

Contact the CHSS Team

Single Point of Access (Referrals from NHS professionals only)

- Tel: 01865 903 750

Directly to the CHSS office

- Tel: 01865 903 400
- Email: chss@oxfordhealth.nhs.uk
- Duty desk: 01865 903785

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

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.

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: EqualityandInclusion@oxfordhealth.nhs.uk

Arabic يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتسبيق 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 innej formie, skontaktuj się z nami.

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

Oxford Health NHS Foundation Trust
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Community Services

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.