



Kate's Home Nursing

S E R V I C E U S E R G U I D E

Summary of Statement of Purpose

Kate's Home Nursing (KHN) is a charity set up to help patients and their families through the last stage of illness. We aim to provide palliative nursing care 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 family.

Range of qualifications

KHN has a bank of Registered Nurses (RGN) and also experienced Health Care Assistants (HCA).

Referral Source

Referrals must be made by the patient's District Nurse.

Referral criteria

Our patients are those whose disease is not responsive to curative treatment. The service is available to all who fit the criteria regardless of age, sex, marital status, racial or ethnic origin.

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

In the event of the patients' condition stabilising KHN may withdraw or reduce the amount of nursing care offered. This decision would only be made after close discussion with the patient, carer and District Nurses with the proviso that we can resume the same or increase the level of care we offer if required and if staff are available. The Nursing Coordinator is always available to discuss any aspects of KHN involvement and can be contacted on the number supplied to you.



Hours of service

Referrals are received from 11am - 3pm weekdays

Patients are referred by the District Nurses during these hours. A response will normally be given within 4 hours of receiving the referral.

Contact times for patients/carers 8am - 10pm every day

Once a patient has been accepted the service is then "open" to you seven days a week. The Nursing Co-ordinator is not on call 24 hours, however the patient and/or the family will be given a mobile phone number to call if required and this contact is available to you from 8am until 10pm every day.

Nursing provided

Both night cover (normally 10pm until 7am) and day cover can be provided, depending on the availability of the nurses on the bank.

KHN is not an emergency service and in order to provide the best care to patients this needs to be properly planned and co-ordinated.

Arrangements for cancellation or late withdrawal of a nurse

In the event that KHN needs to cancel the supply of a nurse for whatever reason e.g. illness of nurse, bad weather, nurse withdrawal due to personal circumstances, then we will endeavour to find a replacement, however this is always dependent on the availability of the nurses from the bank.

In the event that KHN has to withdraw a nurse for whatever reason and we are unable to find a replacement, there may be other services available to you. The Twilight nursing service may be able to call on you or they can access further services if needed. They can be contacted on the telephone number supplied to you by the District Nurses.



Operational and administrative procedure

Once a patient has been referred to KHN then our Nursing Co-ordinator will liaise closely with the District Nursing Team to allow her to make a full assessment and arrange a visit where this is deemed necessary. She will assess what cover is required and after contacting our bank of nurses will contact the patient's family, or carer, to give details of the cover we have been able to arrange.

The patient's carer is asked to sign a timesheet for the attending nurse at the end of each session.

Compliments & Complaints procedure

Clients and recipients of care have a right to have any complaint investigated and to receive a prompt and full reply. All formal complaints should be in written form and should be sent in the first instance to the Administrator at the Charity's registered office. (A full copy of the Compliments and Complaints procedure is available on request).

Feedback

You may be contacted by us and asked to provide feedback on the service you have received from KHN. This will help us to improve our service in the future.



Kate's Home Nursing

CSCI contact details

If you wish to contact the Commission for Social Care Inspection (CSCI), which is the regulatory body for Kate's Home Nursing you may do so at the address or telephone number below.

Commission for Social Care Inspection
Colston 33
33 Colston Avenue
Bristol
BS1 4UA

Tel 0117 9307110

Insurance

Kate's Home Nursing is fully insured with the Faraday Reinsurance Company Limited.

Procedure to protect the health and safety of nurses and patients

Training and safety are important to us and we ensure our nurses have access to appropriate learning. We run a continuous and ongoing training programme for all our nurses.