

## Useful numbers and further information

### Greenwich Social Services

General enquires  
020 8854 8888  
[www.royalgreenwich.gov.uk](http://www.royalgreenwich.gov.uk)

### Age UK Greenwich

020 8315 1878  
[www.ageuk.org.uk/bromleyandgreenwich](http://www.ageuk.org.uk/bromleyandgreenwich)

### Keep warm, keep well – Information and advice

[www.nhs.uk/Livewell/winterhealth/Pages/KeepWarmKeepWell.aspx](http://www.nhs.uk/Livewell/winterhealth/Pages/KeepWarmKeepWell.aspx)

### Carers' Support

Greenwich Carers' Centre  
0300 300 2233  
Email:  
[info@greenwichcarerscentre.org](mailto:info@greenwichcarerscentre.org)  
[www.greenwichcarerscentre.org](http://www.greenwichcarerscentre.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](mailto:Oxl-tr.CentralAccessTeam@nhs.net)

**The District Nursing Service runs from 8.30am - 11pm Monday to Sunday.**

[oxleas.nhs.uk](http://oxleas.nhs.uk)

## 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](mailto:pals@oxleas.nhs.uk)

### Opening times

Monday – Friday  
9am – 4pm



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# Oxleas

**NHS**

## Greenwich District Nursing

Your District Nursing Team

*Improving lives*

[oxleas.nhs.uk](http://oxleas.nhs.uk)



# Your District Nursing Team

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



Team Leader



District Nursing Sister/Charge Nurse



Community Staff Nurses

## Who we see

We provide nursing care to all adults aged 18 and over, who are housebound and are registered with a Greenwich 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.

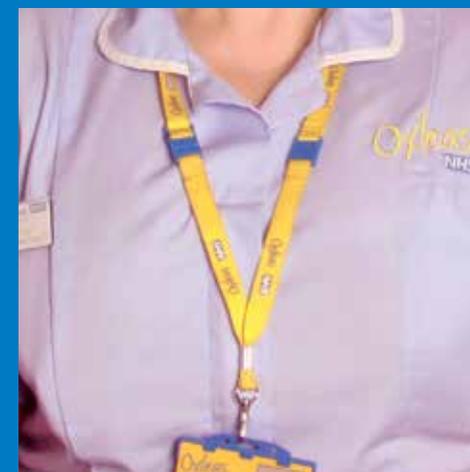
## How you can access the Service

### 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 another healthcare professional
- Be referred by family or carers



Healthcare Assistant



Primary Care Assistant Practitioner

## 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 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

## 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
- 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

