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CYMRU
NHS
WALES

Staff Nyrsio
Nurse Staffing

District Nurse

Welsh Levels

of Care

May 2022 (V6)

District Nursing Summary Descriptors

Level 5

Immediate/ Emergency Care - An exceptional, high risk, emergency/ crisis situation requiring escalation and immediate intervention from professionals/ services.

Level 4

Urgent Care - The patient is in a highly unstable and unpredictable condition either related to their primary problem or an exacerbation of other related factors. Can be managed in the community.

Level 3

Complex Care - The patient may have a number of identified problems, some of which interact, making it more difficult to predict the outcome of the visit.

Level 2

Managed Care - The patient has a predictable and clearly defined problem but there may be a small number of variations in care that are easily managed with minimal impact.

Level 1

Routine Care - The patient has a clearly identified problem, with minimal other complicating factors.

Working Document

District Nursing Lay Descriptors

The Lay Descriptors provide information on the general characteristics of a patient at each level of care

Level 5 Immediate/ Emergency Care	<ul style="list-style-type: none"> • This is an emergency; the patient is in crisis and needs immediate action • The patient is very unwell, and their condition is getting worse • Continuous support will be given until the patient can be admitted to hospital, moved to a place of safety or supported at home
Level 4 Urgent Care	<ul style="list-style-type: none"> • The patient is very unwell, their condition needs urgent review as it has worsened or they have developed another serious problem • A high level of support is needed • This may be because the patient can no longer care for themselves, their home has become unsafe, their illness has got worse • Their usual treatment plan may need to change and be added to, more professional help and care activities need to be put in place to keep the patient safe • Their condition needs to be checked very often to stop or find deterioration
Level 3 Complex Care	<ul style="list-style-type: none"> • The patients condition is complicated • They have a number of known problems which may all need treating • These conditions may interact making it difficult to know how the treatment will effect the patient • Their condition and the care given may vary • Frequent checking of the patients condition is needed • They may need care from other professionals
Level 2 Managed Care	<ul style="list-style-type: none"> • The patient is usually stable on treatment • The patient may have more than one problem but is not complicated • Nursing care is planned but may need to change depending on the patient's condition • Their condition will need regular checking and care may vary • Support may be needed from other professionals
Level 1 Routine Care	<ul style="list-style-type: none"> • The patient is stable and settled on treatment • Nursing care is routine • They have a clearly identified problem, with few other issues • The patients needs are not complicated and can be planned • Reviews will be done to check the patients condition

District Nursing Clinical Descriptors

The Clinical Descriptions provide an overview of the type of patient and the nursing interventions that are required to meet the needs at each level of care.

Level 5 Immediate/ Emergency Care	<ul style="list-style-type: none"> • Crisis situation where there may be immediate risk to life or serious clinical deterioration • This is an emergency where the patient cannot be left without clinical support • The patient is acutely unwell, highly unstable, and highly unpredictable • There may be immediate risk of harm to self and/or others by themselves and/or others • The patients care interventions and support networks do not meet their current critical state • The patient will be admitted to hospital or a place of safety unless the situation is brought under control at home and/or extra support measures are put in place
Level 4 Urgent Care	<ul style="list-style-type: none"> • The patient has urgent need of proactive intervention and close observation • Rapidly changing unstable condition • Action to be taken to stabilise and maintain the patient's condition • May need escalation of care needs through transfer to hospital or place of safety • May remain at home with a high level of support • The work to deliver care is multifaceted, requiring frequent assessment and review from multiple professionals
Level 3 Complex Care	<ul style="list-style-type: none"> • The patient's condition is complex with multiple health and/or care needs • The patient may have a combination of treatments, either short term or planning for longer term, for more than one health or care condition • There may be difficulty predicting the outcome of interventions and care needs may fluctuate • Close monitoring is essential and regular multidisciplinary collaboration will be required • Urgent review may be necessary
Level 2 Managed Care	<ul style="list-style-type: none"> • The patient is typically predictable and has a clearly defined problem but there may be a small number of additional factors that affect how treatment is provided such as chronic condition management • There is a need for regular observation to detect any variations or unplanned changes in the patient's condition • Care is delivered on a planned pathway designed to deliver a specific treatment(s), for a common problem(s) • The work to deliver care may include several routine activities planned together
Level 1 Routine Care	<ul style="list-style-type: none"> • Patient needs are predictable and routine • The patient requires basic assessment and uncomplicated nursing care • Care planning is straight forward, and the patient is stable, there is little variance in delivered care • The patient agrees with treatment and is cognisant • The environment is safe

