



# Care Home Choice Facilitator

## Who is the Care Home Choice Facilitator?

The HCPA Care Home Choice Facilitator sits within the Lister hospital and provides patients with a service designed to fully support them and their representatives regarding moving to their choice of care homes.

## Why trust the Care Home Choice Facilitator?

- The Care Home Choice Facilitator is employed by HCPA and works on behalf of the patients and their representatives
- They provide full, personalised support for the patient and ensure the transition from Lister to care home is smooth and stress free. Patient choice always being a priority
- They have experience working in the Local Authority finance and social care sectors which allows extensive support and guidance surrounding this

## How does it work?

1. The Care Home Choice Facilitator receives a request to support a patient who is identified as requiring care in a care home setting (short stay, respite and permanent stay including dementia and nursing)
2. They will then support the patient throughout the process including choosing a home, and then continue to follow up with the patient regarding satisfaction of the service and care home
3. Patients and/or their representatives can also contact the Care Home Choice Facilitator direct using the contact details at the bottom of the page

## Benefits & Outcomes

- Full, personalised support throughout the process for patient and representatives while making complex and difficult choices
- Encouraging the patient's choice of care home
- Point of contact at all times
- Continued support after the resident has been placed.



## HertsCareSearch.org

Finding the right care home for yourself or loved one can be a difficult process. Herts Care Search is a website that can help find care homes:

1. Input your requirements including location, type of care and availability
2. A list of care homes in Hertfordshire will be displayed
3. You can refine your search to make a shortlist and view profiles, the Care Quality Commission reports and ratings. You then simply contact the homes and arrange a visit



## Contact the Care Home Choice Facilitator, Lister

choicefacilitatorlister@hcpa.info | 07881 226013 | Monday-Friday 8am-4pm | www.hcpa.info

## Contact Herts Care Search

support@hcpa.info | 01707 536020 | www.hertscaresearch.org

