

Delivery of end-to-end CHC services

1. Who delivers your end to end Continuing Healthcare service? Please select one of the below options
 - a. CCG
 - b. CCG plus CSU/Private Company
 - c. CSU/Private company – Midlands and Lancashire Commissioning Support Unit
2. If the CCG utilises a private company, please provide the following information:
 - a. Name of the provider:
 - b. Annual cost of the services in 17/18
 - c. Contract start and end dates

N/A

Allocation of Resources

1. Does the CCG have a standardised method for allocating resources for CHC (e.g. setting and agreeing an indicative personal health budget(PHB))?

This is undertaken on a case by case clinical basis and clinical need
2. How is this managed? (In-house/outsourced to a private provider/outsourced to a CSU or local authority)

In-house
3. Please name the system used by the CCG to determine the PHB (e.g. Imosphere, Norfolk model, Manchester model, locally developed etc.)

Clinical Management System

 - a. Is this a needs-based or points-based system*?

No
 - b. What was the annual cost to the CCG in 17/18 for using this system?
 - c. What are the contract start and end dates?

**Needs-based RAS systems consider the CCG's local provider costs, whereas points-based systems are based on assessment domain ratings*

CHC Assessment Support

1. Does the CCG use any third-party nurse assessment teams to support any part of the CHC assessment process?

No

- a. If so, please name the supplier

N/A

- b. Please provide a brief description of the service (supporting assessments, re-assessments etc)

N/A

- c. What was the annual cost to the CCG in 17/18?

N/A

- d. What are the contract start and end dates?

N/A

Case Management Systems

1. What CHC case management system is used (e.g. QA, Broadcare, Caretrack etc.)?

Clinical Management System

- a. What was the annual cost to the CCG in 17/18?

Charged as part of overall service level agreement with Midlands and Lancashire Commissioning Support Unit

- b. What are the contract start and end dates?

March 2016 – April 2020

- c. Did the CCG procure these services via a framework? If so, please provide the name of the framework

Extension of existing agreement via NHS Lead Provider Framework

Brokerage

1. How does the CCG manage the brokerage? (In-house/outsourced to a private provider/outsourced to a CSU/outsourced to a local authority)?

In-house

2. Does the CCG use a framework with agreed rates or a preferred supplier list for:
 - a. Residential/ nursing Care providers
 - b. Domiciliary Care Agencies

The CCG uses the Direct Purchasing System (DPS)

3. Does the CCG review their contracts/costs for care suppliers each year?

Yes – rates vary depending on need

4. Does the CCG use an e-Brokerage system (e.g Adam HTT, E-Brokerage etc.)?
 - a. If so, please provide the name of the supplier

ADAM

- b. What was the annual cost to the CCG in 17/18?

Charged as part of overall service level agreement with Midlands and Lancashire Commissioning Support Unit

- c. What are the contract start and end dates?

March 2016 – April 2020

5. Does the CCG have costed care plans for residential care suppliers?

No

System Integration

1. Do any of the systems used by the CCG for CHC (eg. assessments, allocation of resources, brokerage, case management) integrate?

No

- a. If so, please provide further detail with regards to which systems integrate with each other

N/A

CHC Consultancy

1. Have you had any third-party consultants in to review the CCGs CHC processes and practices, or whereby the third party looked into the CCGs end-to-end delivery of CHC in the last 2 financial years (15/16 – 17/18)?

- a. If so, please provide the name of the organisation

Merseyside Internal Audit Agency undertook a review of the CCG CHC process in 2017/18. The review focussed on CCG processes and not an end to end service.

- b. Please provide a brief description of the services

The review looked at research themes and analysed data from multiple sources to create valuable benchmarking information, to provide organisational assurance and/or drive improvement.

- c. What was the cost for completing this work?

The CCG contracts with MIAA for an annual audit work cycle and the review formed part of this.