

Contact details for your District Nurses

Your District Nursing team are:

Your District Nursing Team are based at

Telephone Contact Details

We have a 24 hour District Nursing Service that can be contacted at any time via the Single Point of Access on:

01274 256131

During the day 8am- 5pm care is delivered by the District Nursing team attached to your GP surgery.

From 5pm-8am the Out of Hours team provide District Nursing Care across Bradford and Airedale, the team are based in Bradford.

Bradford District Care Trust
New Mill Victoria Road
Saltaire West Yorkshire
BD18 3LD

Tel 01274 228300
www.bdct.nhs.uk

Feedback

Bradford District Care Trust is keen to hear the views of service users and carers. Your feedback helps us to continually improve our services and ensure we provide high quality care in partnership with those who use the service.

If you would like to feedback around your District Nursing service, please visit the link below, select Community Nursing and then the relevant District Nursing team.

<http://bdct.iwgc.net>

A Guide to your District Nursing Service

A leaflet for patients, carers and relatives



You & Your Care

www.bdct.nhs.uk

Who are the District Nursing Team?

- The team is led by a District Nurse who has undertaken additional training to become a community specialist practitioner.
- The District Nurse leads and supports a team of qualified staff nurses, health care support workers and student nurses who may also visit you at your home.
- The core values of the District Nursing Team are:
Care delivering a consistently high quality of care in a timely and professional manner.
Compassion giving care through relationships based on empathy, kindness, respect and dignity.
Competence having the knowledge and skills and competency to deliver the highest standard of care for our patients and carers
Communication listening and shared decision making supporting 'no decision about me without me'.
Courage enabling us to do the right thing, being bold when we have good ideas and the confidence to speak out when things are wrong.
Commitment empowering patients we commit to improving health outcomes.

Who is the service for?

Anyone who is aged 16 or older and has a specific nursing need. It is mainly for the housebound and people whose care is most appropriately delivered in their home. As part of the treatment plan patients may be asked to attend health centres or clinics, as and when their condition allows.

Where do District Nurses provide care?

District Nurses provide nursing care and support for patients in a range of settings:

- in your home
- in a residential home
- in another community setting

What does the District Nursing service aim to do?

- To work in partnership with patients, carers and relatives.
- Provide individualised nursing care specific to your nursing need.
- To work with other care providers in providing seamless integrated individualised care.
- Help people to maintain their independence in managing their healthcare needs.
(District Nurses are not responsible for the collection of prescriptions).

Who can refer to the District Nursing Service?

- Anyone can refer into the District Nursing Service- there is an open referral system. Doctors, hospitals and other health and social care providers are the most common referrers to our teams.

- We have a criteria which we use when people are referred to us to ensure that our team is the most suitable to provide your care need or if other services may be more appropriate

Carers

Carers who are family and friends may play a key role in supporting and enabling individuals to stay active and maintain wellbeing. Elements of care may be undertaken by these carers in agreement with you following a full and comprehensive assessment of need by your District Nurse. Agreements and specific training around your care needs will be undertaken by your District Nurse and other appropriate specialists when required.

If you have or are a carer, someone who supports a person in their daily activities please speak to your District Nurse about a carers assessment.

Your Safety

- All District Nursing Staff wear identity badges. Please check a persons identity before letting them into your home.

Our Safety

Please ensure that 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 rooms the nurse may be working in for one hour prior to your visit. If you want any advice on stopping smoking please ask the visiting nurse.
- BDCT have a zero tolerance to violence and aggression towards staff that affects their safety, wellbeing or health.

Confidentiality

- You will be given your own record of care, these will contain information about you and your care. Please keep the records safe and secure and available for each visit.
- At the end of the an episode of care any notes and equipment will be collected.

Sometimes it may be necessary to share information about you with other health care professionals. This will only be done with you consent and permission

We would encourage you to tell us about your service as it supports us in providing better services in the future, if you feel that you have a complaint or compliment please speak to your District Nurse in the first instance. If you feel that you need to speak to someone further please contact:

Patient and advice and liaison service (PALS): 01274 237555