Doncaster Community Nursing Service

Information for service users and carers
Name of team

☐ District nurse

Named nurse: ........................................................................................................

Contact number ..................................................................................................

☐ Community matron

Named nurse: ........................................................................................................

Contact number ..................................................................................................

☐ Community Intermediate Care team

Contact number ..................................................................................................

District Nurses: Mon - Sun 8am – 6pm
Community Matrons: Mon – Fri 9am – 5pm

All calls after 6pm will be forwarded to the Community Intervention Care Team, details below

Community Intervention Care Team: Mon – Sun 24 hour

For Emergency Care, contact GP Surgery For Life Threatening Emergencies, dial 999. You may also contact NHS 111 on ................. for further health advice, information and support.
What is Doncaster Community Nursing Service?

Doncaster Community Nursing Service is part of Rotherham, Doncaster and South Humber NHS Foundation Trust. We provide specialist care to adults requiring nursing care, due to long term chronic disease or an acute episode of ill health. Care is delivered at home and in residential homes. Due to the nature of our service, we are unable to give specific times for our visit. Our ultimate aim is to support you through your period of ill health, promoting independence and self care wherever possible. At our first visit we will negotiate your plan of care and required input and support. This initial assessment will be reviewed regularly, to ensure our service remains the most appropriate service to meet your needs. We work closely with other agencies and the GP surgeries, to promote maximum independence. This also enables us to ensure an easy transition of your care to other services, as you become more independent.

All Doncaster Community Nursing staff will wear photographic identification badges and it is recommended that you ask to see this on their arrival for your own safety and protection.

Confidentiality

Confidentiality is the trust between you (the service user) and us. It is this trust that allows us to develop an open and honest relationship to best meet your needs. You will have been given the information leaflet ‘Information about your healthcare record’ – if not then please ask your nurse for this. Doncaster Community Nursing is a confidential service. This means that we will not give out information without first discussing it with you first.
Violence and Aggression.

Rotherham, Doncaster and South Humber Foundation Trust maintains a zero tolerance policy against violence and aggression towards all staff.

Complaints Procedure.

Whilst we endeavour to make sure that your treatment is as effective as possible, from time to time there may be issues which arise and the following procedure is available should you feel a need to use it.

• Discuss the issue with your named nurse or team Sister/Charge nurse.

• Ask to speak to the service manager who may arrange a meeting with you to discuss the issues.

• You may put it in writing either to the manager as above or using a “Your Opinion Counts” form which will have been given at your first visit, alternatively staff will provide this for you on request.

• Alternatively the Patient Advice and Liaison Service (PALS) are able to assist patients, family and carers with any advice or concerns. PALS can be contacted during normal office hours on 0800 015 4334 or at pals@rdash.nhs.uk.

All complaints will be treated with sensitivity and respect though there will be times when confidentiality may have to be broken though you will be advised of this beforehand if this is the case.
Smoking

Please don’t smoke. Second-Hand smoke (or passive smoking as it is sometimes called) has been found to be dangerous to people’s health. It can cause serious illness, for example heart disease and lung cancer. We want to protect our staff from these risks, so please help us to help them by ensuring that nobody smokes in your house whilst they are visiting you.

N.B: If you would like help stopping smoking you can speak to the member of staff who is visiting or ring Doncaster NHS Stop Smoking Services on 01302 640064

Becoming a Foundation Trust Member

Want to know more about RDaSH?

Why not join the many other service users/patients and carers who are already members and receive a Trust newsletter.

Membership is FREE and it’s really easy to join. You can click on:

https://www.rdash.nhs.uk/?page_id=1868

or call 0800 015 0370 to request an application form. Or you can tick the box below and we will make you a member now and send you out a welcome pack. We want to give everyone the opportunity to join and have their say.
# Shared Agreed Service Expectations

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<thead>
<tr>
<th>I will</th>
<th>We will</th>
</tr>
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<tbody>
<tr>
<td>Actively work towards meeting the personalised goals we have identified</td>
<td>Discuss and agree your personalised goals</td>
</tr>
<tr>
<td></td>
<td>Would you like a copy of your personalised goals? Y / N</td>
</tr>
<tr>
<td>Be available to receive my treatment on the agreed date</td>
<td>Agree a date with yourself to visit</td>
</tr>
<tr>
<td>Respect the staff caring for me</td>
<td>Respect you, your family and carers</td>
</tr>
<tr>
<td>Be open and honest</td>
<td></td>
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<tr>
<td>I agree not to smoke whilst the nurse is visiting me at home</td>
<td></td>
</tr>
<tr>
<td>I agree to put pets in another room whilst the nurse is visiting me at home</td>
<td></td>
</tr>
<tr>
<td>Signature ........................................................................</td>
<td>Signature ...................................................................................</td>
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