



York and Scarborough  
Teaching Hospitals  
NHS Foundation Trust

# Community Nursing Service

Information for patients, relatives and carers

ⓘ Please note the Community Nursing service is  
not an emergency service.

In the event of medical emergency call 999

If you require medical attention,  
please contact your GP or call 111

Single Point of Access (SPA) on 01904 721200

Your Community Nursing Team contacts are:

# **The Community Nursing Service**

We provide high quality complex nursing care in your home or in clinic settings by working with you, those that care for you, other health and social care professionals and the voluntary sector.

We can only visit patients who are housebound. This is somebody who is unable to leave their home environment due to a physical or psychological illness. You are not housebound if you are able to leave your home environment with minimal assistance from others e.g., family, friends, or carers to attend the doctor, dentist, hairdresser, or leisure venues. You will be individually assessed by a qualified nurse to determine your eligibility for home nursing visits, this will be based on individual need and clinical judgement and discussed with you. As your health improves and you are no longer housebound, we will require you to attend GP practice or clinic settings.

The Community Nursing Services are led by a District Nurse with a specialist qualification. The District Nurses lead a team of healthcare staff which includes Registered Nurses, Nurse Associates and Health Care Assistants.

Community Nursing Services are provided by York and Scarborough Teaching Hospitals NHS Foundation Trust and covers the localities of York, Selby, North Ryedale, and South Hambleton.

## **What you can expect from us**

A member of the Community Nursing Team will discuss with you, your family or carer to assess how we can help with your health care needs. We will actively encourage you to be involved in your plan of care.

### **We provide nursing skills in the following:**

- pressure ulcer prevention.
- all levels of wound care.
- post-operative care.
- continence and catheter management including advice and support.
- support with long term condition management, e.g., Diabetes care, bowel care and medication administration.
- palliative, end of life care and bereavement support.
- advice on falls prevention.
- specialist clinical procedures.

# Planning Care Together

The Community Nursing Team will discuss and agree a plan of care with you.

## **We will:**

- care for you at home or in a designated clinic. Our contact may include face to face, telephone or video consultations.
- support you, your family or carers with information and advice.
- work with you to plan care around your health and social needs.
- help you to live a healthier lifestyle and be as independent as possible.
- review your plan of care regularly in order to plan your discharge from the service, signpost you to other health care professionals.
- support or advice as your health care needs change

We will endeavour to visit on the days we plan with you however, if circumstances change, we will contact you to inform you of this and re-schedule your visit or appointment.

## **We are guests in your home, and we will:**

- treat you as an individual.
- be respectful and value your privacy and dignity.
- keep your personal information secure. We may need to share some information with other health agencies involved in your care with your consent.
- offer support and advice.
- introduce ourselves and say ‘Hello, my name is...’,

## **You can help us by:**

- contacting SPA on 01904 721200 to cancel a visit or appointment.
- making liquid soap and paper towels (kitchen roll) available so we can wash our hands before we care for you.
- collecting prescriptions required for your care. Your local pharmacy may offer a delivery service.
- refraining from any verbal or physical aggression as this may result in exclusion from our service.

## **Pets**

All pets must be removed or restrained whilst the visit is taking place.

## **Smoking**

To protect the health of our staff we request that you refrain from smoking at least 30 minutes prior to and during the visit.

## **Your feedback**

We would welcome your feedback on our service and care provided. You may be asked to provide feedback on your experience.

## **Sharing your information**

We routinely share clinical information with other services where it is necessary to provide treatment. If you require more information, please contact your health professional.

## **Tell us what you think of this leaflet**

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact your community nursing team.

## **Teaching, training and research**

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

## **Patient Advice and Liaison Service (PALS)**

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email [pals@york.nhs.uk](mailto:pals@york.nhs.uk).

An answer phone is available out of hours.

# Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:

[www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/](http://www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/)

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