

## District Nursing Service Luton

**Supporting you at home with your nursing needs.**



Co-produced in partnership with  
people who use our services



## What is the district nursing service?

Our district nursing service provides nursing treatment and care to the housebound population in Luton. We provide care for patients with a wide range of medical conditions and aim whenever possible, to promote independence and encourage self care.

Our team work closely with all of the services involved in your care, to help you stay well and living comfortably at home.

## How does it work?

We will receive a referral from a healthcare professional which is measured against the service criteria. Patients are unable to self refer unless previously known to service and remain housebound. When the referral is accepted, a district nurse will contact you by phone to confirm a visit date.

On the first visit a plan of care will be discussed and agreed with you regarding your care.

Your district nurse will work very closely with your GP (GPs can see our documentation on shared records if consent is in place) and can call on other relevant local health care teams (e.g. diabetes/tissue viability/palliative care/community matrons). Much of the work involves coordinating your care, to provide as smooth a passage as possible through the healthcare system. Currently no reports are done by district nurses.

Your district nurse will visit you regularly at home, unless the visit requires a specific time. They will make a thorough clinical assessment of your condition to allow them to identify any problems early and give advice on the best course of treatment. Once the course of treatment is complete, you will be discharged from our service and advised of future care plans, (including referral to another healthcare team, if appropriate).

**The service is available  
24 hours a day, 7 days a week**

**Please call: 0333 405 3000**

## Going into hospital?

If you are admitted to hospital please take the pink notes folder with you and, if possible let the service know. Your district nurse will then talk to the integrated discharge team to ensure that hospital staff are informed of your care plan. They will then work closely with the hospital, to make sure that your return home is planned efficiently.

## Getting the right medication?

Our district nursing service also works with pharmacy technicians. The pharmacy technician may, if requested, visit you to review the medication you are taking, advise you on any side-effects and answer any questions you may have.

The pharmacy technician can work with you to make sure you understand your medications and how and when to take them.

## Dressing, medication and equipment?

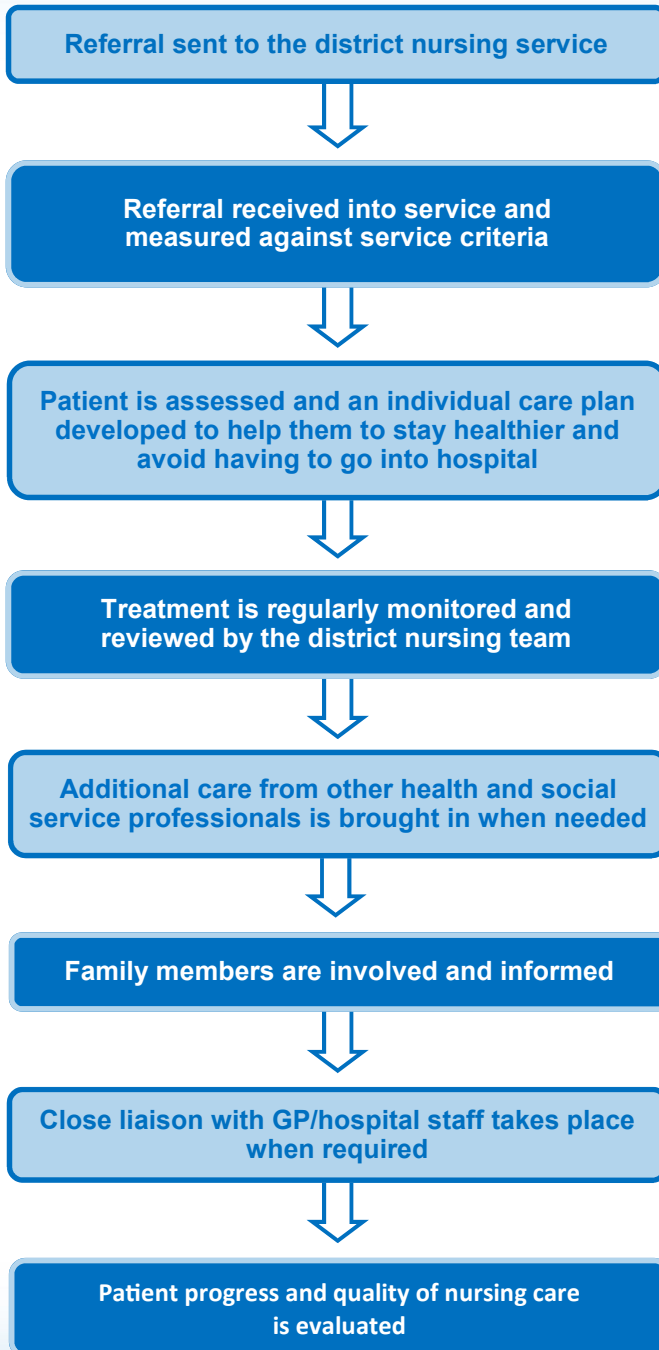
Our district nursing service does not transport medication. Pharmacy or family members will collect or deliver. Your district nurse will bring dressings except specialist dressings, and will advise of this.

