

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

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

Notes

A series of horizontal dotted lines for writing notes.

If you would like this in large print, braille or on audiotape or would like this document in an alternative language, please contact the Patient Advice and Liaison Service on 0800 015 4334.

Amharic

ይህን ደብዳቤ በግልጽ እንዲታይዎ በትልቁ በብሬል ተጽፎ ወይም በቲፕ ተቀናቆ ወይም በሌላ ቋንቋ ተጽፎ ለግድግ የሚፈልጉ ከሆነ የበዙተኞች ምክርና ግንኙነት ለገልግሎትን በዚህ ቁጥር 0800 015 4334 ደውሎ ያጋጥሙ።

Arabic

إذا أردت الحصول على هذه الوثيقة بالخط الكبير أو بلغة برايل أو على هيئة شريط صوتي أو مترجمة إلى لغة بديلة فيرجى الإتصال بخدمة التنسيق ونصيحة المريض على رقم الهاتف 0800 015 4334 .

Bengali

আপনি যদি এটা বড় অক্ষরের ছাপায়, ব্রেইল-এ, বা কানে শোনার টেইপ-এ পেতে চান অথবা আপনি যদি এই কাগজটা অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে 0800 015 4334 নম্বরে পেশেন্ট এ্যাডভাইস এন্ড লিয়েজঁ সার্ভিসের সাথে যোগাযোগ করবেন।

Cantonese (traditional Chinese)

如果你希望本文件是采用大字印刷、盲文或录音磁带等格式，或者希望本文件是使用其它的语言，请联络病患建议与联络服务（Patient Advice and Liaison Service），电话号码：0800 015 4334。

Czech

Pokud byste chtěli dokument psaný většími písmeny, brailovým písmem nebo na zvukové kazetě nebo v jiném jazyku, prosím, kontaktujte poradenskou službu pacientům na tel. 0800 015 4334.

Farsi

در صورت تمایل به داشتن این سند به نسخه ای با چاپ درشت تر، یا خط بریل یا نسخه صوتی، و یا به زبانی دیگر، لطفاً با دفتر خدمات مشاوره و هماهنگی بیماران به شماره تلفن ۰۸۰۰۰۱۵۴۳۳۴ تماس حاصل نمایید.

French

Si vous désirez ce document en gros caractères, en braille, enregistré sur cassette audio ou dans une autre langue, veuillez contacter le service de conseils et liaison des patients [Patients Advice and Liaison Service] au 0800 015 4334.

Kurdish Sorani

ئەگەر ئەم زانیاریاتە بە چاڵی گەورە، برابری یان لەسەر شریتی دەنگی دەخوایزیت یاخود ئەم بەلگەنامە بە زماڤیکی دیوە دەخوایزیت، تکلیف پەموەندی بکە بە خزمەتگوزاری زینماپی و هاواناھەنگی نەخۆشەو بە ژمارە 0800 015 4334.

Polish

Jeżeli dokument wymagany jest w wersji drukowanej dużą czcionką lub alfabetem Braille'a, na kasecie audio lub w innym języku, prosimy o kontakt z zespołem ds. kontaktów z pacjentami (Patient Advice and Liaison Service) pod numerem telefonu 0800 015 4334.

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਨੂੰ ਵੱਡੀ ਛਪਾਈ, ਬ੍ਰੇਲ ਜਾਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ ਤੇ ਚੁੱਟੇ ਹੋ ਜਾਂ ਇਸ ਸਮਝਾਵੇਂ ਨੂੰ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਚੁੱਟੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਮਰੀਜ਼ ਸਲਾਹ ਅਤੇ ਤਾਲ-ਮੇਲ ਸੇਵਾ (Patient Advice and Liaison Service) ਨਾਲ 0800 015 4334 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Somali

Haddii aad jeclaan lahayd in aad kan ku hesho far waaweyn, farta braille ee dadka indhaha la' ama cajalad dhegeysi ah ama haddii aad jeclaan lahayd in aad dukumeentigan ku hesho luqad kale, fadlan Adeegga Talobixinta iyo Xiriirinta ee Bukaanleyda (Patient Advice and Liaison Service) kala soo xiriir lambarka 0800 015 4334.

Turkish

Bu belgeyi büyük yazı, braille (kör alfabesi) veya ses kaydı olarak veya başka bir dilde almak istiyorsanız, lütfen 0800 015 4334 no.lu telefondan Hasta Danışmanlık ve İrtibat Hizmetleri ile bağlantıya geçiniz.

Urdu

اگر آپ یہ بڑی چھپائی، بریل میں یا صوتی ٹیپ پر حاصل کرنا چاہتے ہیں یا یہ دستاویز کسی قابل زبان میں چاہیں تو برائے کرم پیٹینٹ ایڈوائس اینڈ لیاؤن سروس سے 0800 015 4334 پر رابطہ کریں۔

Vietnamese

Nếu muốn có tài liệu này dưới dạng in chữ cỡ lớn hơn, chữ nổi braille hay băng ghi âm, hoặc bằng một ngôn ngữ khác, xin quý vị liên hệ bộ phận Dịch vụ Tư vấn và Liên lạc với Bệnh nhân theo số 0800 015 4334.

This information is correct at the time of publishing
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