



# **Yarborough Cleve Care**

**PATIENT INFORMATION**

**CARING FOR YOU**

**FRESHNEY GREEN PRIMARY CARE  
CENTRE  
SORREL ROAD  
GRIMSBY  
DN34 4GB**

**Field House Medical Group**

**TELEPHONE: 01472 245040**

## Our Aims

To provide high quality nursing care within the community

Yarborough Cleve Care aims to provide care that is effective and efficient.

To provide services that will enable our patients to maintain independence for as long as possible

To provide support for those with more complex needs.

## The Role of District Nursing Team

The teams of community nurses and support workers at Yarborough Cleve Care are each led by a District Nurse Specialist Practitioner.

The role of the District Nursing teams is to provide a service to those patients that have been identified as having a nursing need but are unable to obtain access to their Practice Nurse; for example, people who are housebound, the terminally ill, the disabled and those who recently been discharged from hospital who cannot attend the nurse in the surgery.

Examples of identified nursing needs are:

- Terminal Care – patient and family support
- Wound Care – including a full holistic assessment
- Chronic Disease management, monitoring and support; i.e. Diabetes, Ischaemic Heart Disease, Respiratory Disorders, Pernicious Anaemia
- Continence Care

To work closely in partnership with other providers, and partners, to improve outcomes for our population

### **Within the Yarborough Cleve Care there are 4 District Nurse Team**

**Littlefield**

**Field House**

**Woodford**

**Cleve South**

Social Services	
North Lincolnshire, Brumby Resource Centre	01724 279 979
North East Lincolnshire, Hereford Avenue	01472 325 181
Immingham	01469 571 002
St Hughes	01472 313 131
	Or your social worker
NHS Direct	0845 4647
Police (non-emergency)	0845 6060606
Crime Prevention Officer Prolific Crime Unit (Covering North & North East Lincolnshire)	0845 606 0222 01472 360781
Post office Services	0845 722 3344
Dental Helpline	0845 063 1188
Hospitals	
Grimsby Hospital	01472 874111
Scunthorpe Hospital	01724 282282
Taxi Service	
Grimsby- AA Taxis	01472 696969
Scunthorpe- General	01724 278888
Dial – A – Ride (wheelchair friendly)	
Grimsby	01472 269199
Waste Disposal	01472 351185

SOME USEFUL NUMBERS WHICH MAY BE OF HELP TO SERVICE USERS  
AND THEIR FAMILIES

Alzheimer's Society	01472 268446
Bereavement Support- Cruise	08701671677
Citizens Advice Bureau	01472 232200/ 0845 1202 909
Diabetes Centre	01472 874111
Dieticians	01472 671099
Meal Providers (who will deliver to your door)	01225 756019
Parkinson's Disease helpline)	0808 8000303 (national
Samaritans 9090	01472 353111/ 0845 790
Arthritis Care	0808 800 4050
Chest and Heart Association	0207 935 8185
Age Concern	0800 009 966
Help the Aged	0808 800 6565
DIAL UK (wheelchair friendly)	01724 298 142
Gas (Transco) Emergency	0800 111 999
Cinnamon Trust (Fostering service for pets should you go into Hospital or respite)	01736 757 900
HICA HomeCare Manager: Sue Rimmer	01472 362022
Customer Services manager: Hilary Baines	01924 826743
North East Lincs Council	01472 313131
North Lincolnshire Council	01724 296 296

**Review**

Your care needs will be continually assessed, and reviewed by the team, we will, where possible, be flexible to meet your individual needs. If your needs lessen a plan of discharge will be put in place. You may be asked to attend surgery to see a Practice Nurse

**Continuing Care**

Continuing Care is a long-term, complex package of care; that is provided to a person aged 18 or over to meet physical or mental health needs which have arisen as the result of disability, accident or illness. Eligibility is assessed by qualified healthcare professionals, who ensure that such patients are provided with highly specialised nursing support, in their own chosen settings.

**Assessment**

You will be assessed by a trained member of the team. The assessment gives an opportunity to introduce the nursing team and its answer any question you or your family may have. We will liaise with your GP and other professionals involved in your care to create a seamless service. This information and subsequent assessment enables us to ascertain your care needs.

The care plan is reassessed and revised on a regular basis as your condition changes.

The care plan will be written into your notes which will be left at your home and used by all members of the team in order to co-ordinate your care.

Every time one of the nurses comes to see you she/he will write an entry in the notes. This may be short entry or be more involved depending on the aspects of the care plan that have been undertaken on that day. The notes will be retained when treatment is complete by Yarborough Clee Care to ensure we keep a complete record of your care.

## **Complaints**

Any complaints are taken seriously. If you have a complaint/concern regarding the care you receive, please speak to your nurse. If this does not satisfy your concerns please ask your nurse for the Yarborough Clee Care patients complaints leaflet which will explain the process and who to complain to.

## **Smoking Policy/request**

You are requested not to smoke in the room for 1 hour before your District Nurse will treat you in. This is to ensure nurses have the same rights as other people in their workplace, please ask for further information.

## **Acceptable behaviour**

Any behaviour which is affecting the safety, health or well being of nursing team is not acceptable and may result in care being removed from the home. Aggressive or violent behaviour will not be tolerated, Yarborough Clee Care will prosecute. Aggressive behaviour includes verbal, mental aggression as well as threatened.

## **Dogs**

Please ensure all animals are kept out of the room you are treated in whilst the nurse is treating you. This is to reduce the potential of infection and stop nursing team from being bitten in the cause of their duties.

## **Ready to Listen**

All improvement suggestion and reasons for complaint are regarded by the nursing team and management as being very important and valuable. Therefore all feedback is welcomed

## **Can I have access to information kept on me?**

Yes. Data Protection Act? Practice has a document

To enable the Nursing Team to provide an effective service records need to be kept about people who are provided with a service. As well as the information kept in your personal nursing notes within your home, records are kept at The Surgery under the Data protection Act 1998, you are entitled, upon written request, to know and see what information is kept.

## **I am worried about my privacy. How do you maintain confidentiality?**

All the Nursing Team are bound by a Code of Conduct that includes preserving the confidentiality of any information that you tell the team about. Information can be shared with another agency if you give permission, or there is an overriding justification to share that information without your consent.

## **When can I expect the nurse to visits?**

The Nursing Team hours are 08:30 -17.00

Answer machine last checked at 16:30pm daily.





Nurse visits will be tailored to your needs and you will be advised which day/days they will visits. An approximate time will be given. Every effort is made to keep to a regular time but due to emergencies these times cannot always be honoured.

## **Will it always be the same nurse who visits each time?**

The District nursing team tries to maintain continuity of service but owing to days-off, annual leave this is not always possible.

So how will you know whose who?

Other members of the team you will regularly meet are Staff Nurses, Assistant Practitioner, and Health Care Assistant.

<b>Uniform Colour</b>	
<b>Sisters/District Nurse</b>	
<b>Staff Nurses</b>	
<b>Auxiliary Nurses/HCA</b>	
<b>Assistant Practitioner</b>	

You can be expected to be consulted about a convenient time for your visit. You can expect a visit within a two-hour time band. For example between 9am and 11am. In exceptional circumstances your nurse may be unable to keep this appointment or may be delayed. You will be contacted if there is a problem and another appointment will be made with you.

You will be given a contact number for your District Nurse.

We hope your District Nurses will become trusted and valued members of your care team.

We cannot promise to always provide the things that you want but we hope that we always provide the things you need.