DN Nursing Theme 1

Assessment, Observation and Risk

Level 5 Immediate/ Emergency Care	<ul style="list-style-type: none"> • Emergency /crisis posing an immediate risk to life, requires immediate hospital admission or intensive observation and/or interventions to remain at home • Unresponsive requiring immediate intervention • Situation is highly unstable and unpredictable, presenting significant risk to patients and/or others requiring immediate intervention • immediate risk of abuse, violence and/or aggression requiring immediate intervention • NEWS score ≥ 9 requiring immediate intervention
Level 4 Urgent Care	<ul style="list-style-type: none"> • Safeguarding concerns requiring urgent intervention due to significant risk • Acutely unwell requiring urgent care, medical assessment, close monitoring, and increased nursing intervention which may result in admission to hospital • NEWS score between 6-8 patient highly unstable and unpredictable with the potential to deteriorate rapidly • Patient is highly complex and requires an intense level of intervention • Advanced care co-ordination for a new patient or where there has been a significant change in need to enable home care • Patient unstable with fluctuating or deteriorating condition •
Level 3 Complex Care	<ul style="list-style-type: none"> • Frequent observation and/or intervention as patient needs are complex • Frequent monitoring and review as needs are complex • NEWS score between 3-5 frequent intervention as condition is unstable and/or unpredictable • May need planning for the long term or complex care planning • Multiple agency involvement, Continuing Health Care and Fast Track assessment • Shared or joint visits required due to level of risk identified • Symptoms difficult to manage, requiring monitoring and frequent changes
Level 2 Managed Care	<ul style="list-style-type: none"> • Monitoring and management of a usually stable and predictable patient with/without chronic condition/s or multiple co-morbidities • Patient has capacity but is at risk of self-neglect, requiring monitoring, prompting and regular interventions • care can be managed through planned interventions and ongoing support
Level 1 Routine Care	<ul style="list-style-type: none"> • Routine holistic assessments and referrals to other agencies if required • Routine observation of vital signs for a stable patient • Patient is stable requires routine interventions delivered via an agreed care plan. • NEWS score 0-2, patient has a small number of clearly defined needs

Nursing Theme 2

Social Support and Environment

Level 5 Immediate/ Emergency Care	<ul style="list-style-type: none"> • Crisis requiring immediate intervention to ensure safety and needs met • Patient at significant risk of neglect and/or harm, and or unable to self-care • Immediate intervention and/or emergency respite care needed • Environmental factors pose significant risk as patient requires immediate intervention and no support available. • High risk situation due to environmental and/or social factors
Level 4 Urgent Care	<ul style="list-style-type: none"> • Lack of social support/ poor relationship with family members posing urgent risk to patient • Environment highly unstable and unpredictable, needing rapid resolution • Supportive interventions not enough for patient needs so urgent intervention required
Level 3 Complex Care	<ul style="list-style-type: none"> • Complex family dynamics requiring social support to provide holistic care for the family • Patient with complex social needs lives alone/ is isolated. • Environment not conducive to the patients' needs so patient requires additional support
Level 2 Managed Care	<ul style="list-style-type: none"> • Support/ education/ training for patient and family/carers Providing guidance and sign posting patient/family to services and means of support/information
Level 1 Routine Care	<ul style="list-style-type: none"> • Patient stable and able to live independently/ with family. • No environmental &/or social issues identified

