District Nursing Service
An information guide
District Nursing Service

Who are we?
The district nursing teams in North Manchester are led by qualified nurses who have undertaken additional training to gain community specialist practitioner (district nurse) status. Within the teams there are staff nurses, clinical support workers, student nurses and an assistant practitioner.

We provide skilled nursing care at home and in residential care homes, 24 hours a day/365 days a year for patients and families. We also provide clinic based treatment room services 6 days a week.

The district nursing team offer a range of high quality clinical interventions for people aged 16 and over registered with a North Manchester GP. The district nursing service works in partnership with specialist nursing teams, GPs and multi-agency teams to coordinate your care as required, referring to other agencies with your consent.

We have a key role in the care of people with life-threatening illnesses, this includes support to patients, families and carers in the last year of life, with intensive support during the last few weeks of life, especially in relation to pain and symptom relief, enabling patients to die in their preferred place, at home.

Our work includes: rehabilitation following illness, wound care, healthy lifestyle advice, care after surgery, catheter care, continence and bowel care, support and treatment for people suffering with long term conditions and promoting independence. We also have a role in prevention, (for example pressure sore prevention) and will work with patients and families in providing education so that patients can manage their own care plan, enabling them to be independent.
How to access the service?

You may be referred by another professional e.g, on discharge from hospital, or by your GP, and we will contact you following this referral to discuss appropriate treatment plans. You can also self refer to the district nursing service.

You may be offered an appointment at the local treatment room, a home visit may be arranged or you may be referred to another health professional depending on the clinical need identified.

District nursing team telephone numbers

Out of hours service 17:30-08:00
0161 795 4567- (please ask for night district nurse)

Day Teams
Blackley team 0161 861 2405/2417
Cornerstones 0161 230 2220
Cheetham 0161 202 8763
Harpurhey 0161 861 2437/2441
Victoria Mill 0161 861 2505

Your team is: ________________________________
Service response times

The team will prioritise your home visit or treatment room appointment using the following criteria:

**URGENT**: this could include end of life patients who want to be cared for at home, indwelling urethral catheter problems and visits that could prevent a hospital admission.

**NON – URGENT**: access within 24 – 48 hours; this includes acute and chronic wound management, postoperative patients and injections.

**ROUTINE**: access within 5 days; for example; bereavement visits, blood tests and continence assessments.
What will happen during the first visit?

As part of your assessment the district nurse will:
• record personal details including your relevant medical history and the medication that you take

• discuss details about the referral and clinical issues that you are experiencing

• undertake a complete nursing assessment. Please note that this may include an examination of the area that is causing you a problem and so you will need to be dressed appropriately

• discuss goals with you and make a treatment plan, which will be individually tailored care that you and your carer have been involved in planning. A copy will be retained in your home (this remains the property of the Trust)

• offer advice and support to enable you to manage your own health needs if you are able.
Follow up visits

After your initial assessment and agreed care plan you will be assigned a named district nurse who is responsible for your care, however, you will be cared for by members of the whole team.

Discharge

You will be discharged from the service when:

• your treatment has been completed
• you can start attending the treatment room or your GP practice
• you are referred on to another service

Working together: what we need from you

In order to minimise cross-infection nurses are required to wash their hands before and after consultation. Please provide liquid soap and paper towels/kitchen roll and ensure that the sink is clear.

We need to work in a smoke-free environment. If you smoke, please refrain from smoking around the time you expect the nurse to visit, and ventilate the room.

As employees of the Pennine Acute Trust, we follow a ‘zero tolerance’ approach towards aggression, violence and verbal abuse. We are aware that it can be stressful and frustrating when ill health can mean you rely on the district nurses, so let us know of any problems you are having and we can have a chat and address them early. Ask to speak to the team leader or district nursing sister who are only too happy to help.

If you have any pets, then please remove them from the room you are going to receive your treatment in.
Other services you may need

District nurses provide nursing care, if patients have non-nursing care needs these will need to be met by families and carers, or through the support of other services.

<table>
<thead>
<tr>
<th>Patient Need</th>
<th>Appropriate Service</th>
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<tbody>
<tr>
<td>People who needs assistance with personal hygiene due to limited mobility and dexterity</td>
<td>Social care</td>
</tr>
<tr>
<td></td>
<td>Contact Number: 0161-234-5001</td>
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<tr>
<td>Equipment referral where no nursing needs are identified.</td>
<td>Contact Centre</td>
</tr>
<tr>
<td></td>
<td>0161-255-8250</td>
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<tr>
<td>Annual diabetic and health screening, routine vaccinations</td>
<td>Your own GP</td>
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<tr>
<td>Routine collection of prescriptions and assistance with opening of tablet bottles</td>
<td>Community Pharmacist.</td>
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<tr>
<td>To ensure routine medication is taken and administration of eye drops.</td>
<td>Family or social care if already involved.</td>
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<tr>
<td>Cutting of toe nails</td>
<td>Podiatry service if patient is at high risk of foot problems eg; vascular problems or some diabetic patients. Contact :0161-861-2400</td>
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Please ask any member of the team any questions you may have and we will do our best to answer them.
If English is not your first language and you need help, please contact the Ethnic Health Team on 0161 627 8770

For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897

For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service

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