



WIRRAL

ADULT CARE AND HEALTH OVERVIEW & SCRUTINY COMMITTEE

19TH MARCH 2019

REPORT TITLE	UPDATE REPORT ON CONTINUING HEALTHCARE (CHC)
REPORT OF	LORNA QUIGLEY, DIRECTOR OF QUALITY AND SAFETY WIRRAL HEALTH AND CARE COMMISSIONING

An Update Report for Overview and Scrutiny In relation to Continuing Health Care (CHC)

Introduction

The aim of this report is to inform Committee regarding the progress that has been made following the recommendations from the May 2018 continuing Healthcare scrutiny review.

Background

NHS Continuing Healthcare (NHS CHC) is a package of care for adults aged 18 or over which is arranged and funded solely by the NHS. In order to receive NHS CHC funding individuals have to be assessed by Clinical Commissioning Groups (CCGs) according to a national legally prescribed decision making process to determine whether the individual has a 'primary health need'.

In 2017, members had noted that Wirral was reported to be the third lowest of 32 regional Clinical Commissioning Groups (CCGs) for numbers of people eligible for Continuing Healthcare (CHC) funding, compared to the national average. Anecdotal evidence had been provided in relation to the service user experience of the CHC process and the time taken to receive a decision.

A report produced by Parkinson's UK also provided evidence of significant national variations on the approach to CHC. It was, therefore, proposed that further scrutiny would provide assurance regarding compliance with the national framework. On 1st February 2017, members of the former People Overview & Scrutiny Committee agreed to establish a task & finish group to undertake a scrutiny review relating to the local application of the national Continuing Health Care (CHC) framework. Membership of the group has comprised three members, Councillors Alan Brighthouse

(Chair), Wendy Clements and Moira McLaughlin, and Karen Prior, Chief Officer of Healthwatch Wirral

The key objectives for the review were identified as:

- To understand the Continuing HealthCare (CHC) framework and how it is applied locally (including how many clients receive CHC funding);
- To assess the local application of the CHC framework in comparison to other geographical areas;
- To consider whether relevant staff have the appropriate levels of training in order to implement the CHC framework effectively and apply the framework consistently;
- To evaluate the impact of CHC on clients and their families, focusing on both the process and the funding outcomes
- To understand the fast-track process which is place for end of life clients;
- To assess the relationship between the CCG and the Local Authority in the application of the CHC framework and understand the consequences for funding.

Members agreed that the focus of the review would be on service provision for adults. As a result, services for children were excluded from the scope of the review.

The task & finish group held a range of meetings in order to obtain evidence. Sessions were planned with managers of process in addition to a range of staff who are responsible for administering the delivery of CHC. Members also met with individuals who had personal experience of applying for CHC funding.

Recommendations

Recommendation	Rationale	Progress made
Consistency of application of the CHC framework by training	Members recognise that Wirral Clinical Commissioning Group (CCG) is not responsible for the staff training of other organisations. However, the CCG and all relevant health partners are requested to collaborate to ensure that all applicable staff receives the appropriate CHC training, where possible through joint sessions. This will enable frontline staff to pass on correct information to patients and families while operating with confidence to apply both the national CHC framework and local procedures. This should ensure that there is more consistency in the application of the framework.	The national framework has been updated in October 2018, Education sessions, workshops, and drop in sessions have been held for health and social care professionals and well attended. IN 2018, all Independent review panels held have upheld the CCG's decisions regarding eligibility against the framework.
Communication	Wirral Clinical Commissioning Group is requested to consider options to improve communication processes between themselves and partner organisations involved in the local delivery of the CHC framework (such as, Wirral Borough Council, Wirral Community Trust, Wirral University Teaching Hospital and GPs). Similarly, it is suggested that communication processes with potential applicants for CHC funding be reviewed and strengthened.	A CHC phone line has been established for professionals and public to access the team for advice and support. CCH website has been updated to include all new polices and framework https://www.wirralccg.nhs.uk/your-health-and-services/nhs-continuing-healthcare/ There opportunity to provide feedback via this route.
Dynamic Purchasing System (DPS)	Members note with concern that the introduction of the Dynamic Purchasing System (DPS) has resulted in some reduction of choice for clients while not realising the anticipated level of savings. As a result, Wirral CCG is requested to demonstrate to the Adult Care and Health	Due to the concerns raised, the CCG has used contractual levers in order to improve performance. Since December 2018, Care for end of life patients are not sourced using this

	Overview & Scrutiny Committee that continued use of DPS is providing value for money, is improving the efficiency of staff in identifying appropriate placements and is leading to an improved service for clients, particularly those requiring end of life care.	system.
End of life care	Wirral Clinical Commissioning Group is requested to ensure that those clients requesting CHC funding at end of life receive a service which is both compassionate and speedy. The allocation of placements to care homes who have successfully received the 'Six Steps to Success End of Life Training Programme' would be beneficial.	Referrals for patients requiring end of life care are dealt within 2 working days. The quality improvement team is working with care homes to improve end of life care for all residents across the borough.
Learning Disabilities	Wirral Clinical Commissioning Group is requested to review the allocation of resources within the CHC team towards supporting those clients with learning disabilities through the CHC application process, ensuring the same access as people with physical needs.	The CCG is reviewing its CHC budget allocation based on demand for all people. The team now have a specialist Learning Disability Nurse attached to them to ensure there is equality in access.
All-age Disabilities: Transition of young people	As the delivery of the All-age Disability Strategy develops, members of the Adult Care and Health Overview & Scrutiny Committee are requested to consider the addition of a future review to their work programme, namely, to explore the experience of young people moving into adulthood	
Cost of administration	The current cost of administering the Wirral CHC Service at £1m is a significant proportion of the overall cost of Wirral's CHC budget. Wirral Clinical Commissioning Group is requested to consider whether any options are available to ensure that the administration of the CHC process can be achieved as cost effectively as possible.	The total cost of the CHC service is: £1.18m of which £967k is spent on clinicians. £214k is spent on support costs (admin, travel etc). The cost of care packages to date is £45m. A review is being undertaken to ensure

		care delivery model is efficient and meets the strategic objectives.
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Conclusion

Overview and scrutiny are asked to:

- Note the progress made to date in relation CHC, following the scrutiny report.
- Consider the addition of a future review to their work programme, to explore the experience of young people moving into adulthood

Lorna Quigley

Director of Quality and Safety

Wirral Health and Care Commissioning