

- The Community Matron Service is not an emergency service. If you become significantly unwell, contact your Doctor, or **ring 111. For emergency assistance and to request an ambulance ring 999**
- All information will be confidential. If you wish us to talk to your relatives you will have to give permission prior to us talking to them.
- We will share information with other professionals as required to plan your care. Your consent will always be sought prior to any onward referrals being made as part of your care plan.

All staff carry Photo Identification badges



<http://www.torbayandsouthdevon.nhs.uk/>



Torbay and South Devon NHS Foundation Trust



@TSDFT_NHS

Ref: May 2017

This document can be available in other languages and formats. For more information telephone 01803 219700

Torbay and South Devon **NHS**

NHS Foundation Trust



PATIENT INFORMATION

Community Matron

Service Information



Name:

Tel No:

Monday—Friday 09.00—17.00

(excluding Bank Holidays)

Out of these hours ring 111 (for help and advice)

Working with you, for you

Introduction

The aim of the service is to improve the management of long-term conditions and reduce unnecessary hospital admissions whilst improving quality of life.

Community Matrons are Registered Nurses who have an in-depth knowledge of long term health conditions and complex health and social care needs.

The Community Matrons work as part of a multidisciplinary team to co-ordinate your care. Your care needs may be discussed with your consent at the multi-professional meeting.

We assist Service Users by providing information you will need to manage your long term health conditions.

The duration of time you will be seen by the Community Matron will depend upon your health needs.

Our work is both preventative and supportive and we aim to provide quality, safe and effective care by following national and local policies, procedures and care pathways.

We would ask for:

- Facilities to wash our hands
- For any pets to be removed during our visit
- A smoke free environment
-

We seek to empower patients and their carers by providing education and support to maximise independence and promote self care.

The services provided by the Community Matron are:

- Complex nursing and health needs assessment to formulate an individualised care plan specifically for you
- Monitoring of your health problem and physical changes that may predict a deterioration or improvement in your condition
- Management of long term conditions and making a plan for when you are unwell
- Review of medications and treatments
- Supply of equipment and devices
- Initiate tests and investigations
- Providing education, training and advice on your specific health needs
- Co-ordination of services and professionals involved in your care to optimise how you are feeling or managing at home
- Supporting you when your condition changes
- The Community Matron service will work closely with your Doctor to manage your care