



The Dudley Group
NHS Foundation Trust

District Nursing

Who we are and how we can help

Patient Information Leaflet

Home visits

These are only for patients who are deemed as housebound for medical reasons.

If you are able to attend other appointments e.g. the optician, hairdresser etc, if you are able to get out to do shopping, visit family and friends; then you will be expected to attend your surgery and will not be classed as housebound.

Who we are and how we can help:

Working in collaboration with other services

Our District Nursing teams work collaboratively with General Practitioner's, Hospitals, Social Services and other Health Care teams involved in our patients care. We also work closely with physiotherapists, occupational therapists, palliative care and other specialist health care professionals to provide care to meet a wide range of health care needs.



Dudley District Nursing Teams and Locations and contact numbers:

Brierley Hill – Brierley Hill Health and Social Care Centre – 01384 321484.

Kingswinford - Brierley Hill Health and Social Care Centre – 01384 321506.

Dudley and Netherton – St James Medical Practice – 01384 366833.

Coseley, Sedgley and Gornal – Ladies Walk Practise – 01384 321402.

Stourbridge, Lye and Wollescote – Stourbridge Health and Social Care Centre – 01384 323179/01384 323766.

Halesowen – Halesowen Health Centre – 0121 602 8833.

Out of Hours Service – 01384 456111 Russells Hall Hospital Switchboard,

The District Nursing teams can be contacted directly

Monday to Friday between 8am – 6pm.

Please note, due to the nature of the service provision you may need to leave a message on the answer phone and staff will contact you at their earliest convenience.

After 5.30pm until 8am, please contact Russells Hall Hospital switch board on 01384 456111

On weekends and bank holidays please contact Russells Hall Hospital switch board on 01384 456111

Who we are and what we offer:

The Dudley Group NHS Foundation Trust District Nursing service is comprised of District Nurses, Community Nurses, Nurse Associates and Health Care Assistants who are able to provide:

- Wound care, pressure ulcer, leg ulcer management and prevention advice.
- Health promotion and self-care management.
- Post operative care.
- Support end of life care.
- Administer injectable medication such as insulin when you (or your carer) are unable to do so yourself (we aim to promote your independence to self-administer).
- Promotion of continence for patients on our caseload.
- Complex long-term conditions.
- Advice to families and carers .
- Enteral feeding tubes.

Who is the service for?

The service is available for housebound patients aged 18 years and above registered with a Dudley GP. If the person being referred to the District Nursing Service can attend any other appointments without significant

assistance (e.g.,: using ambulance transport), then they are not classed as housebound. This would include residents in care homes.

Exclusion criteria

Exclusion criteria is non-housebound patients, patients not registered with a Dudley GP and patients who are under the age of 18.

Hours of operation

Day staff: 8am - 6pm

Out of hours service: 5.30pm – 8.15am

Referral Process

Your referrer has been provided with information about how to refer you to the District Nursing service including a copy of or referral form.

What will happen after referrals are received?

Referrals will be reviewed and triaged based on information given. This will determine when you will be

seen. There are no set dates or times given for visits unless they are medication-based visits where a time is scheduled. We will work with you to develop a personalised care plan and support you to achieve the best outcome, promoting your independence and self-care and identifying with you the most appropriate interventions. We are also able to refer you to other services to support you in specific areas.

Referral response times

All referrals to the service are prioritised.

- Urgent.
- Non-Urgent.
- Routine.

The response time will be determined by a qualified clinician.

Please note that the service is for planned care and does not see emergency cases.

For compliments or for complaints please contact Patient Advice And Liaison Services (PALS).

Available Monday to Friday 9am - 5pm.

Telephone – 0800 073 0510 or 01384 244420.

Email - dgft.pals@nhs.net.

While we are in your home

For everyone's health and safety, please make sure any pets are secured before a member of the team visits. We also ask you to make sure no one is smoking in the room where care is being delivered. Please note that we are not responsible to dispose of any rubbish whilst we are in your home.

We care: Please treat us with respect

We work for the NHS because we want to care for you. We will always treat you with respect, kindness and compassion.

Your safety and the safety of our colleagues is our top priority, If staff are subjected to abuse or violent behaviour, we can refuse treatment and take further

action. Our organisation operates a zero tolerance approach to all such incidents.

Discharge Criteria

We will discharge you once you no longer have a nursing need or when your needs can be more appropriately met by another service, or when you are no longer housebound or registered with a Dudley GP.

Your primary healthcare provider is still able to contact the District Nursing Service for further support if required.

Dudley District Nursing Service is a 24-hour service providing care to housebound patients only.

If we have concerns about your welfare and are unable to gain access to your property to care for you, it is our responsibility to escalate to ensure you are safe and well this may result in contacting the Police who may then need to force entry into your property.

Patient read and understood:

Signed _____

Date _____

If you have any questions, or if there is anything you do not understand about this leaflet, please contact:

Russells Hall Hospital switchboard number: 01384 456111

This leaflet can be downloaded or printed from:

<http://dgft.nhs.uk/services-and-wards/>

If you have any feedback on this patient information leaflet, please email dgft.patient.information@nhs.net

This leaflet can be made available in large print, audio version and in other languages, please call 0800 073 0510.

للحصول على هذه النشرة بحجم أكبر، وعلى شكل إصدار صوتي و بلغات أخرى، الرجاء الاتصال بالرقم 08000730510.

此宣传单可提供大字版本、音频版本和其它语言版本，请拨打电话：0800 073 0510。

Ulotka dostępna jest również w dużym druku, wersji audio lub w innym języku. W tym celu zadzwoń pod numer 0800 073 0510.

ਇਹ ਪਰਚਾ ਵੱਡੇ ਅੱਖਰਾਂ, ਬੋਲ ਕੇ ਰੀਕਾਰਡ ਕੀਤਾ ਹੋਇਆ ਅਤੇ ਦੂਸਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਾਪਤ ਹੋ ਸਕਦਾ ਹੈ, 0800 073 0510 ਤੇ ਫੋਨ ਕਰੋ ਜੀ।

Aceasta broșura poate fi pusă la dispoziție tipărită cu caractere mari, versiune audio sau în alte limbi, pentru acest lucru vă rugăm să sunați la 0800 073 0510.

یہ کتابچہ آپ کو بڑے حروف کی لکھائی، سمعی صورت اور دیگر زبانوں میں مہیا کیا جا سکتا ہے۔ براہ کرم مہربانی فون نمبر 08000730510 پر رابطہ کریں۔