

Plymouth District Nursing Service



Our office opening hours are 08:30 - 17:00,
Monday to Friday (excluding Bank Holidays)

North: 01752 436716



East: 01752 434546



South: 01752 434851



West: 01752 434423



Caseload Holder:

Outside of these hours, on weekends or bank holidays
please contact 111. If you are already known to the
District Nursing service please inform the NHS 111 Call
Handler if your visit is for a new or existing condition.

If generally unwell call 111. For emergencies call 999.

Introduction

The district nursing service visit adults who are considered **housebound**.

To be housebound means to be unable to leave your residence without significant assistance.

Sometimes being housebound is only temporary.

If your health or situation changes whilst receiving care and you are no longer housebound, the district nursing service may refer you to another service for onward provision of support.

The care you receive will be personalised. This means that you (and those you wish to be involved) will be asked what you'd like to achieve. Together, we will agree a plan to tailor your treatment towards achieving the desired goal.

Due to the nature of our work we are not always able to guarantee timed visits.

When necessary, the district nursing team will work in collaboration with other services to meet your needs. For this to happen, you will be asked to consent to information sharing.

Information gathered will be confidential and shared only with your consent (apart from in exceptional circumstances).

Your privacy and dignity will always be respected.

Our expectations

- Politeness – Livewell Southwest has a **zero-tolerance** policy to aggressive and abusive behaviour towards its staff.
- We would ask for facilities to wash our hands and a clean space to work within.
- We may need to request that pets are not present in the room on visits (for safety and hygiene purposes).
- A smoke free environment – you will be asked to move to another smoke free room (if possible). If this is not possible, we will agree to contact you prior to visiting to request no further smoking and for ventilation.
- That you respect that we are required to adhere to health and safety protocols whilst undertaking your care. This is to protect our staff as well as yourself.
- Your consent to treatment – and consideration to consent to share information with other services involved in your care.
- Livewell Southwest is committed to improve patient care and we will ask you to provide 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



**Practice Lead/
Modern Matron**



**Team Manager/
DN Specialist**



**Sister/Charge
Nurse**



**Registered
Nurse**



**Assistant
Practitioner**



**Nursing Associate/
Student Nursing
Associate**



**Healthcare
Assistant**



Phlebotomist

We support people to lead independent, healthy lives