

For further information about this service contact:

The District Nursing Team  
The Poynt, Units 2-3  
Poynters Road  
Luton, LU4 0LA

Tel: : 0333 405 3000



## District Nursing Service Luton

### Helping People to Maintain Independence

If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

If you have any compliments about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on 0300 131 1000 (charges may apply depending on your network) or email: [ccs-tr.pals@nhs.net](mailto:ccs-tr.pals@nhs.net).

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.



## What is the District Nursing Service?

The District Nursing (DN) Service provides nursing treatment and care to the housebound population of Luton. The District Nursing team work closely with all the services involved in your care, to help you stay well and living comfortably at home. The District Nursing Service provides care for patients with a wide range of medical conditions and aims whenever possible, to promote independence and encourage self care.

## How does it work?

A referral from a health care professional is received into the service and is measured against the service criteria. When the referral is accepted, a district nurse will contact the patient by phone to confirm a visit date. On the first visit a plan of care will be discussed and agreed with the individual regarding their care.



Your District Nurse will work very closely with your GP and can call on other members of the local health care teams (e.g. Community Matrons, MacMillan Nurses and Physiotherapists) if you need extra support. Much of the work involves coordinating your care, to provide as smooth a passage as possible through the healthcare system.

Your DN will visit you regularly at home offering an AM or PM visit, unless the visit requires a specific time. They will make a thorough clinical assessment of your condition, to allow them to identify any problems early and give advice on the best course of treatment. Once the course of treatment is complete, you will be discharged from the service or referred to another member of the healthcare team, if appropriate.

## Quality of service?

In order to ensure we are continually improving the service that we are offering, questionnaires will be sent to both you, and to your family, so that you can tell us about your experience of the District Nursing service. Please return them to your nurse in the envelope provided.

**The service is available  
24 hours a day, 7 days a week**

**Please call: 0333 405 3000**

## Help and Advice?

### How to contact PALS at Cambridgeshire Community Services NHS Trust?

We are available Monday to Friday, not including public holidays, 9am to 5pm. Outside of these hours we have an answer machine. Please leave your name and full telephone number including dialling code and we will get back in touch as soon as we can. Your views count and your experience matters to us.

### **FREEPOST: RTGA-CTLG-SCKH**

Complaints Team (supported by Serco)  
Unit 3, Meadow Park  
Meadow Lane  
St Ives  
Cambs  
PE27 4LG

**Tel:** 0300 131 1000

**Email:** [CCS-TR.PALS@nhs.net](mailto:CCS-TR.PALS@nhs.net)

### What if something has gone wrong?

PALS can assist you to raise concerns, guide you into the NHS Complaint Procedure or give you information about Independent Advocacy Services.

**Email:** [ccs.complaints@nhs.net](mailto:ccs.complaints@nhs.net)

### NHS 111

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.

## Going into hospital?

If you are admitted to hospital please take the pink notes folder with you and, if possible let the service know. Your District Nurse will then communicate with the staff either in person or by phone to ensure that hospital staff, as well as your family or carers(s), are fully informed of your needs. They will then work closely with the hospital, to make sure that your return home is planned efficiently.



## Getting the right medication?

The District Nursing Service also works with pharmacy technicians. The pharmacy technician may, if requested, visit you to review the medicines you are taking, advise you on any side-effects and answer any questions you may have. The pharmacy technician can work with you to make sure you understand your medications and how and when to take them.

## Dressing and medication?

Dressing and medication supplies requested by the nurse will become the patient's property and cannot be removed by the nurse when treatment is complete. Your local chemist will receive any unused stock. The nurse will estimate the quantity of dressings/medication required when requesting a GP prescription.



# District Nursing Service



## Working with relatives and friends?

The District Nurse will involve your family and carers with any treatment that you are receiving and will encourage them to participate in your care where possible. Education will be given so that you can both recognise signs and symptoms that could lead to a worsening of your condition, and advise you how and when to contact a healthcare professional. The District Nurse can also give you information on the best way to deal with the symptoms of your illness, and tell you about the support groups that are available to you and your carer(s).



## Supporting students?

As a teaching organisation, we often provide practice placements for health care students. Students are integral to the patient care and practice their skills, under the supervision of Trust staff. If you would prefer them not to take part in your treatment provision, please inform your nurse. This will not affect the quality of care you receive.