

# **Cumberland House Surgery**

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## **Enhanced Health in Care Homes (EHCH) Team**

Dear Care Home Manager,

The Enhanced Health in Care Homes (EHCH) Team work in partnership with Cumberland House Surgery. The team deliver the Enhanced Health in Care Homes Direct Enhanced Service (DES) contract, which supports the ambition for the NHS to strengthen its services for people who live and work, in and around Care Homes.

We know that your Care Home already works closely with the EHCH team. We wish to highlight that there are several queries, where you can directly contact the EHCH team, rather than the GP Practice, to support positive outcomes for your residents. We hope this allows more time for your GP Practice Team to help you with other important matters.

### **Please be aware, you can contact EHCH team directly for the following:**

- Signposting for appropriate services
- Proactive, holistic reviews for residents who would benefit from EHCH team input via the 'Resident of Concern' form you will be familiar with already
- DNACPR/Personalised Care and Support Plans/Anticipatory Clinical Management Plan requests for residents or changes required i.e., update patient identifiers on DNACPR
- Routine referral requests that Care Home teams are unable to directly refer into i.e. Physiotherapy (please see attached documents for those services Care Homes can refer to directly themselves)

### **EHCH contact details:**

**Telephone Number:** 01704 395807 - 9am-5pm Monday-Friday (excluding BHs)

**Email address:** [sfhealth.carecoordinator@nhs.net](mailto:sfhealth.carecoordinator@nhs.net)

Please be mindful that EHCH team are not available for acute issues i.e., delirium/infection, rapid deterioration/decline, or patients in the terminal phase. Care Home teams should continue to contact Cumberland House Surgery for these as per usual protocol.

Yours Sincerely,

**Cumberland House Surgery and Enhanced Health in Care Homes Team**