How You Can Help Us

Please let the nursing team know, if you can, that you are not going to be
available when your visit is due.

Please ensure that you provide liquid soap, towel or kitchen roll for hand washing.

Please ensure that you keep your
nursing notes, dressings, medications safe and available for the nurse at each visit.

Please support our staff to work safely in your home by:

- Keeping pets secured away from the care area prior to the visit.
- Not smoking in the care area during the visit, or 1 hour, prior to the visit. This includes E-Cigarettes/Vapes.
- Supporting the need for nurses to wear footwear in your home for Health and Safety reasons.
- Always treating staff with respect and courtesy. FPC has zero tolerance to violent and aggressive behaviour towards staff.
- Tell us about your service, good or bad, to help us improve our service.

If you have any concerns, or wish to share good practice, please contact 01472 254660, or email fpc.enquiries@nhs.net

Data Protection & Confidentiality

Data Protection

Record keeping and data collection is central to the care that you receive from our nursing team as it enables us to deliver effective treatment for our patients.

Working within the Data Protection Act 2018, the data collected by anyone must abide by the six Data Protection Principles.

All records are kept within your personal nursing records which you have in your home, and those recorded on the database for your GP to access.

Confidentiality

All those working within FPC, are bound by a Code of Conduct that includes preserving the confidentiality of any information you tell us about.

Information may be shared with other health care professionals so long as you have given consent for us to do this, or if the information needs to be shared in your 'best interest'.

The information shared will enable us to provide the best care and support to you.

If you would like to know more about our Data Protection and Confidentiality Policies, please contact us on fpc.enquiries@nhs.net

Freshney Pelham Care Ltd

Patient Information

Caring For You

Freshney Green PCC
Sorrel Road
Grimsby
DN34 4GB

Telephone:

Woodfield Team
DN Cuthbert - 01472 254046
DN Birdsall - 01472 254040

Littlefield Team
01472 254044

Pelham Team
01472 254045

Frailty & Long Term Conditions
01472 245082

Who We Are and What We Do

The Aim of our District Nursing Team is:

- To provide high quality evidence-based nursing care within the community.
- To provide individualised nursing care specific to your nursing needs.
- To support each individual to maintain their independence and achieve self-care.
- To work in partnership with patients, families and carers.
- To work with other services to provide an integrated individualised package of care.

We aim to put you at the centre of your care, and support your wishes whenever possible, and within the available resources.

The Role of The District Nurse

A District Nurse works closely with the team at your GP practice, and alongside other health care professionals such as Social Workers, Therapists, Specialist Nurses and others who support your health and social needs. By working closely and in partnership with others this improves the outcomes for you and the local population.

District Nurses are highly-skilled registered nurses who have undertaken a specialist qualification in community nursing.

The FPC District Nursing Team includes Registered Community Staff Nurses, Registered Nurse Associates, Assistant Practitioners and Healthcare Assistants.

Registered Nurses have a responsibility for teaching and assessing Student Nurses in Clinical practice and as a result, they may accompany staff on visits and participate in nursing care with your agreement.

District Nurses visit people in a range of residential settings who are unable to visit the GP surgery and who need nursing care due to being permanently or temporarily house bound.

Following a referral from your GP, the hospital or other health and social care provider, our team will visit to complete a full holistic assessment of your health needs with you, and to discuss what help you may need.

Our nursing team provide the following services:

- Specialist Assessments;
- Wound Care;
- Leg Ulcer Care & Doppler Assessment;
- Bladder or Bowel Management;
- End of Life Care (patient and family support);
- Chronic and long-term condition disease management;
- Falls assessment and advice;
- Assessment and provision of equipment to support independent living;
- Providing health education and advice;
- Where required a referral to other community services to meet your needs.

Our District Nursing Teams

Within our District Nursing Team we care for patients of:

- Woodfield Surgery (previously Woodford and Fieldhouse Surgeries)
- Littlefield Surgery
- Pelham Surgery

Frailty and Long Term Condition Team

The Frailty and LTC Team provide nursing care for those patients who have chronic or complex long term conditions, and who are unable to attend the surgery.

The Team is managed by our LTC Team Manager, who is a very experienced practitioner and who has specialised in chronic disease management, and has qualification in Diabetes and Respiratory Disease.

The Operational Team Leader for the LTC Team, is a very experienced practitioner in complex long term conditions, and who has specialised in palliative and end of life care, and dementia.

This team will co-ordinate your nursing needs as your condition improves or declines.

Care Home Alignment

Within the Enhanced Health in Care Home Framework (2020), our District Nurse Operational Team Leaders co-ordinate the care required for your nursing needs and ensure the appropriate care is provided to support the care home you live in. The aim is to ensure that your care focuses on 'what matters to me' ensuring you have a tailored personalised care experience to improve health and quality of life.

What can I expect?

- Our team operates between 8am and 8pm, 7 days a week.
- All our staff have ID; but feel free to check with us if you are unsure!
- You will be treated as an individual with privacy, dignity and respect at all times.
- If you have any questions or are unsure, please ask us to explain things in a different way to you.