

# Wellbeing Lower Limb Service

## Service Information



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

**Tel: 01752 434209**

Email (routine enquiries only):  
[livewell.wellbeinglowerlimbservice@nhs.net](mailto:livewell.wellbeinglowerlimbservice@nhs.net)

Outside of these hours, on weekends or bank holidays  
please contact 111. If you are already known to the  
District Nursing Treatment Clinic 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.**

## Who are we?

We are a friendly team of Healthcare Assistants, Assistant Practitioners, Nursing Associates and Registered Nurses that are here to help you manage the care of your lower legs.

We use current evidence-based practice to give you the best possible advice and treatment in the care of your legs. We are currently working with NHS England to implement the National Wound Care Strategy Programme Recommendations for Lower Limb Ulcers 2020.

## Why have I been referred?

Your healthcare professional will refer you to us if you have an open wound between the knee and the ankle joint that are slow to heal - this is called a leg ulcer. You may also have issues with leg swelling, fluid leakage or changes to the condition of your skin.

## What can I expect?

You will be offered a 90-minute initial appointment to enable a thorough, holistic assessment during which we will ask for general information about your health, wellbeing and lifestyle, your past medical history and the history of your leg problems. Please bring a list of medication with you.

We will examine your legs and assess your circulation by carrying out a Doppler assessment. This involves a blood pressure cuff being placed around your arm and legs and helps us to provide you with a diagnosis.

Please wear loose fitting clothes and shoes where possible, as this will allow us to undertake our assessments with minimal disruption.

## How will my legs be treated?

We will create an individualised care plan with you to suit your needs. We may recommend dressings, bandages, Velcro wrap systems or compression socks to aid your healing. We work closely with other specialist teams such as Podiatry, Tissue Viability and Vascular and will discuss any further referrals, scans or treatment you may require.

When your legs are healed, we encourage you to attend every 6-12 months to review your circulation, the condition of your legs and check you're in the most suitable compression garments for your needs and replace with new as required. We are also on hand should you develop any new wounds.

## What is the Minuteful for Wound app?

Thanks to 'Healthy.io' we are now able to photograph and measure your wound in a standardised way. We will apply a sticker next to your wound and use a smartphone to take a scan. It helps us to keep a close eye on the progress of your wound healing and quickly identify any signs of deterioration, whilst ensuring continuity of your care.

## Tell me more about the free wellbeing sessions...

We are very lucky to be able to offer you a free 6-week wellbeing programme run by the fantastic team from Marjons. Following our pilot study of attendees, we evidenced an improvement in how quickly ulcers healed and a reduction in the rates that ulcers happened again.

In these 1-hour small group sessions you will be offered tailored advice on a healthy balanced diet, gentle exercise within your abilities and support with your mental wellbeing, which we know is important for ulcer healing.

## Can I self-care?

We promote the option of self-caring for your wounds, wherever possible, to reduce your need to attend appointments and so that you can manage your condition better in the future. We are happy to discuss this with you when you attend and whether you'd like to do virtual consultations on the Livewell Southwest Connect smartphone app.

## Our clinics

The Wellbeing Lower Limb Service have appointments at clinics across Plymouth, South Hams and West Devon. You will be offered the most appropriate appointment for you based on availability and your care plan requirements. Please note we are an appointment only service.

## What we ask for

- Politeness: the organisation has a zero-tolerance policy to aggressive and abusive behavior
- 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)

## Useful information

[www.legsmatter.org](http://www.legsmatter.org)

[www.mediuk.co.uk/shop](http://www.mediuk.co.uk/shop)

Download the Livewell Southwest Connect app. Search for “Leg Ulcer Service”.

## Nurse Identification

All staff employed by Livewell Southwest will have their name and role clearly visible on their clinical uniform and carry appropriate identification.



**Practice Lead**



**Team  
Manager**



**Sister/Charge  
Nurse**



**Registered  
Nurse**



**Assistant  
Practitioner**



**Nursing Associate/  
Student Nursing  
Associate**



**Healthcare  
Assistant**



**Phlebotomist**

*We support people to lead independent, healthy lives*