Dressings and medication supplies requested by the nurse will become your property as a patient and cannot be removed by the nurse when treatment is complete. Your local chemist will receive any unused stock.

The nurse will estimate the quantity of dressings/medication required when requesting a GP prescription.

Pressure Relieving - Your district nurse will order from the supplier. Hospital beds/hoist/sling/bed rails for poorly patients or on going care would be accessed by occupational therapist.

# District Nursing Service



## Working with relatives and friends?

The district nurse will involve your family and carer(s) with any treatment that you are receiving and will encourage them to participate in your care where possible.

Education will be given so that you can both recognise signs and symptoms that could lead to a worsening of your condition, and advise you how and when to contact a healthcare professional.

The district nurse can also give you information on the best way to deal with your symptoms and refer you to a specialist service if needed. They also can share details of the support groups that are available to you, your family and carer(s).



Members of the District Nursing Team

## Supporting students?

As a teaching organisation, we often provide practice placements for health care students including GPs. This requires your consent and can be discussed with you during your visit. Consent shall be recorded in your patient notes on our system.

Students are integral to patient care and can practice their skills under the supervision of Trust staff.

## What can I expect:

Your district nurse will visit you regularly at home, unless the visit requires a specific time. They will make a thorough clinical assessment of your condition to allow them to identify any problems early and give advice on the best course of treatment.

Your named nurse may not be available at every visit, but they will oversee your on-going care and will be your first point of contact if you have a query.

Once the course of treatment is complete, you will be discharged from the service and advised as to future care plans (including referral to another healthcare team, if appropriate).

### **District Nursing Service**

Catheter specialist nurse operates from Luton Treatment Centre in the community for patients who are able to leave their homes and require catheter care.

## How can I identify my healthcare staff?

All our staff carry a photo identity card which should be visible at all times. Staff will be wearing a uniform and they will introduce themselves so you know who they are. Please check a persons identity before letting them into your home.

## Our safety

Please ensure our staff can work easily and safely in your home.

- Pets should be under control or removed from the room during the visit if possible.
- Please do not smoke in any of the rooms the nurse may be working in an hour prior to your visit. If you want any advise on stopping smoking please ask the visiting nurse.
- Our staff have a zero tolerance policy on behaviour towards staff that affects their safety, wellbeing and health.

## Our Feedback Survey

Patients and families can give feedback on our service through our survey <https://bit.ly/3yzOcvG> When completing the survey please select Integrated District Nursing from the team/ward drop down menu.

Here's some examples of the feedback we've received:

**"We never had district nurses before, first time experience, he was impressed."**

**"Over twenty months of weekly treatment, the various clinicians who carried out the dressing on my leg have been extremely efficient, friendly and comforting."**

**"Everything was done really professionally, she was very good."**

**"I thought it was amazing."**

**"I think extremely good, yes I am quite happy with it. I can't fault it at all in any way whatsoever."**

## For further information about this service contact:

The District Nursing Team  
The Poynt, Units 2-3  
Poynters Road  
Luton, LU4 0LA

Tel: : 0333 405 3000

If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

To find out how we use what we know about you (Privacy Notice) or how to access our buildings (AccessAble), please visit [www.cambscommunityservices.nhs.uk](http://www.cambscommunityservices.nhs.uk) and follow the links or please contact us.



If you have any compliments about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on 0300 131 1000 (charges may apply depending on your network) or email: [ccs-tr.pals@nhs.net](mailto:ccs-tr.pals@nhs.net).

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.