

Contact the CHSS Team

Single Point of Access (Referrals from NHS professionals only)

- Tel: 01865 903 750
- Fax: 01865 262313

Directly to the CHSS office

- Tel: 01865 903400
- Fax: 01865 262320
- Duty desk: 01865 903785

If you have any questions about the services provided by the Care Home Support Service or if you would like to refer a resident or access our other services then please contact us:

Care Home Support Service
Windrush Industrial Park
Burford Road
Witney
Oxfordshire
OX29 7DX

Tel: 01865 903400

Fax: 01865 262320

Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the team or contact the Patient Advice and Liaison Service on freephone 0800 328 7971.

Please contact us if you would like the information in another language or different format.

Arabic يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتسيق مختلف.

Bengali আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।

Urdu اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

Chinese 若要以其他語言或格式提供這些資訊，請與我們聯繫

Polish Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

Portuguese Queira contactar-nos se pretender as informações noutro idioma ou num formato diferente.

Oxford Health NHS Foundation Trust
Trust Headquarters
Warneford Hospital
Warneford Lane
Headington
Oxford OX3 7JX

Switchboard: 01865 901 000

Email: enquiries@oxfordhealth.nhs.uk

Website: www.oxfordhealth.nhs.uk

This service is part of our Older People Directorate.

OP 244.16

Oxford Health **NHS**

NHS Foundation Trust



Care home support
services

What is the Care Home Support Service?

The integrated Care Home Support Service (CHSS) is a multidisciplinary team which consists of specialist nurses, physiotherapists, occupational therapists, healthcare assistants in addition to mental health occupational therapists/nurses. A medical consultant, psychiatrist and psychologist give clinical leadership to the team.

The CHSS team work in partnership with care home staff in all care homes - nursing and residential. Our aim is to support them to improve the care of their residents.

Visiting care homes regularly, we identify and manage unwell residents, working proactively with the care home to plan appropriate care. We focus on prevention and early intervention, while endeavouring to improve quality of life.

In situations where a resident needs an admission to hospital, the CHSS team can assist in liaising with the hospital to ensure a timely discharge back to the home and help support them on their return e.g. providing advice and short term therapy support.

Our physical health nurses role also includes:

- Assessment /screen of all new residents
- Signposting to relevant services
- Education and support to care home staff
- Clinical assessment of unwell residents
- Nutritional advice, support with management of weight loss
- Supporting with diagnosis of dementia and initial intervention on management of challenging behaviour
- Falls assessments
- Medication review
- Supporting residents, families and carers in decisions about end of life
- Advice on pressure care



Our therapy team role includes

- Manual handling advice
- Mobility assessments
- Postural management advice
- Seating assessments and advice
- Any other therapy interventions other than longer term rehab

Our mental health team role:

- Helping with the management of residents with dementia whose behaviour is challenging. Working primarily with care staff helping them implement psycho-social interventions

The CHSS team will work closely with professionals in other existing health care services.

Each resident's own GP will retain medical responsibility at all times with the team providing additional nursing, therapy and mental health support where appropriate.