Nursing Theme 3

Personal Care, Nutrition & Hydration

Level 5 Immediate/ Emergency Care	<ul style="list-style-type: none"> • Crisis situation, requiring immediate response/hospital admission for extreme dehydration or malnutrition • Severe damage to skin integrity requiring critical intervention • Emergency situations requiring highly intensive interventions for the patient to remain at home, totally dependent for all activities of daily living • Highly complex and unpredictable, requiring continuous nursing care
Level 4 Urgent Care	<ul style="list-style-type: none"> • Patient requires high level of enhanced patient support for most of the activities of daily living • Highly unstable, requires frequent review, observation and assessment of wound/skin • Requires urgent intervention from specialists and care may be provided by other agencies • Bladder and/or bowel problems requiring urgent action
Level 3 Complex Care	<ul style="list-style-type: none"> • Complex wound care requiring, reassessment and frequent intervention • Requires assistance with some activities of daily living, care package in place, patients' needs fluctuate requiring regular review • At risk of dehydration, requires close observation of fluid management and fluid balance • At risk of malnutrition, requires close observation and monitoring of dietary intake with intermittent intervention from specialist • Complex bladder and bowel care needs, requiring ongoing monitoring and regular interventions from range of healthcare professionals
Level 2 Managed Care	<ul style="list-style-type: none"> • Requires planned observation and support of hydration and nutrition needs • Bladder and Bowel care for a stable patient where there are periods requiring intervention • Planned wound care with regular observation to detect variation in condition • Non-complex Patient who may require some support and assistance to self-care
Level 1 Routine Care	<ul style="list-style-type: none"> • Requires occasional assistance with some activities of daily living • Routine assessment and management of simple wound • Patient independent and self-caring, able to manage own elimination and nutritional needs

DN Nursing Theme 4

Cognition, Communication and Behaviour

Level 5 Immediate/ Emergency Care	<ul style="list-style-type: none"> • Behaviour is highly unstable and unpredictable requiring immediate intervention and intensive support. • Violence, aggression and/or confusion putting the patient/others at risk of harm • Significant risk of serious harm to self and/or others, requiring immediate intervention • Patient is in crisis, unable to communicate or express their needs due to exacerbation of illness
Level 4 Urgent Care	<ul style="list-style-type: none"> • Behavioural problems/ mental health issues requiring urgent intervention as poses risk to self or others. • Inability to communicate own needs posing risk to self or others requiring urgent intervention • Lacks capacity & understanding so requires urgent intervention to maintain safety
Level 3 Complex Care	<ul style="list-style-type: none"> • Limited ability to communicate so difficult to predict needs • Patient with cognition and/or communication difficulties experiencing increased anxiety, requiring emotional support and / or, specialist referral • Requires Best Interest Meeting/Liberty Protection Standards (LPS) application • Patient lacks capacity &/or is non-concordant requiring emotional/psychological support
Level 2 Managed Care	<ul style="list-style-type: none"> • Patient has limited or fluctuating capacity. Requires ongoing review and support to maintain safety. • Patient has some difficulty communicating due to language barrier, communication difficulties, learning difficulty/disability or limited capacity, but able to make their needs known • Periods when patient is non-concordant with some aspects of care • Concordant with treatment but due learning difficulties or sensory impairment requires enhanced support.
Level 1 Routine Care	<ul style="list-style-type: none"> • Has capacity and is concordant with the treatment plan. • Able to communicate & make their needs known.

DN Nursing Theme 5

End of Life

Level 5 Immediate/ Emergency Care	<ul style="list-style-type: none"> • Crisis requiring immediate intervention, may require admission to hospital/ hospice, or intense level of support & intervention to remain at home • Terminal symptoms posing risk to self or others, requires immediate medication review or other intervention
Level 4 Urgent Care	<ul style="list-style-type: none"> • Patient is highly unstable and unpredictable, requiring frequent assessment/ regular monitoring and intense intervention • Requires intensive input from multiple members of the specialist end of life team • Terminally ill patient in last hours of life, establishing and receiving planned palliative care input • Patient and family require intense emotional support • Palliative care/ end of life rapidly deteriorating, requiring fast track Continuing Health Care assessment
Level 3 Complex Care	<p>Advance Care Planning (ACP)/Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) complex and sensitive communication</p> <ul style="list-style-type: none"> • Support and guidance for patient and/or family as palliative/end of life. • Last days of life requiring symptom control management and/ or holistic support • Complex care needs, requiring close observation and regular review of care plan. • Fluctuating needs, requires varying levels of interventions by the MDT • Symptom management of complex condition &/or reversible condition
Level 2 Managed Care	<ul style="list-style-type: none"> • Supportive visit for newly diagnosed palliative/terminal care patient. • Cultural/Psychological/spiritual support for patient at end of life. • Stable palliative care patient with well controlled symptoms. Healthcare needs are predictable with some variation • Verification of expected death
Level 1 Routine Care	<ul style="list-style-type: none"> • Routine care for stable palliative care patient • Bereavement support visit for family

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