

How can you help us to help you?

If you are unavailable for your planned visits, please call the nursing hub on **0300 365 1234**.

If you become unwell in between visits seek advice from your **GP** or **111 service**.

We kindly ask that you supply liquid soap and paper towels when we visit you at home to help prevent the spread of infection.

Please be aware that we are unable to wear shoe covers in your home. This is an Infection Control decision as it is a health and safety risk.

Please keep pets away from the treatment area and under control during our visits.

To keep us safe we may require you to alter surroundings, to accommodate any nursing equipment that may be required, or to aid us to complete nursing treatment.

For the health and well-being of staff we ask that patients and family members refrain from smoking during visits.

If you need an interpreter to support you with language difficulties, we can arrange this.

It is your responsibility, or your carers, to request repeat medications from your GP surgery. This includes repeat creams that have been given to you by the Community Nursing service.

It is also the responsibility of yourselves to arrange collection of prescriptions. Some chemists do provide a delivery service.

Respect is important.

We will be polite, and kind and we expect that you treat our staff in the same way.

Abuse, hate and discrimination against our staff is unacceptable.

We will take strong action against anyone who is verbally, racially, physically, or sexually abusive to them. This includes contacting the police to prosecute and stopping future access to our healthcare services.

We appreciate individual circumstances change, if during your care on our caseload you no longer meet our criteria you will be directed to the most appropriate services.

Should you no longer require any NRS equipment issued, or it becomes faulty please contact NRS on **0844 893 6960**.

Should you require assistance in the future please contact your GP surgery to discuss any issues. Should you require future Community Nursing you can contact the service on the details below.

Contact us:

Service core hours (Mon- Fri 8:30am-4pm)
contact - **0300 365 1234**.

Out of these times contact **111** for support or **999** for emergency care.



www.berkshirehealthcare.nhs.uk

NHS

Berkshire Healthcare
NHS Foundation Trust

Adult Community Nursing Service.



About our service

Who are we?

Our Community Nursing Service cares for you at home, helping you to stay out of hospital, supporting you to remain as independent as possible. We work closely with your GP and other local services, and organisations e.g., hospitals, hospices, social services, and your family so that we can give the best care.



Can I get support?

You need to be an adult, registered with a GP in Berkshire, have a specific nursing need and be housebound (permanently or temporarily confined to your home due to illness or disability).

Helping to care for you at home.

The District Nursing Core service provides home based care for those people who have been risk assessed as needing to receive nursing care in their place of residence.

You will receive a full assessment of your health care needs and advice on looking after your health so that you can have the best possible quality of life.

We provide nursing care to people in their own homes. We will give you advice and support to help you manage your health needs.

We work collaboratively with the local hospices providing holistic care for patients with complex health needs including caring for patients at the end of their life.

In addition, we have an Out of Hours Community Nursing Service which operates 365 days a year from dusk till dawn (7pm-7am) to provide nursing care and support to patients in their own homes and Residential Homes.

What to expect

What happens when my nurse visits?

Following full assessment, which includes:

- Asking questions about your past and current health.
- Taking a full set baseline observation (Temperature, Pulse, Blood pressure, Respirations, Oxygen saturations, Blood glucose).
- We will work with you to agree a treatment plan that best meets your specific needs. This may consist of a defined period of visits, such as 2 weeks, to give support and build confidence with the aim of self-care or family assisted care at the end of the period. Others may require long term care due to complex need.
- Different members of the community team may visit you during your period of care.
- We make every effort to be flexible however we are unable to give specific appointment times for your home visit.