

Care Home Selection (CHS Healthcare)

The Team:

- ❖ Asher John – Hospital Scheme Manager
- ❖ Rachel New – Discharge Admin Adviser
- ❖ Karen Belcher – Discharge Admin Adviser

Our Hospital Discharge Service:

- Aims :
- Support Patients and Families to make timely and informed care decisions.
- Provide a link between Hospital and Care Home / Domiciliary Care Market
- Identify appropriate Care Homes / Domiciliary Care Capacity
- Arrange Care Home / Agency Assessments and manage discharge.
- Reduce and Identify Delayed Transfers of Care (DToC)

The logo for CHS Healthcare, featuring the letters 'CHS' in a teal color and the word 'Healthcare' in an orange color, positioned within a white circular area that has a blue, watercolor-like border.The logo for CHS Healthcare, featuring the letters 'CHS' in a teal color and the word 'Healthcare' in an orange color, positioned within a white circular area that has a blue, watercolor-like border.

Our Process:

- Upon receipt of referral, individual adviser is allocated who will make contact with patient and/NOK on same day.
- Discuss and establish needs and preferences.
- Adviser will have knowledge of care homes/agencies within the desired area. (We know the best care providers and work closely with them to ensure care needs are met and preferences are respected).
- Arrange and accompany visits.
- Flexible Working – Evenings and Weekends to eliminate delays (upon request)
- Consistency – same adviser throughout the process.
- Follow Up – Ensure patient is settled and no further issues.



Our story so far...

Joined Royal Berkshire Hospital in January 2017.

Since commencement CHS have placed **596** patients either home with a Package of care or into a Care Home setting.

Speed of Service:

Referral to Home Chosen: **1 Day 3 Hours**

Referral to Placed: **5 Days 1 Hour**

Bringing Health & Social Care Together

Contact Details:

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We look forward continuing our support with patients, their friends and family and the hospital.

Thank You