



**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 genuinely housebound for medical reasons.**

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

## Who we are and how we can help.

### Working in collaboration into 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 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 1730 until 0800 please contact Russell's Hall switch board on 01384 456111

On weekends and bank holidays please contact Russell's Hall 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 Assistant 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 18 years old and above registered with a Dudley GP. If the person being referred to the District Nursing Service is able to attend any other appointments without significant assistance ( ie: 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, Under the age of 18.

## **Hours of operation**

Day staff 8am-6pm

Out of hours Service – 5.30pm-815am

## **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](mailto: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.

### **Changes in your circumstances:**

Please inform your district nursing team via the telephone number on this leaflet if there is a change in your circumstances, so that they can update their records.

e.g.

- You are moving out of the Dudley Borough
- You are moving into a care home or nursing home
- You are going into hospital for planned treatment
- You are in hospital (please ask your carer/relevant other to make contact)
- (carers/relatives) If there is any change in your relatives status that would not require the district nurses to visit



## 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:

**Contact details here**

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](mailto: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 va rugăm sunați la 0800 073 0510.

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