

## Patient information

### **Liverpool Community Specialist Nursing Team**

#### Infectious Diseases Department

We're the Liverpool Community Specialist Nursing Team, part of Liverpool University Hospitals Group NHS Foundation Trust. Our goal is to support you outside of the hospital - whether that's in your home, at our clinic, or another community setting.

#### **How we can help:**

Our team is small, so we work closely with hospital clinics to offer help to those who might find it hard to come to hospital appointments. We may be able to support you if you have:

- Physical disabilities
- Mental health problems
- Or are vulnerable

We may also visit people who can come to hospital appointments, but who need help in other areas. For example, they may need extra support with taking their tablets.

#### **Our aim:**

We want to help you become more independent, so eventually you won't need as much help from us. We also support people to get the care they need at hospital when it's needed — especially during tough times.

#### **What happens next:**

When we first meet, we'll create a care plan with you and review it every 6 months. This helps you know what to expect. We also work with other teams in your community to support your overall health and wellbeing — for example, linking you with mental health or charity support if needed.

#### **Who can get this service?**

This service is mainly for people living in the Liverpool Council area. In some cases, we might be able to help people outside this area too.

## **Our promise to you:**

We're here to be polite, helpful, and sensitive to your needs. We understand that mental and physical health problems can be challenging, and we do our best to accommodate everyone.

We ask that patients treat our staff with respect. Our staff have the right to work safely and securely, including when visiting you at home.

## **Our zero-tolerance policy:**

Liverpool University Hospitals Group NHS Foundation Trust does not accept any violence or aggression towards staff. The trust has a zero-tolerance policy. Examples of behaviour which is unacceptable includes:

- Swearing or using bad language at staff
- Insulting staff including using racist language
- Making unrealistic demands
- Physical violence like pushing or shoving
- Sexual harassment

The Trust reserves the right to withdraw home or community care at any time if a patient's behaviour is unacceptable. If this was to occur, the patient would be directed back to hospital care.

## **Feedback**

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point.

Your co-operation is greatly appreciated.

## **Further information**

**The Liverpool Community Specialist Nursing team can be contacted in the following ways.**

**Telephone: 0151 295 8650 – with facility to leave a voicemail**

**Email: [specialist.communitynursing@liverpoolft.nhs.uk](mailto:specialist.communitynursing@liverpoolft.nhs.uk)**

**Our phone, voicemail and email is checked daily Monday to Friday between 9-5pm Our team do not provide an out of hours emergency service. We will always encourage you to contact your GP, NHS 111 or accident and emergency if you have an urgent health care need.**

**We welcome any feedback to help develop the service further in the future. You can scan the QR code below from your camera or smartphone or type the below link into your browser:**



**Author: Infectious Diseases**  
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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والإلكترونية.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字體、音頻、盲文、穆恩體 ( Moon ) 盲文和電子格式，敬請索取。

در صورت تمایل می‌توانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پئوه‌ندیدار بهو نه‌خوشانه‌ی له‌لایه‌ن تراسته‌وه په‌سه‌ند کراون، نه‌گه‌ر داوا بکریته له فوره‌ماته‌کانی تردا بریتی له زمانه‌کانی تر، نیزی رید (هاسان خویندنه‌وه)، چاپی گه‌وره، شریته ده‌نگ، هیلی موون و نه‌لیکترۆنیکی هیه.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.