

Medway Community Healthcare Provides a wide range of high quality community health services and the care home team are able to refer or signpost nursing homes to appropriate service if required for residents.

Sharing your information

Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential. For your direct care we often share information with:

- NHS hospitals and clinics
- GPs
- Social care

Who to contact

Details for the CHT are displayed on posters in each nursing home giving contact details for the service, including MedOCC for out of hours support.

Tel: 01634 823586

Email:

medch.carehometeam@nhs.net

Medway Community Healthcare provides a wide range of high quality community health services for Medway residents; from community nurses and health visitors to speech and language therapists and out of hours urgent care.

Customer care

Please send any comments about Medway Community Healthcare services to: -

Customer care coordinator
Medway Community Healthcare
MCH House, Bailey Drive,
Gillingham, Kent, ME8 0PZ

t: 01634 334650

medwaycustomercare@nhs.net

All contact will be treated confidentially

This information can be made available in other formats and languages. Please contact:
medch.communications@nhs.net

Leaflet reference: MCH 379.1



Care home team

Information for patients and relatives



Medway Community Healthcare CIC providing services on behalf of the NHS
Registered office MCH House, Bailey Drive, Gillingham, Kent ME8 0PZ
Tel: 01634 337593
Registered in England and Wales, Company number: 07275637

Services Provided

The care home team (CHT) consists of two advanced nurse practitioners (ANP's), two end of life facilitators, one pharmacist and one administrator. We also have support from the consultant geriatrician at Medway Maritime Hospital

Weekly surgeries are held in each care home to review any resident who may have concerns relating to their health, including minor ailments, crisis prevention planning and holistic reviews.

In addition, the CHT are available during the week (Monday-Friday) for residents who may need to be seen urgently outside of the planned surgery times. Care home staff can telephone the service to speak with a member of the team if they have any concerns or require advice regarding a resident's health needs.

The CHT works closely with residents, families, care home staff and GPs, to ensure each resident receives high quality care to meet their needs and to avoid unnecessary hospital admissions where possible.

Advanced nurse practitioners

Advanced Nurse Practitioners (ANP's) are highly skilled nurses with expert knowledge and complex decision making skills. Holistic patient assessments are undertaken including health, psychological, physical and social needs.

Once a diagnosis has been reached, with support from the GP or consultant where required, ANP's are able to provide prescriptions when necessary to avoid any delay in treatment. GP's are consulted with and kept fully informed of any treatment provided.

End of life facilitators

The end of life facilitators are skilled nurses providing specialist advice for patients, carers, nursing home staff and GPs, in the management and symptom control for residents at end of life.

Advice is offered to support early identification of end of life needs for residents and to address any concerns that may be held by residents, their relatives, care home staff or GPs.

Training and education is provided for care home staff, to support effective and high quality care for the residents and their families.

Advanced care planning is actively encouraged to ensure patient's wishes for end of life care are recognised and achieved where possible

Pharmacist


Medway Clinical Commissioning Group

Our pharmacist works in collaboration with the CHT, medicines optimisation team and GPs to deliver a programme of medicines optimisation in care homes. This will involve regular reviews of patient medications through auditing and reviewing of patient records.

The pharmacist role is to reduce the use of inappropriate medicines; reduce the risk of errors on administration of medicines; to reduce waste whilst identifying gaps in the management of medicines to support the provision of high quality and safe care for all residents.



Consultant geriatrician

Medway 
NHS Foundation Trust

The consultant geriatrician works closely with the care home team and leads weekly meetings to discuss complex health needs experienced by residents within nursing homes.

The care home team is also able to contact the consultant geriatrician throughout the week for telephone advice and support for any residents they are concerned about.

Out of hours support

Outside of normal working hours, support is offered to the care homes via MedOCC (Medway On Call Care), who can undertake urgent resident reviews when required.