respect
- Assistance with a safe, early discharge from hospital
- Prevention of unnecessary hospital admissions where possible
- Care delivered in the most appropriate place.

### What we expect from you in return

**Our safety:** We expect to work in an environment that is safe and free from abuse.



**Hand washing:** If you can, please give our nurses access to warm running water, liquid soap and paper towels or clean towels. The nurse may also use their own hand gel to disinfect their hands.

**Pets:** Where possible, please remove all pets from the room where your care is to be provided, and at all times during a clinical procedure, to be safe.

**Smoking:** To protect our staff from second-hand smoke, we ask patients and other people not to smoke while staff are visiting.

**Storage:** Please provide adequate safe storage for any equipment and dressings you need.

**Prescriptions:** Please arrange for dressings and prescriptions to be collected from the pharmacy so that they are available for the nurse's visit.

**Drugs:** You or your carer are responsible for the safe disposal of drugs, medications and dressings which remain in your property when they are no longer required.

**Moving and handling:** To promote safety for patients and staff we do not lift patients manually. If your movement is restricted, we will help you move using a hoist or other moving and handling equipment.

## Sharing information

**Your medical record held by your GP:** To provide you with a better service, we may ask for your consent to view your **medical** record. This will enable nurses to see what medication you are currently taking, see details of any recent relevant medical problems, and see the results of any recent blood tests.

Once your treatment has been completed and you are discharged from the district nursing service, we will no longer be able to access your medical records.

**Your nursing record:** When we visit you at home, we will leave your **nursing** record with you. This contains details of how to access the district nursing service, records of visits, records of treatments, medications and dressings

Please look after this carefully and return it to the district nursing team when you no longer require the visits. The contents of these records are confidential between you, the nursing service and any other health professional involved in your care. We will not share them without your consent.

## Contact us [ if not included elsewhere]

This factsheet has been produced by the ..... service.

Your ..... team is based at

.....

Telephone:

.....

## Confidentiality

**‘The Trust’s vision is to keep your information safe in our hands.’**

We promise to use your information fairly and legally, and in-line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time.

For further information contact the Information Governance Team on 01228 608998 or email [Information.Governance@cumbria.nhs.uk](mailto:Information.Governance@cumbria.nhs.uk)

## Feedback

We appreciate and encourage feedback, which helps us to improve our services. If you have any comments, compliments or complaints to make about your care, please contact the Patient Experience Team.

Email: [PET@cumbria.nhs.uk](mailto:PET@cumbria.nhs.uk) Tel: 01228 602128 Freephone: 0800 633 5547

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call:

**01228 603890**

E: [communications.helpdesk@cumbria.nhs.uk](mailto:communications.helpdesk@cumbria.nhs.uk)

Or write to Engagement and Communications  
Voreda House | Portland Place | Penrith | CA11 7QQ



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