

Out of hours Communities Nurses are here to help and support Patients and their Carers.

Before you call our team consider the following:

- **Is the request urgent requiring overnight assistance?**
- ***If you are able to* what can you do to help yourself?**

Urinary Catheter:

Catheters can be problematic in frequently blocking or bypassing. Dehydration and constipation is a common cause.

Ensure you drink well. Between 2 and 3 litres a day unless directed otherwise by your GP.

Before calling a nurse to assist make the following checks:

- Drink plenty of fluid and see if your catheter starts to drain.
- Check the catheter tubing is not kinked and the bag is not folded.
- If able change the leg bag and apply a new one.
- Check the catheter is not squashed in the StatLock.

- Have you changed the position recently?
- Have you got a spare catheter available? Please ensure it is available when we visit.
- If still no drainage or bypassing after completing the above then please call and we can assist.

Bowel Care:

- Are you eating and drinking well?
- Have you taken laxatives?
- When did you last have your bowels open?
- How often do you usually go to the toilet?

Dressings:

- Do you have any spare dressings provided by your nursing team?
- Skin tears – can you put a clean damp cloth/flannel over wound until we can get to you.
- Residential Homes: Is a skin tear pack available?

End of life patients:

- Is there a TEP form?
- Is there a Just in case bag available? We may need to ask you some questions about this.
- Please have available when we call.

Verification of expected death:

- We will need to ask you some questions at this difficult time to identify whether you will require a nurse or doctor to verify death. You must call the palliative care line on 0845 5049113 to get the most timely response.
- If you are able to please have the following ready when we call.
- Patient diagnosis.
- When was the patient last seen or had a video consultation with a GP?
- Is there a TEP form?
- Has the patient had any recent surgery or falls?

These are the most common things we deal with. However, any nursing need you have out of hours, do not hesitate to contact us, even if just for advice, we are here to help.

Contact details

**Out of Hours
Community Nursing
Operating between the
hours of
19:00 – 07:00
(7 days a week)**

**For referrals call 111
or Devon Doctors on
01392 269475**

**Palliative care number
0845 5049113**

 TorbayAndSouthDevonFT

 @TorbaySDevonNHS

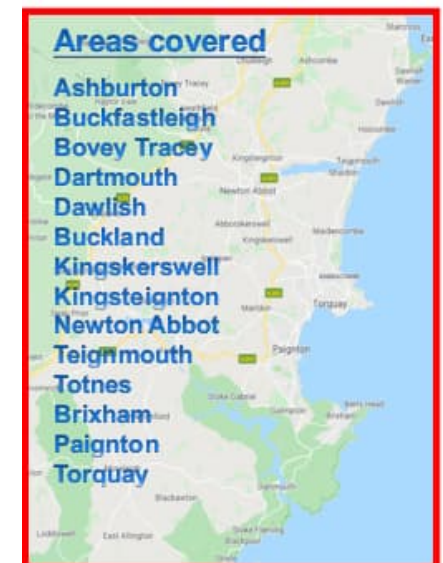
www.torbayandsouthdevon.nhs.uk/

For further assistance or to receive this information in a different format, please contact the department which created this leaflet.

PATIENT INFORMATION

Out of Hours Community Nurses

Information for patients
and carers



Working with you, for you