District Nursing
Service Information

The District Nursing services provide 24 hour care, 365 days per year. To contact your District Nurse between 8:30am - 5pm, Monday - Friday please call:

North Tel: 01752 436716
East Tel: 01752 434546
South Tel: 01752 434851
West Tel: 01752 434423

For out of hours, weekends or bank holidays call Devon Doctors: 01392 269475

If generally unwell call 111. For emergencies call 999.

We support people to lead independent, healthy lives.
Introduction
Our aim is to ensure you receive care from the right person with the right skills at the right time.

District Nursing Teams care for patients who are **housebound**. A definition of a housebound person is an individual who is unable to leave the house without significant assistance.

When your health or mobility improves the District Nursing Team will refer you back to the care of the practice nurse or a more appropriate service, however this will be discussed with you.

The District Nursing Team work as part of a multidisciplinary team which includes you, your Doctor, Occupational Therapist and Physiotherapist, Adult Social Care, general and community hospitals, local hospices and voluntary agencies. This list is not exhaustive and other services may support the multidisciplinary approach to your care.

District Nursing Service
Our work is both preventative and supportive and we aim to provide holistic quality, safe and effective care by following national and local policies, procedures and care pathways. We seek to empower patients and their carers and offer you support to reach optimum health and promote independence.

The Community Nursing Service provides:

- Comprehensive Holistic assessment
- Wound Management (Including Pressure ulcer management /Leg ulcer management)
- Medication, assessment and support
- Continence Management
- Diabetes Management and treatment
- Palliative and End of Life Care
- Phlebotomy
- A range of diagnostic test for those on case load
- Ear Care
- Health Promotion/Education
What you can expect

• You will receive personalised individual care
• We will act as your advocate where appropriate
• You and your carers will be included in the planning process
• Your privacy and dignity will be respected
• All information will be confidential

What we would ask for

• We would ask for facilities to wash our hands
• We may need to request that pets are not present in the room on visits for safety and hygiene purposes
• As your condition improves the expectation that we will refer you back to your GP surgery or clinic setting
• Politeness: the Organisation has a zero tolerance policy to aggressive and abusive behaviour
• A smoke free environment, the nurse may ask you to stop smoking during their visit, or ask you to move to another smoke free room
• That you respect that we are required to adhere to Health and Safety protocols whilst undertaking your care
• Your consent to treat and to share information with other health professionals
• Livewell Southwest is committed to improve patient care and we would ask you support service feedback where appropriate
• Alternatively you can make any recommendation or raise any concerns via the Livewell Southwest Customer Service Department (details in pack)
Nurse Identification
All staff employed by Livewell Southwest will have their name and role clearly visible on their clinical uniform and carry appropriate identification.

Identifying Staff

- Modern Matron
- Team Manager
- Sister/Charge Nurse
- Registered Nurse
- Assistant Practitioner
- Nursing Associate/Student Nursing Associate
- Healthcare Assistant
- Phlebotomist