

## NHS Rotherham Prescribing Stoma Service

Company Name	Charter Healthcare					
Company Location	Nene Hall, Peterborough Business Park, Peterborough, Cambridgeshire, PE2 6FX					
Company Description (200 words max)	<p>Charter Healthcare is a Dispensing Appliance Contractor and is part of Coloplast Ltd operating for over 20 years serving people requiring essential continence and stoma medical appliances.</p> <p>Each parcel is packaged in unmarked packaging for complete discretion and we currently use Parcel Force as our main contracted courier due to their high standards of delivery and discretion.</p> <p>NHS England, East Team are responsible for governing the single DAC license and all appliances are dispensed from the Peterborough warehouse reducing the impact of NHS on costs.</p> <p>Charter Healthcare currently has 25 stoma nurses that support both acute and community NHS nursing.</p>					
List of consumables provided with orders	<p>The below are complimentary items provided when needed, typically one pack per monthly delivery.</p> <table border="1"> <tr> <td>Wet wipes – hygienic intimate wipes to be used on skin around the stoma (1 pack contains 40 wipes)</td> <td>Disposal bags – hygienic close-tie bags for disposing discarded stoma pouches (1 pack contains 30 items)</td> </tr> <tr> <td>Dry wipes – hygienic dry wipes (1 pack contains 30 wipes)</td> <td>Charter Water Spray – sterile water spray to support every day stoma routines (1 per order)</td> </tr> </table>		Wet wipes – hygienic intimate wipes to be used on skin around the stoma (1 pack contains 40 wipes)	Disposal bags – hygienic close-tie bags for disposing discarded stoma pouches (1 pack contains 30 items)	Dry wipes – hygienic dry wipes (1 pack contains 30 wipes)	Charter Water Spray – sterile water spray to support every day stoma routines (1 per order)
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Is there a company nurse available to visit Rotherham patients in their own homes?

Yes ☒ No ☐

Do the company delivery vans display the company name?

Yes ☐ No ☒

Does the outside packaging display the company name?

Yes ☐ No ☒

Does the packaging in any way identify the contents?

Yes ☐ No ☒

Is the packaging weatherproof?

Yes ☐ No ☒

Do you deliver to Rotherham every day, Monday to Friday?

Yes ☒ No ☐

Do you offer Saturday delivery?

Yes ☒ No ☐

Can patients request a morning/afternoon delivery?

Yes ☒ No ☐ (***Timed morning deliveries, not pm at the moment, but in the process of implementing***)

Are patients notified when the delivery is to be made?

Yes ☒ No ☐

If Yes, how?

The day of delivery is to be confirmed when patients notify us of the request. We are in the process of implementing more notifications by email including courier tracking numbers.

Are all drivers CRB checked?

Yes ☒ No ☐

If requested, can drivers enter the patient's house and place the delivery in an agreed storage point (e.g. cupboard, spare room)?

Yes ☐ No ☒ (Drivers do not cross the threshold)

Explain what happens if the patient is not at home when the delivery is made

Every customer of Charter (your patients) has a leave safe place agreed with them which is identified on their record. This instruction is printed on the delivery address label of every parcel.