

How to contact us

Please telephone our 24 hour message service on **020 7288 3555**. This is available every day of the year. A nurse will return your call.

Information about local health services

If you would like more information or advice about the district nursing service or other community health services, please contact Whittington Health Patient Advice and Liaison Service (PALS) – contact details overleaf.

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or whh-tr.whitthealthPALS@nhs.net.

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

Twitter.com/WhitHealth
Facebook.com/WhittingtonHealth

Whittington Health NHS Trust
Magdala Avenue
London
N19 5NF
Phone: 020 7272 3070
www.whittington.nhs.uk

Date published: 28/11/2019
Review date: 28/11/2021
Ref: ACS/DNS/03

© Whittington Health
Please recycle



Whittington Health
NHS Trust



District Nursing Service

A patient's guide



The district nursing team

Whittington Health's district nursing team provides expert care to support people in Islington and Haringey to stay in their own homes and avoid unnecessary admissions to hospital.

We provide one to one nursing care seven days a week to people who are unable to visit their GP surgery or health centre because of their condition. Our aim is to support people to live as independently as possible.

The team is made up of registered nurses, nursing associates, health care support workers (such as a health care assistants, assistant practitioners or phlebotomist) and pharmacy technicians with a wide range of skills and knowledge. Each team is led by a district nurse who is a registered nurse with additional specialist training in community nursing.

The service operates 24 hours a day, 365 days a year.

Who do we work with?

The team works closely with GPs, social workers, care agencies, hospitals community matrons, continuing care nurses and voluntary agencies.

How can we help you?

District nurses promote 'self-care' and will support and encourage you to control and improve your health including an acute or chronic illness or disability.

Examples include:

- Assessment, rehabilitation and nursing care following an illness
- Expert specialist care when you are seriously ill or nearing the end of your life
- Care after inpatient and day care surgery
- Continence assessments
- Care of leg ulcers in our housebound leg ulcer clinic

Planning your care

When we receive your referral, we will contact you to arrange a visit.

On the first visit, the district nurse will assess your needs and discuss and agree with you, or you and your carer or family member, the most appropriate plan of care. A nursing record will be left in your home.

Working together

We are guests in your home and will treat you as an individual. We will respect your privacy and dignity.

You will be visited within an agreed two-hour time slot and provided with up to five visits a day (as required and if clinically appropriate). If you need to cancel a visit, please tell your nurse or leave a message by contacting the number provided.

Your care with us will continue until your treatment has finished or you are well enough to see your practice nurse.

If you have a long term condition, you may be offered a place on a self-management support programme. Please ask for more details.

Sharing your information

Your personal information will be kept securely. If we need to share some information with other professionals involved in your care, we will ask for your consent.

We do not wear uniforms but all our staff carry official photographic identification. If we forget to show it, you may ask to see it.