



University Hospitals Birmingham
NHS Foundation Trust



Solihull Community Nursing Service

Building healthier lives

UHB is a no smoking Trust

Who we are

The Solihull Community Nursing Service is part of University Hospitals Birmingham NHS Foundation Trust. The team includes district nurses, community nurses, community matrons, rapid response nurses and specialist nurses.

We provide nursing care to house-bound adults requiring support. This may be due to long term disease or an acute episode of ill health. We want to help you live independently, promoting self care wherever possible. This service is for you if your medical condition means you cannot attend your GP surgery, or if it is more appropriate to provide your treatment at home.

Care is provided 07:00–23:00 hours, seven days a week. After 11pm we provide nursing support in urgent situations only. We are unable to offer timed visits unless your treatment needs to be provided at specific times. If you will not be at home, as you have a hospital appointment that you need to attend or you are expecting a home visit from another professional, please let us know at the earliest opportunity.

At our first visit we will establish your care plan in consultation with you, identifying any nursing support required. This 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 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 or require a greater level of care.

How to recognise a member of your community nursing team

All members of the Solihull Community Nursing team wear a uniform and an identification badge; it is recommended that you ask to see this before they enter your home. In order to gain their nurse qualification all student nurses must undertake training in the community; therefore our nurses may have a student with them.

What you can expect from us

- A professional, compassionate service treating you with dignity and respect
- Help with your return to independence if possible
- Support for you, your family and carers through illness at home
- Work with other agencies to provide your care
- Prevention of unnecessary hospital admissions where possible
- Care delivered in the most appropriate place

What we expect from you in return

Our safety: We expect to work in an environment that is safe: abuse to community nurses, either verbally or physically, by patients, carers, or family will not be tolerated and may lead to services being withdrawn.

Hand washing: If you can, please give our nurses access to warm running water, liquid soap and paper towels or clean towels. The nurse may use their own hand gel to disinfect their hands.

Pets: Where possible, please remove all pets from the room where your care is to be provided, and at all times during a clinical procedure.

Smoking: To protect our staff from second-hand smoke, we ask patients and other people not to smoke whilst staff are visiting.

Storage: Please provide adequate safe storage for any equipment and dressings you need.

Prescriptions: Please arrange for dressings and prescriptions to be collected from the pharmacy or delivered so that they are available for the nurse's visit.

Drugs: You or your carer are responsible for the safe disposal of drugs, medications and dressings which remain in your property when they are no longer required.

Moving and handling: To promote safety for patients and staff we do not lift patients manually. If your movement is restricted, we will help you move using a hoist or other moving and handling equipment.

Sharing information

Your medical record held by your GP: To provide you with a better service, we may ask for your consent to view your medical record. This will enable the nurse to see what medication you are currently taking, see details of any recent relevant medical problems and see the results of any recent blood tests.

Once your treatment has been completed and you are discharged from the Community Nursing service, we will no longer be able to access your medical records.

Your nursing record: When we visit you at home we will leave your nursing record with you. This contains information to communicate any changes in your care. It should be stored in a safe and accessible place. Information will also be stored electronically. Nurses may use a mobile device in your home to access or record information.

Nurses may also need to take a photograph and will discuss this with you and gain your consent beforehand. The photograph will be stored in your electronic patient record.

Please advise us if we have any information in your record that you feel may be inaccurate or needs updating so we can review it.

Please look after Nursing Notes carefully and return it to the Community Nursing service when you no longer require the visits.

The contents of these records are confidential between you, the Nursing Service and any other health professional involved in your care. We will not share them without your consent. Everyone working in the NHS has a legal duty to keep information about you confidential.

Translation services

Interpreters are available for non-English speaking patients and we can arrange for British Sign Language interpreters for patients who are deaf or hard of hearing. Please ask your community nurse for further information.

How to contact the Community Nursing team

If you would like to contact a community nurse please phone the relevant numbers listed below.

These phone lines can be very busy at times and you may be asked to leave a message on the answer phone. Please remember to leave your name and telephone number so that the staff can return your call as soon as possible.

Solihull Community Nursing Teams

0121 717 4333 (24 hours per day)

uhb-tr.districtnursessolihull@nhs.net

Bladder and Bowel Service

0121 704 2381 (Monday–Friday, 09:00–17:00 hours)

Solihullcontinence.services@nhs.net

Palliative Care Team

0121 703 3780 (Monday–Friday, 09:00–17:00 hours)

For emergency care please contact your GP Surgery

For life threatening emergencies dial **999** You may also contact NHS **111** for further health advice, information and support.

Compliments and complaints

We appreciate and encourage feedback, which helps us to improve our services. If you have any comments, compliments or complaints to make about your care please speak to the nurse responsible for your care in the first instance. Alternatively you may contact the Patient Advice and Liaison Service (PALS) who provide free, informal, confidential help and advice for patients, carers and their families.

Telephone: **0121 424 0808** (Monday–Friday, 09:00–15.30 hours)

Email: **bhs-tr.complaints-concernsandcompliments@nhs.net**

Please use the space below to write down any questions you may have and bring this with you to your next appointment.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

If you require this information in another format, such as a different language, large print, braille or audio version please ask a member of staff or email **interpreting.service@uhb.nhs.uk**.

Solihull Community Nursing

Friars Gate

Startford Road

Solihull, B90 4BN

Telephone: 0121 717 4333
