

# Community Nursing

## Service information



## ... Community Nursing Team



**A 24/7 service**

**Day contact No:**

**Night Contact No:**

*Working with you, for you*

## SERVICE INFORMATION

**The Trust's purpose is to provide safe, high quality health and social care at the right time, in the right place to support the people of Torbay and South Devon to live their lives to the full.**

The aim of the Community Nursing service is to provide 24/7 skilled nursing care to housebound patients. The service works collaboratively with GPs, Community Matron, Occupational Therapist, Physiotherapist, Social Services, Voluntary Agencies, local Hospices, Acute Hospitals and Community Hospitals, commonly known as a Multi-disciplinary Team (MDT), to ensure positive outcomes.

- A patient will be deemed to be housebound when they are unable to leave their home environment through physical illness.
- An individual will not be eligible for a home visit if they are able to leave their home environment on their own or with minimal assistance to visit public or social recreational public services (including shopping).

When assessed as no longer housebound and still requiring care you will be asked to attend local community venues for your care , e.g. GP surgery/clinics.

We seek to empower housebound patients to self-care when appropriate to do so and ensure support is available to carers from relevant agencies.

Our work is both preventative and supportive and we aim to provide quality, safe and effective care.

**When visiting your home it would be greatly appreciated if you would not smoke during our visit, if pets could be put in another room and we have suitable hand washing facilities (liquid soap and paper towels).**

## **This is a summary of the services provided by the Community Nursing Teams which are aimed to:**

- Support you to improve your health and well-being aided by relevant agencies.
- Assess your health needs to understand the skilled care required and necessary for you to reach your optimum level of independence.
- Provide relevant support in the management of long term conditions to enable self-care/independence where possible.
- Provide care for the management of wounds which can be simple or complex. Where deemed necessary referred to specialists in this field.
- Provide expert palliative care to improve the quality of life of your relative and family facing the problems associated with life-threatening illness.
- Continence assessment to help you receive the care necessary to maintain your dignity.
- Safeguarding Adults; this is where you may need help if you are unable to protect yourself against significant harm or exploitation.

**ALL STAFF CARRY IDENTIFICATION BADGES TO SHOW-  
WHO THE MEMBER OF STAFF IS AND THE NHS ORGANISA-  
TION; IT SHOULD BE SHOWN WHEN VISITING**

If you have any compliments or concerns regarding the care you are receiving then we would be pleased to hear from you. The Trust has an Engagement and Feedback Team who deal with:

#### Patient Advice & Liaison (PALS)

- Compliments
- Concerns & Comments
- Complaints

**The number to contact is 01803 655743**



**Partners in Care**



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