

Discharge

When your treatment or care is complete, you will be discharged from the District Nursing Team and given advice on who to contact in the event of any further problems or concerns. In most cases this is likely to be your GP Surgery or Practice.

On completion of your episode of care, the nursing records are to be returned to the Community nursing service as they are the property of Hywel Dda University Health Board. In the event that this does not happen please return them to your GP practice who can ensure they are returned accordingly.

Translation Services

If you require translation services of this document in another language, braille or larger print, please contact your district nursing team. Please also let your nurse know if you would prefer to be seen by a Welsh speaking nurse.

Working safely

All district nurses have a professional duty of care to follow infection prevention and control precautions including the use of personal protective equipment. When the district nurse visits your home, they will need to use your facilities to wash their hands before and after the care given. If you feel the nurse should wash their hands, please do ask them.

Feedback

We also want to hear from you about your experiences of receiving care and treatment from your district nursing team. If you wish to provide feedback through our patient experience survey, please either use the QR code below to complete the survey online or let your district nurse know and they will be able to provide you with a paper copy of the survey or arrange for someone to contact you to complete over the phone.



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Patient Information: Your District Nursing Service

To contact the service out of hours, please telephone: NHS Direct on 111

The service operates 7 days a week (365 days a year) from 9am – 5pm.

To contact your district nursing team please call

0300 303 8322

What is a district nurse?

A district nurse is part of our community nursing service and works in a district nursing team. District nurses work closely with your GP (General Practitioner) and other professionals such as your practice nurse and hospital doctors.

What does the service provide?

District nurses offer a healthcare service to people who are unable to visit the GP surgery and who need nursing care, advice, and support due to being permanently or temporarily housebound. Your district nursing team will support you to manage your condition to maintain your own independence and encourage you to learn self-care techniques whenever possible.

Who is the service for?

Any person aged 16 years or over, predominantly house bound and have a nursing need.

A district nurse may be able to visit you if you are not housebound, however this will only be in special circumstances and the decision will be based on professional judgement and your personal circumstances.

What will happen if I need a District Nurse?

Your GP, the hospital or another agency will refer you to the service. You will be contacted by the team and a district nurse will then visit you at home and carry out a holistic nursing assessment.

Our district nurses will visit you between the hours of 8am and 6pm. While we will try to provide you with a time frame to expect a visit, this may not always be possible.

What can I expect from the service?

- Be informed of who your district nursing team is and how to contact them
- Be treated as an individual with respect, privacy, compassion, and dignity, regardless of your culture, ethnicity, gender, or religion

- Be told if information is shared on your behalf with other health and social care professionals who are already known to you.

- Receive a full holistic patient assessment and receive high quality nursing care.

What is expected from me?

Please make us aware of any considerations to visiting you in your home, these may include access codes, access limitations, any hazards, or risks. If you have any pets, particularly dogs who may be a threat please keep ensure they are kept safely in a different room during the nurse's visits. We also politely ask that nobody smokes in your home when the nurse is carrying out care for you. There may be occasions when nurses need to visit in pairs. Similarly, if you wish to have someone with you during nursing procedures, please inform the nurse.