Enhancing the experience of care and carers

The District Nursing Service Offer

Qualified district nurses leading and supporting the team to deliver care and support in the home:

- Providing care and support to people of all ages, including those who are vulnerable and frail.
- Ensuring that people have a positive experience of care.
- Enhancing quality of life for people with long-term conditions.
- Enhancing the patient experience - promoting a positive patient and carer experience.

Making this happen within community settings

District nurses need to take the lead in these six priority areas:

- Ensuring that people have a positive experience of care.
- Enhancing quality of life for people with long-term conditions.
- Enhancing the patient experience - promoting a positive patient and carer experience.
- Making a difference - supporting independence and dignity.
- Ensuring effective communication and collaborative working.
- Using the unique relationship as a way of quality improvement.

Developing services for efficient, effective care and support within the community:

- Managing and strengthening leadership and the professional workforce.
- Providing evidence-based care.
- Developing and implementing care plans; working in partnership with patients and carers.
- Ensuring we have the right staff, with the right skill mix.
- Ensuring that people have a positive experience of care.
- Enhancing the patient experience - promoting a positive patient and carer experience.

Vision and Strategy: An Approach in District Nursing

Maximising the unique District Nursing Service contribution to high quality, compassionate and excellent health and wellbeing outcomes for all people cared for in their home setting.

Preparing consistent, effective holistic care.

- Providing care of dignity and respect.
- Providing care that aligns with patients’ needs in the community environment.
- Providing care in the comfort of the family home.

Co-ordination

- Developing and implementing care plans; working in partnership with patients and carers.
- Ensuring we have the right staff, with the right skill mix.
- Ensuring that people have a positive experience of care.
- Enhancing the patient experience - promoting a positive patient and carer experience.

Collaboration

- Using the unique relationship as a way of quality improvement.
- Ensuring effective communication and collaborative working.
- Providing evidence-based care.
- Developing and implementing care plans; working in partnership with patients and carers.
- Ensuring we have the right staff, with the right skill mix.
- Ensuring that people have a positive experience of care.
- Enhancing the patient experience - promoting a positive patient and carer experience.

Communication

- Providing evidence-based care.
- Developing and implementing care plans; working in partnership with patients and carers.
- Ensuring we have the right staff, with the right skill mix.
- Ensuring that people have a positive experience of care.
- Enhancing the patient experience - promoting a positive patient and carer experience.

Care

- Providing care that aligns with patients’ needs in the community environment.
- Providing care in the comfort of the family home.
- Providing consistent, effective holistic care.

Commitment

- Using the unique relationship as a way of quality improvement.
- Ensuring effective communication and collaborative working.
- Providing evidence-based care.
- Developing and implementing care plans; working in partnership with patients and carers.
- Ensuring we have the right staff, with the right skill mix.
- Ensuring that people have a positive experience of care.

Cohesion

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Caring

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- Ensuring that people have a positive experience of care.
- Enhancing the patient experience - promoting a positive patient and carer experience.

Care and compassion

- Providing care in the comfort of the family home.
- Providing care of dignity and respect.
- Providing consistent, effective holistic care.
- Preparing consistent, effective holistic care.

Supporting the independent sector

- Ensuring care is centred on the patient and families.
- Joint decision-making and care planning.
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Health and wellbeing

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- Ensuring that people have a positive experience of care.
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- Preparing consistent, effective holistic care.

Living

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- Preparing consistent, effective holistic care.

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Safeguarding

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Delivering and engaging specialist services within patients’ own environments

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