



# Enhanced Health in Care Homes (EHCH - Proactive Care) Patient and Family Information Leaflet

We are the Enhanced Health in Care Home team (EHCH) and we work with care homes in west Haringey.

The EHCH team includes the following professionals:

- Community Matron
- Trusted Assessor (nurse)
- Consultant Geriatrician (older person doctor)
- Pharmacist
- Administrator

## What is EHCH?

- The Enhanced Health in Care Homes team (EHCH) provides residential care homes with high quality, personalised care. They make sure that all residents, and their families, receive the correct healthcare services that they need.

## What do the EHCH Team do?

- Once your referral to the EHCH team is accepted the team will visit you in your care home.
- The team will then discuss and review, with you, your family, and the care home staff, what your needs are and how they can be supported by the EHCH team.
- Your review will be with either the Community Matron, Pharmacist or Consultant Geriatrician.
- If you are admitted to hospital and you are ready to go home, or are about to become a new resident in a residential care home, you will be visited and reviewed by either the Consultant Geriatrician or Trusted Assessor (Nurse).
- The Trusted Assessor (Nurse) will work with you, the residential care home, and the hospital to make sure you are discharged (leaving) the ward as safely as possible.
- The EHCH Team will then talk to your GP, and other healthcare professionals, and create a detailed assessment for you.



## The EHCH team would like to see:

- New residents who have recently moved into the care home.
- Residents who have been in hospital recently.
- Residents who have fallen over or keep falling over.
- Residents who have complex advance care/treatment escalation planning issues (those who have greater care needs).
- Residents who are on 6 or more medications.
- Residents approaching their annual review.

## We aim to:

- Improve the management of any long-term conditions that you may have.
- Improve the management of specific healthcare issues, such as dementia.
- Reduce the number of times you visit the Accident and Emergency Department at the hospital by helping you with support and recovery.
- Work with you to manage and improve your health and wellbeing.
- Reduce the number of falls you may have.
- Provide support to residential care home staff and other healthcare professionals who are caring for you.
- Support you with advanced care planning and creating a universal care plan for you.

## Any concerns or questions?

- Please raise any concerns or questions you might have with your residential care home Manager. They will contact the EHCH team who will make an appointment to visit you.



### Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or [whh-tr.PALS@nhs.net](mailto:whh-tr.PALS@nhs.net)

If you need a large print, audio or translated copy of this leaflet please email [whh-tr.patient-information@nhs.net](mailto:whh-tr.patient-information@nhs.net). We will try our best to meet your needs.

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