

# The Team



Karen Finch-Burke  
Project Lead  
Karen.Finch-Burke@eolp.org.uk  
01270 904366  
West Cheshire Care Homes



Lorraine Dunn  
Locality Co-ordinator  
Lorraine.Dunn@eolp.org.uk  
01270 904368  
East Cheshire Care Homes



Sue Stubbs  
Practice Educator  
Sue.Stubbs@eolp.org.uk  
01270 904375  
East Cheshire Care Homes



Julie Delaney  
Practice Educator  
Julie.Delaney@eolp.org.uk  
01270 904362  
Vale Royal Care Homes



Rachael Lambe  
Practice Educator  
Rachael.Lambe@eolp.org.uk  
01270 904381  
South Care Homes



# Contact Info

- A. Spring Farm Business Centre, Moss Lane, Minshull Vernon, Crewe, CW1 4RJ
- P. 01270 310260
- E. [info@eolp.org.uk](mailto:info@eolp.org.uk)
- W. [www.eolp.org.uk](http://www.eolp.org.uk)

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We would love to hear about your experience with EOLP.

Is there anything we did particularly well? Did a member of staff shine? Or maybe there was something we could have done better?

Positive feedback will be shared with the teams and any complaints will be handled in accordance with our Complaints Policy.

Thank you for helping us to be the best we can be.

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# Care Home Support Service (CHSS)

Working in partnership with care home staff.

# What is the Care Home Support Service?

The Care Home Support Service provides a responsive service offering dedicated advice, training and education to support proactive care, centred on the needs of residents, including enabling residents to live well and plan for end of life.

Working together with residential, nursing, learning disability, mental health and dementia care homes we will help you to identify areas for development.

This maybe specific to the care of individual residents, opportunities for staff development and/or your leadership team within the home.

Each home will then have a co-designed individual Support Plan that reflects your priorities.

The Care Home Support Service is a fully funded NHS commissioned service provided to all residential and nursing care homes within Cheshire West and East Place.



## Resources

The Care Home Support Service can access or signpost to other resources and services, including:

- Advance Dementia Support Team
- Community Services
- Specialist Palliative Care Teams
- GP Support
- Hospice Services
- EOLP's Education Programme
- EOLP's Public Health Team
- Voluntary Organisations/ Community Groups
- Medicines Optimisation in Care Homes Team (MOCH)

The Care Home Support Service Team can also provide practical hands on support in the care home.

Learning takes place in practice, in the classroom or online either on an individual or group basis.

**Online resources:** <https://chss.eolp.co.uk>

Visit our dedicated website for more information, resources, details of funded education sessions and more.

Supporting Cheshire Care Home residents to live well and plan for end of life.

## Our Offer

- A named point of contact for each care home
- Co-produced support plan
- Co-ordination of the delivery of the Support Plan
- Delivery or facilitation of training and education
- Advice and guidance on specific individual issues
- Trouble shooting and problem solving
- Regular review and updates of Support Plan
- Connect Care Homes to other resources

