

You will be given your own care record which will contain information about you. This helps the Nurse to provide the care you need. Please keep this record safe as it belongs to the Western Trust and have available at each nursing visit.

## Discharges

Once your care is complete and you no longer require community nurses you will be discharged from the service. This will be planned with you.

You will be discharged from the district nursing service when:

- Your treatment is complete
- You can attend the Treatment room/ other clinical setting to have your nursing needs met

## Translation Services

If you require translation services of a copy of this document in another language, braille or larger print, please contact your District Nurse.

## Feedback

We welcome any suggestion you may have as it supports us in providing a better District Nursing Service in the future.

The Western Trust has a Complaints Policy which is available at [www.westerntrust.hscni.net](http://www.westerntrust.hscni.net) or ask your District Nurse.

Your District Nursing Team is based at:

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To contact your District Nursing Team please telephone:

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**Monday – Friday, 9am – 5pm**

To contact the District Nursing Service at the weekend or on a Bank Holiday please telephone Western Urgent Care on: **028 71865195**

# District Nursing Service

## Patient Information Leaflet



## Who are the District Nurses?

District Nursing is a service within the Primary Care and Older People's Directorate of the Western Trust. This service provides safe and effective evidenced based care to people in their own homes who cannot attend any other facility to have their nursing needs met.

All District Nursing Teams are led by a Registered Nurse called a District Nursing Sister or Charge Nurse who has undertaken additional training to become a Community Specialist Practitioner. They lead a team of Staff Nurses, Health Care Assistants, and Student Nurses. All members of the District Nursing Team carry a photo identity card so please feel free to ask if required.

## Who is this service for?

Any person aged 16 years or over, house bound and have a nursing need. It is also for those people whose care is most appropriately delivered in their home or community setting.

**The service operates 7 days a week (365 days a year) from 9am – 5pm.**

## Who can refer you to the District Nursing Service?

Referrals are accepted from patients, family members, carers, GPs and all health care professionals.



All referrals must be submitted via the Western Trust's Referral Management Application system. Contact number: **028 7186 4399**  
The service is **not** an emergency service and all our calls are prioritised according to need.

## What can you expect from us?

The nurse will carry out an assessment of your nursing needs with your permission and deliver the high quality nursing care you require in a timely and professional manner. Throughout your care you will be treated with dignity and your right to privacy, respect and confidentiality will be ensured.

## What can we expect from you?

The Western Trust has a Zero Tolerance policy to protect staff. We would ask that you treat our team with courtesy and respect. Pets should be kept under control and not in the same room while the nurse is visiting.

## What services do we provide?

The District nursing service plays a key role in supporting independence, and provides skilled nursing which is tailored to the needs of each patient and can include:

- Provision of health education and support, allowing patients to be responsible for their own health
- Highly skilled care to those who have palliative/end of life nursing needs
- Support and treatment for patients with chronic diseases
- Advice and the supply of equipment to promote independence and/or comfort
- Nursing care and advice after your operation
- Prevention of hospital admissions/readmissions
- Referral to other services if required