

## Supporting services

- General Practitioners
- Night Nursing Team
- Palliative Care Teams
- Marie Curie Day and Night Service
- Continence Services
- Tissue Viability Services
- Community Matrons
- Intermediate and Rehabilitation Services
- Occupational and Physiotherapy Services
- Social Care Services
- Mental Health Services
- Community Hospitals
- Home Equipment Services
- Care Agencies, Care Homes and Day Centers
- National and Voluntary Services

## Compliments and complaints

We endeavour to provide evidence-based quality nursing care at all times. Your feedback is important to us to continue to improve our service. You can pass comments regarding our services to:

### Your District Nurse Team

### Customer Service Team

Sentinel House  
4–6 Nuffield Road  
Poole, Dorset  
BH17 0RB  
Telephone: (01202) 277024 / 277025  
or email: [customerservices@dhuft.nhs.uk](mailto:customerservices@dhuft.nhs.uk)

### Patient Advice and Liaison Service

Telephone: 08005874997  
or email: [PALS@dhuft.nhs.uk](mailto:PALS@dhuft.nhs.uk)

## Contacts

Your District Nursing team is based at:  
**Frederick Treves House, Dorchester**

For **non urgent** messages please use this number:  
**01305 361212**

For **urgent** messages please call your GP surgery when it is open on:  
**01305 262886 (Queens Avenue Surgery)**  
**01305 250989 (Prince of Wales)**  
**01305 251128 (Poundbury)**

For **urgent** messages when your GP surgery is closed please call:  
**07789 271903**

The information in this leaflet is available in additional languages and alternative formats. Please contact the Trust for further details.

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# Dorset District Nursing Service

**Courage, Community**  
**Caring, Excellence, Quality**  
**Compassion**  
**Listening, Understanding**  
**Communication**  
**Skilled, Expertise**  
**Commitment, Competence**



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🌐 [www.dorsethealthcare.nhs.uk](http://www.dorsethealthcare.nhs.uk)

**Information**  
for patients,  
relatives and carers

**Excellence**  
**Compassion**  
**Expertise**

## Nursing in the Community

District Nurses are highly-skilled registered nurses who have undertaken a specialist qualification in community nursing. The District Nursing Team includes Registered Community Staff Nurses who can provide skilled, complex nursing care and Community Healthcare Assistants who support Registered Nurses with specific aspects of nursing care.

Registered Nurses have a responsibility for training and planning learning experiences for Student Nurses. Student Nurses may accompany staff on their visits and participate in nursing care with your agreement.

## Response times

The District Nursing Service has an agreed variety of response times. They are not an emergency service but will respond within the following time frames:

**Urgent:** within 2 to 4 hours (e.g. symptom control, blocked catheter)

**Non Urgent:** usually within 24 hours (e.g. by-passing catheters, constipation, wound management)

**Planned:** routine visits (e.g. changing dressings, hospital discharges, continence)

## Eligibility for home nursing

Home nursing will be provided to patients who are housebound, that is; those who require medical transport to enable them to leave their home. We also visit patients where either their diagnosis or the nursing procedure means that home is the best place for the care to take place.

## Access to home nursing

Access can be via our supporting services and acute hospitals. Self referral and requests from family, friends and carers can be made, and will be assessed for appropriateness. The patient, where able, must give permission before they are referred.

## Your responsibilities

Please let the nursing team know if you are not going to be available when your visit is due.

It remains your responsibility to ensure that dressings and medications are available for the home visit.

Please ensure that you provide liquid soap and a clean towel / paper towel or kitchen roll for hand washing.

We expect all staff to be treated with courtesy and respect at all times. We ask that patients or others in the home do not smoke during the nurse's visit and that any pets be secured away from the area of care before the nurse arrives.

## Your personalised nursing care

You will be asked for consent to share information with your GP, specialist nurse or others who support your health and social needs. All your confidential information will be kept securely and only essential information shared.

The team will undertake a holistic assessment of your health needs. This may mean referral to a more appropriate service if required.

A basic folder outlining nursing care plans will be left in your home and can be shared with other people or agencies who visit you to support your health needs.

The nurses will aim to actively involve you or your significant others in the nursing care that is planned following assessment. The nurse will consider your preferences within the constraints of available resources.

The nursing team will aim to work with you and your significant others to maximise your independence. This may include signposting you to other services to meet your needs.

The nurses will provide your planned care, support, information and advice to minimise complications associated with any health problems that you have. We aim to put you at the centre of what we do to ensure that you have a say in your care.