Useful numbers and further information

**Greenwich Social Services**
General enquiries
020 8854 8888
www.royalgreenwich.gov.uk

**Age UK Greenwich**
020 8315 1878
www.ageuk.org.uk/bromleyandgreenwich

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

**Carers’ Support**
Greenwich Carers’ Centre
0300 300 2233
Email: info@greenwichcarerscentre.org
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

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

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**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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**Greenwich District Nursing**
Your District Nursing Team

**Improving lives**
oxleas.nhs.uk

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Like us on Facebook facebook.com/oxleasNHS

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 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
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
Our teams are experienced in caring for people who are terminally ill or have a serious or life-threatening illness. We help people receive care at home for as long as possible.

We provide an evening nursing service across the borough between 5pm – 11pm. Following assessment we are also able to offer overnight care and support for people approaching end of life.

We work in partnership with GPs, Greenwich and Bexley Community Hospice and specialist Marie Curie nurses to manage your symptoms and keep you safe and comfortable.

**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.

Notes: