Useful numbers and further information

**Bexley Social Services**  
General Enquiries  
020 8303 7777  
www.bexley.gov.uk/socialcare

**Age UK Bexley**  
020 8300 0883  
www.ageuk.org.uk/bexley

**Keep warm, keep well**  
‘Information and advice’  
www.nhs.uk/Livewell/  
winterhealth/Pages/  
KeepWarmKeepWell.aspx

**Carers’ Support Bexley**  
020 8302 8011  
www.carerssupport.org

**Contact Us**  
If you or a relative wish to make a referral, ask a question or get a message to your nursing team, please telephone our Central Access Team on 020 8320 3550  
Email: Oxl-tr.  
CentralAccessTeam@nhs.net

**The District Nursing Service**  
runs from 8am – 11pm  
Monday to Sunday.

**Night Nursing Service**  
11pm – 8am  
Monday to Sunday.

Patient advisory and liaison services

**You can phone us on**  
Freephone 0800 917 7159  
(landlines only - mobiles will be charged)

**You can write to us at**  
Patient Advice and Liaison Service  
Oxleas NHS Foundation Trust  
Pinewood House  
Pinewood Place  
Dartford  
Kent  
DA2 7WG

**You can email us at**  
pals@oxleas.nhs.uk

**Opening times**  
Monday – Friday  
9am – 4pm

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@oxleasNHS

Like us on Facebook  
facebook.com/oxleasNHS

oxleas.nhs.uk

Feb 2016
Your District Nursing Team

Our district nurses are registered nurses with specialist training. Each district nursing team includes:

Who we see
We provide nursing care to all adults aged 18 and over, who are housebound and are registered with a Bexley GP, in their own home or residential care home.
You will be considered to be housebound when you are unable to leave your home environment through physical and/or psychological illness. As your condition improves your care will be transferred back to your GP at your surgery.

How you can access the service
You can:
- Self-refer via the Central Access Team on 020 8320 3550
- Be referred by your GP or Practice Nurse
- Be referred by the hospital
- Be referred by all health and social care professionals
- Be referred by family or carers
What you can expect from us
We will:
• Help you to live as independently as possible at home
• Always work in partnership with you, your family, carers and other health and social care professionals, including your GP to provide the best possible care
• Treat you as an individual and deliver your care with respect, in privacy and with dignity
• Work with you to develop an individual care plan around your health and social care needs
• Support you, your family or carer with information and advice and refer to other services as required

Working together
We are guests in your home and we will:
• Be polite and helpful
• Keep your personal information secure. We may need to share some information with other professionals involved in your care with your consent
• Wear a uniform and carry a photo identity badge. It’s ok to ask us to see our badges

You can help us:
• If you need to cancel a visit, please contact the Central Access Team on 020 8320 3550
• We expect to work in surroundings that are smoke-free, safe and free from abuse
• Please put animals away safely during the nurse’s visit, if requested by the nurse
• Please leave external lights on for evening visits, where possible
• We need to use facilities to wash our hands before we care for you. If possible, please make liquid soap and paper towels (kitchen roll) available
• It is the responsibility of you, your family or your carer to collect and return if necessary, any prescriptions. Your local chemist may offer a delivery service
• We train nursing students, who may help with your care. If you would prefer students not to be involved, please talk to your nurse

We provide:
• Wound prevention, assessment and management
• Post-operative care
• Medication management
• Long-term conditions management
• Stoma care
• Catheter care
• End of life/palliative care, including care for terminally ill patients
• Bereavement visits and referrals to other agencies
• Health education, promotion and advice about how you can care for yourself
Your opinion matters

We are committed to providing the highest standards of care, so we welcome your views on the services we provide. If you would like to comment, make a suggestion or make a complaint, please speak to the person you normally see or ask to speak to the team manager. You may also like to speak to our Patient Advice and Liaison Service (PALS) on 0800 917 7159.

Confidentiality

All our staff are required to abide by a strict code of conduct on confidentiality. We will only share information with those who need to know in order to provide good quality care. Occasionally there may be exceptions to this, for example to support a clinical audit or to monitor the quality of care provided. We will usually discuss this with you beforehand.