Finding the right care

The FREE and independent service

CHS Healthcare

A longstanding and trusted service

CHS Healthcare was established in 1995 by GP Dr Richard Newland to provide support for families seeking care for their loved one.

We provide a trusted and valued service, working with hospitals, clinical commissioning groups, and local authorities throughout the UK. At the heart of our service is our team of highly experienced advisers, many with backgrounds in social care and nursing.

> ***Paula from CHS was like an angel, she actually listened to me and understood what we were going through.***

Katie Harrison, who was helped by CHS to find the right care home for her aunt Catherine.

Our service is completely **FREE**, independent and confidential.

Help finding a care home

We know what care homes in your area offer, in terms of extra support, facilities and ethos and we talk with care homes regularly so we know bed availability in your area. We work with care homes closely to ensure your care needs are met and preferences respected.

Our adviser can accompany you on care home visits. Many people find this very helpful as advisers can ask relevant questions and ensure all key issues are covered. Our advisers work flexibly, including weekends and evenings, so they can fit in with your schedule.

"The care home is absolutely amazing.

The team were just wonderful. They did all of the background work for me, which was great as I didn't really know what to do. I'd never had to deal with anything like this before.

They made it really clear that there was no pressure to say 'yes' to any of the care homes they had suggested. They know everyone is different and would find what best suited Dad.

Since moving to the care home, Dad is now able to walk again and is getting better.

We're quite a jovial family, so Dad really enjoys the interaction and banter he has with the staff. He is also quite a private man, so it's great that they are encouraging him to get involved in group activities."

Mary Nicoll, talking about her father Christopher and how CHS helped her find him the right care.

Our service to you

We promise to offer you a high level of ongoing support and quality assurance when organising a package of care, or a placement in a care home. Our advisors remain impartial at all times, making them best placed to support you through the decision process.

Our adviser will contact you in the few days after your placement. They will also contact you after a month to see if you are happy with the service and they will be available at any time if you have any issues or concerns.

Because our service is trusted and valued, people often come back to us as care needs change and more support is required.

CHS Healthcare helped me to find a care home for my mother and I was so impressed with the service that when there was an opportunity, I became an adviser myself.

Lynn Hodson,
adviser

My job is wonderful as I have the best team on the planet, I work in an amazing hospital with superb people and support wonderful clients and their families in what can be a very scary and stressful time.

Leah James,
team coordinator.

I find working at CHS incredibly rewarding – giving support to patients and families at difficult and emotional times and allowing them to focus on spending time with each other.

Claire King,
hospital discharge adviser.

Your care and support adviser

Midlands Placements Team

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