Supporting students

The Community Nursing Service supports training experiences for student nurses and other professionals. Your co-operation is appreciated. If you do not wish to participate in student training, please let your nurse know and your wishes will be respected.

We would ask you to respect the nurses who are there to provide care. As an organisation we have a Zero Tolerance Policy, therefore violence and verbal abuse will not be tolerated, and may result in care being withdrawn.

SEPT Patient Experience Team

If you have any concerns or need advice about accessing SEPT NHS services, you can speak in confidence to the Patient Experience Team on 0800 0857 935
Or you can email pals@sept.nhs.uk

This leaflet can be produced in large print, audio cassette, Braille and other languages on request.

SEPT regards equality and diversity as integral to the way it works. Our staff will ensure that everyone is treated fairly and no one is discriminated against on the basis of their ethnicity, gender, disability, age, sexual orientation and religion or belief.

www.sept.nhs.uk
Our Core Values are:

• To provide a high standard of practice at all times, respecting privacy and confidentiality.
• To work collaboratively to safeguard and promote the health and well-being of yourself, your family and carers.

Who does the Community Nurse visit?

The service provides short or long term nursing care within a patient’s home for those who are predominately housebound.

Who will visit me?

As a patient within our care, depending on your health needs you are likely to see any member of the team following initial assessment by a registered nurse.

Care is co-ordinated by a nurse who works closely with your GP practice and we aim to achieve continuity of care through this partnership.

The Community Nursing Team is comprised of Registered Nurses and Health Care Assistants.

Recognising your Nurses

Your nurse will be in uniform and will carry an identification badge, please request to see this at any time.

If you are not sure about the identity of a nurse and she/he cannot show you an identity badge, please do not allow them into your home.

What does the Community Nursing service offer you?

Following your referral a nurse will contact you (normally by telephone), to agree with you a mutually convenient time for the first visit.

At this visit an assessment will take place by an appropriately qualified nurse and a care plan will be drawn up, in agreement with you to address the nursing needs that you may have at the time. This will include frequency of visits and treatment plan. At this point you will be asked to consent to the plan of care devised.

You may also be asked about sharing your medical information with other health care professionals including your GP.

Some of our registered nurses have the ability to prescribe certain products to support your treatment.

It is a legal requirement that all this agreed information will be documented within your nursing notes.

What the service does not provide:

• Collecting and delivering prescriptions.
• Visits without nursing need.
• Continence products without nursing need.
• Personal hygiene.
• Housework, washing and shopping.

The nurse will be able to signpost you to other services that may be able to assist you with these other needs.

What time does the service operate to?

The majority of our patients will be seen between the hours of 9.00am until 6.00pm. You will be offered an am or pm appointment.

The service can be extended until 10.00pm for specific nursing needs.

Should you require urgent nursing care outside of these hours these will be met by our Rapid Intervention Service.

24hour contact number is 0845 602 4064