

## Regional Referral Criteria for District Nursing (DN) Service

**Any Out of Hours URGENT referrals, after 5pm, weekends and public holidays, must be made directly to relevant Trust DN contacts.**

**(See Appendix 1 - Regional District Nursing Referral Contact Details)**

### Introduction

The District Nursing Service accepts referrals from a wide range of sources in line with the criteria through the Trust referral management processes outlined below. The District Nurse assesses care needs and delivers a range of nursing interventions for people in their own home or close to their home. The District Nursing Service plays a key role in supporting independence, managing long-term conditions, providing palliative and end of life care and preventing and treating acute illnesses ([A District Nursing Framework 2018-2026 | Department of Health \(health-ni.gov.uk\)](#))

The District Nurse uses a population health-based approach and proactively works with GPs, other Health and Social Care professionals, as well as individuals, families, carers, communities and voluntary agencies to deliver expert, effective and efficient care.

### Criteria for Referral

A referral can be made to the District Nursing Service if an adult requires a holistic person-centred nursing assessment or a nursing intervention and meets one or more of the following criteria:-

- Is unable to leave their home due to mental or physical illness.
- Has a nursing need which makes a home visit more appropriate.
- Has been identified as having specific nursing equipment prescribed for home use.
- Has been identified as palliative or requires assessment of end of life care needs.

The District Nursing team may have to contact the referrer to:-

- Confirm any detail or priority of referral.
- Consider any alternative venue or service available to provide care.

### Making a Referral

Referrals to the service can be made by GP practices, other professionals and the general public:-

- Via electronic Clinical Communication Gateway (CCG).
- To an individual Trust according to the accompanying table of contact details. (Appendix 1)

As part of the referral process:-

- The person and/or carer must be aware of and consent to a referral to the District Nursing Service (if able).
- The persons address and contact details must be accurate.
- All relevant information must be forwarded to the District Nursing Service, including any issues pertaining to staff safety, safeguarding or Mental Capacity Deprivation of Liberty (DoL). Any delay in receiving adequate information may result in a delay in prioritising the referral.
- A supply of medication (including nurse 'authorisation to administer medication' documentation) and dressings must be provided, where required, for treatment following hospital discharge or treatment room care.

## Referral Response

The District Nursing Service does not operate a waiting list. Visits will be prioritised based on reason for referral and accompanying information. Visiting times and frequency of ongoing care will be agreed with the patient following assessment.

The District Nursing Team will respond to a referral request within the following time-frames:-

- **SAME DAY– requires a visit on day of referral.**  
A nursing intervention is required to prevent a *potential serious risk*. The District Nursing Team will triage the referral within 4 hours and action on the same day. The referrer will be contacted if this timeframe cannot be achieved or is deemed inappropriate by the triage nurse.
- **48 HOURS – requires a visit within 48hrs (Please Stipulate date).**  
The District Nursing Team will triage the referral within 24 hours, to determine the urgency of the referral and action within 48 hours. The referrer will be contacted if this timeframe cannot be achieved or is deemed inappropriate by the triage nurse.
- **ROUTINE / Non Urgent – requires a visit in more than 48 hours, on date specified or determined by the District Nursing Team.**  
The nursing intervention is not urgent in nature. The District Nursing Team will triage the referral within 24-48 hours and schedule a visit accordingly

## Discharge

A person will be discharged from the District Nursing Service when:-

- Care has been completed, they can be clinically maintained in another care setting or the person/carer/family can self-manage.
- The person requests to be discharged from the service.
- The person transfers out of the GP Practice area, resulting in alignment to another caseload holder/Trust
- The person is deceased.

**Appendix 1- Regional District Nursing Referral Contact Details**

<b>Trust</b>	<b>Referral Centres</b>	<b>Hours of Service</b>	<b>OOH's Telephone Referral Number</b>	<b>Email Referrals</b>
Belfast Trust	Call Management North & West 02896158100	8.30am-5pm Mon-Fri	Beldoc 02890744447 (6pm-8am)	No
	Call Management South & East 02896158200	24 hours/7 days	CMC OOHs - 02896158200	
Northern Trust	Central Referral Management System (CRMS) 028 2563 5521	9am – 5pm Monday – Friday (except Public Holidays)	Dalriada Urgent Care 028 2566 3500	No
South Eastern Trust	District Nursing and Older People Services  Single Point of access 02895988098	9am-5pm Mon-Fri	Down and Lisburn areas Primary Care Connect 02895988000 5pm- 8am Mon-Fri; Sat /Sun / Public Holiday 24hrs  North Down and Ards calls 02891822344 5pm- 8am Mon-Fri; Sat /Sun / Public Holiday 24hrs	No

Southern Trust	Integrated care Teams Access & Information: 02837564300	9-5pm Mon-Fri	<p>GP OOHs:028 3839 9201</p> <p><b>Evening Service</b>  Newry and Mourne (7pm-10pm)  South Armagh 07843215965  South Down - 07843215962</p> <p>Craigavon and Banbridge (7pm-11pm)  Portadown - 07801458715  Banbridge - 07876232563  Lurgan – 07789552289</p> <p>Armagh and Dungannon (7pm-11pm)  Armagh - 02837522381  Dungannon - 02887722821</p>	<a href="mailto:Access.information@southerntrust.hscni.net">Access.information@southerntrust.hscni.net</a>
Western Trust	02871 864399	9am-5pm Mon-Fri	Western Urgent Care 028 7186 5195.	No