



SERVICE USER GUIDE

Summary of Statement of Purpose

Kate's Home Nursing is a Registered Charity set up to nurse patients in their own home through the last stage of illness and to support their families. We provide specialist palliative nursing care in order to achieve the best quality of life for patients who have decided that they wish to die at home. There is no charge to the patient or their family.

Qualifications

We have a bank of experienced Registered Nurses (RGNs) co-ordinated by our team of Nursing Co-ordinators who are all experienced Registered Nurses. Our Nursing Manager is responsible for ensuring that our clinical service meets all the requirements of our regulatory body, the Care Quality Commission (CQC), and maximises the benefit to the patient.

Referral source

Our patients are generally referred to us through their GP surgeries in Stow on the Wold, Bourton on the Water, Northleach, Burford, Moreton in Marsh and Winchcombe.

Referral criteria

Our patients are adults whose disease is not responsive to curative treatment. The service is available to all who meet the criteria regardless of factors such as age, sex, marital status, income, racial or ethnic origin.

Operational and administrative procedure

Once a patient has been referred to us, our Nursing Co-ordinator will liaise closely with the District Nursing Team and make a full assessment, including a home visit. The Nursing Co-ordinator will assess what nursing is required and will discuss with the patient, their family or carer details of the cover we will provide. You will be given the Nursing Co-ordinator's telephone number as your point of contact. We provide our own care plans which will be put in place on your first nursing session.

Nursing care provided

Night and day time nursing may both be provided on any day of the week, dependent on the patient's need and the availability of nurses. Night time nursing sits are generally for 9 hours between 10pm and 7am. Day time nursing sits are normally for 2 hours. But these times are flexible and we adapt to fit the needs of the patient and their carers.

We are not an emergency service and, in order to provide the best care to patients, our involvement needs to be properly planned and co-ordinated with other nursing services.

Consent

Initial consent to Kate's nursing care is implicit in the fact that we have been allowed into your home on that premise. However, it is our responsibility to make sure that all people using the service, and those lawfully acting on their behalf, have given consent before any care or treatment is provided. We aim to make sure that we obtain the consent lawfully and that the person who obtains the consent has the necessary knowledge and understanding of the care and/or treatment that they are asking consent for.

Arrangements for cancellation or late withdrawal of a nurse

We have a limited amount of nurses and have to deploy them each day based on the changing needs of our patients. On the very rare occasion we may have offered you a nurse but subsequently have withdrawn that nurse, this will be discussed with you, we will advise the District Nursing service so that a replacement can be found if possible. Our Nursing Co-ordinator will remain on hand to support you via the telephone.

Circumstances in which Kate's Home Nursing may cease to provide services

If a patient's condition stabilises, we will withdraw or reduce the nursing care offered. This decision will be made only after close discussion with the patient, their carer and the District Nurses. We will continue to make support calls and will plan to resume nursing care if subsequent changes in the patient's condition make it appropriate and we have nurses available.

Other circumstances in which we will consider withdrawing our service include:-

Abuse, aggression, harassment, either verbal or physical from a client or their family.

Attack by a dangerous pet.

Working in an environment infested with pests or vermin or other dangers to health and safety.

Protecting the health and safety of nurses and patients

Training and safety are important to us, we support our nurses to complete additional training. A full copy of our Health and Safety Policy and Training policies are available on request.

Insurance

Kate's Home Nursing is fully insured. Full details are available from our registered office.

Regular feedback

We welcome feedback on the service we provide, so that we can continue to improve it. As part of her regular support calls, our Nursing Co-ordinator will ask you how nursing sessions have gone and whether you were happy with the care given by our Nurse. We may ask your permission to use some of your comments anonymously (for example on our website). Following care, we will contact you once more to ask for your opinions about the service we provided.

What to do if you have any questions or concerns

Please speak in the first instance to the nurse so that he or she can respond immediately. Our nurses will inform the Nursing Co-ordinator of any issues raised and we will follow them up. Or please phone the Nursing Co-ordinator on the phone number you have been given.

Formal complaints

If you feel that you wish to raise an issue as a formal complaint, you should first read our full Comments and Complaints Policy which can be downloaded from our website, www.kateshomenursing.org/feedback or you can ask our Nursing Co-ordinator for a copy.

We would then ask that you set out the issue in writing and e-mail to info@kateshomenursing.org or post to our Nursing Manager at our registered office. The policy document sets out in detail how we will follow up your comments.

The Care Quality Commission (CQC)

We are required to disclose your contact details to the CQC for the purpose of its regulatory functions and you may be contacted by a representative of the CQC unless you specifically ask our Nursing Co-ordinator not to pass on your details.

By law, we must be registered with the CQC. If you wish to contact them about any aspect of our service, you can do so at the following address:

Care Quality Commission
CQC South west
Citygate
Gallowgate
Newcastle upon Tyne
WE1 4PA