



Care Home Choice Facilitator

Who is the Care Home Choice Facilitator?

The Hertfordshire Care Providers Association (HCPA) Care Home Choice Facilitator (CHCF) is based at Lister Hospital and provides a support service for patients and their representatives regarding selecting and moving to their choice of care home.

Why trust the Care Home Choice Facilitator?

- The CHCF is employed by HCPA and works on behalf of the patients and their representatives, with patient choice always a priority
- They provide fully, personalised support for the patient and ensure a smooth and stress free transition from Lister Hospital to their care home
- They have experience working in the Local Authority for the finance and social care sectors, which enables them to provide extensive support and guidance throughout the whole process

How does it work?

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

Benefits & Outcomes

- Fully, personalised support throughout the process for the patient and their representatives while making complex and difficult choices
- Encouraging the patient's choice of care home
- A key point of contact at all times
- Continued support once the resident has moved to a care home



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 suitable care homes with availability quickly and easily:

1. Search by your requirements, including location, type of care and availability
2. View a list of care homes in Hertfordshire that match your requirements
3. You can refine your search further to make a shortlist, view profiles, see Care Quality Commission reports and ratings.
4. You then simply contact the homes and arrange a visit



Contact the Care Home Choice Facilitator at Lister Hospital

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

Contact Herts Care Search

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

