

Adult community nursing service

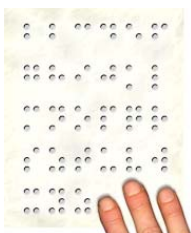
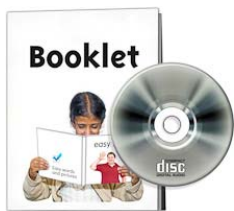


Information for patients and carers



Please tell us if you need this leaflet in

- larger print
- spoken on a CD
- Braille
- another language





What do community nurses do?

Community nurses give nursing care to patients at home.



- we make assessments and a plan of the care you need



- we look after wounds and leg ulcers



- we give bowel and bladder care

- we give support and nursing for people who are dying



- we give nursing care at home after you have been in hospital



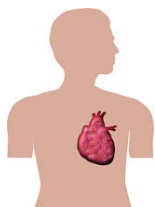
We also have clinics you can visit, some are for looking after wounds and sores, and some are for health problems that last a long time like:



- diabetes



- skin conditions



- heart disease



- breathing conditions



We also work together with experts from other teams, for example HIV workers, and workers who can help with pain.

How can you use our service?



Community nursing is a free service.

To use our service you must be:



1. Living in the borough of Camden



2. over 18



3. registered with a Camden GP



4. unable to leave your house without support



Your GP or hospital doctor can refer you to us.



Care services can also refer you.

If you need an interpreter to understand the nurse, let us know before your appointment.



If you have any questions about how to use our service, ring **020 7391 6360**.



Your first appointment

We will phone you to arrange your first appointment.



If your care needs are high, we will try to see you more quickly.



On your first visit, the nurse will talk to you about your needs.



The nurse will write a care plan.

Keeping safe



All our nurses have identity badges.



You can look at their badge before you let them into your house.



If the person at your door does not want to show you their badge, do not let them in.

Student nurses



The community nurses bring student nurses on some visits.



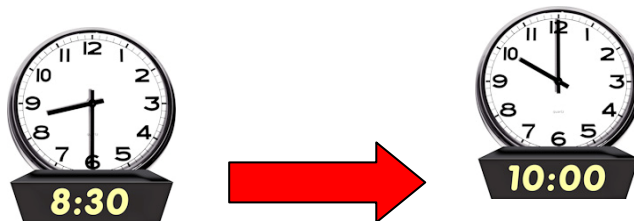
Please let us know if you do not want to be seen by a student nurse.



Stopping germs from spreading

Nurses must wash their hands before and after each visit. Please have liquid soap and a towel ready for your nurse if you can. (Sometimes the nurses need to use hand gel)

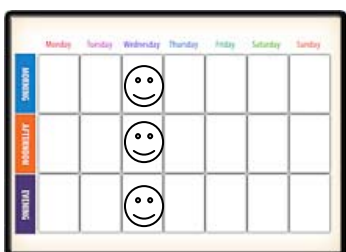
Appointment times



We make home visits from 8:30am to 10pm every day of the week.



We will discuss the times for your health visits with you.



Some people need treatment at fixed times of the day like mealtimes or bedtime.



Sometimes your nurse may be late because an earlier visit went on too long.

The nurse will ring you if your visit has to be later.



If you need to change your appointment or contact us

You can call your local clinic

Monday to Friday

9am to 5pm



The phone numbers are at the end of this leaflet



If you need to change your appointment after 5pm or at the weekends, you can call our message service



The community nurse message number is **020 7391 6360.**

The message service will tell your nurse to ring you.



If you miss 2 visits without ringing us, we may stop you from getting our service.



Keeping your health notes private

Your nurse will keep your health notes private.



Only people who need to know about your health will see your notes.



Your nurse can tell you about how your notes are kept safe.



Your nurse can tell you how you can see your health notes.



You can get in touch with the Patient support service to find out more.



Patient Support Service

The Patient support service would like to know what you think of our service.

This is how you can tell them:
write to



Patient support service

3rd Floor, Bedford House,

125-133 Camden High Street NW1 7JR



phone **020 7685 5973**



email patientsupport.cps@nhs.net



Thanks to the health info group at the Advocacy Project for making this leaflet easier to read



Useful contact numbers

- **Tel: 020 3317 5666** - Chronic Disease Management Team at Hunter Street Health Centre
- **Tel: 020 3317 5915** - Gospel Oak District Nurses
- **Tel: 020 3317 2131** - Kentish Town District Nurses
- **Tel: 020 3317 2309** - Hunter Street District Nurses
- **Tel: 020 3317 5705** - Belsize Priory District Nurses

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