



Wiltshire Health Select Committee

Continuing HealthCare (CHC)

Sarah-Jane Peffers Associate Director for
Patient Safety and Quality and All Age
Continuing Care (AACC)



Bath and North East Somerset,
Swindon and Wiltshire Together

Continuing HealthCare (CHC)

Continuing HealthCare (CHC) is a package of care provided outside of a hospital setting that is arranged and funded by the NHS. It's provided to individuals who have complex health needs that are primarily healthcare related. To determine eligibility for CHC, individuals undergo an assessment process which considers their overall health and care needs. Within the framework of integrated care

Mandatory quarterly reporting to NHSE monitors ICBs performance and activity in all areas of the CHC process. NHSE have set 3 Key Performance Indicators (KPI's) which are reported on and discussed in quarterly assurance meetings with NHSE Regional CHC Lead, BSW Associate Director of Patient Safety and Quality, and BSW ICB Head of Operations and Clinical Quality for CHC/FNC. The targets set by NHSE are:

1. 80% of all Decision Support Tools (DSTs) to be completed within 28 days of referral; a DST is the assessment tool completed to identify a person's eligibility for CHC funding.
2. 0 Cases waiting longer than 4 Weeks. (If cases are identified over this timescale, then they are reported on at 4-12 weeks, 12-26 weeks, and 26+ weeks)
3. <20% of DSTs completed in an acute setting.

BSW ICB's Quarter 4 submission reflects that 53% of all CHC assessments were completed within 28-days of notification that an eligibility outcome was required. This is a significant increase from the position reported in Quarter 1 of 2023/24, however remains below national targets.



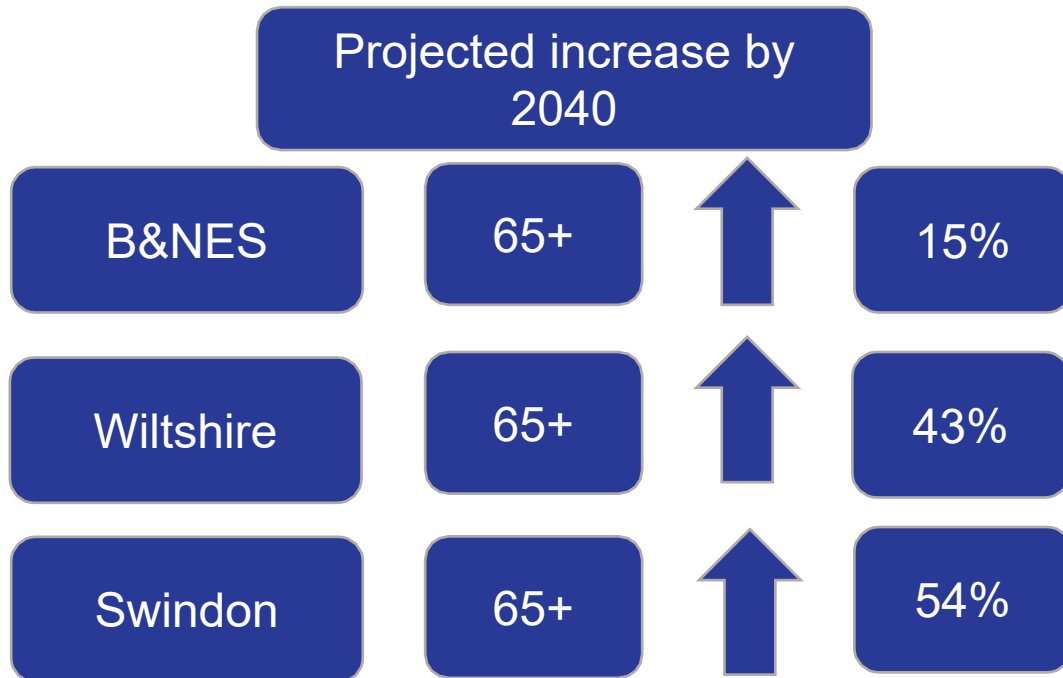
Background- BSW Demographics



BSW ICB covers a population of 987,166 is served by 94 GP practices, three acute hospital trusts and three Local Authorities.

% of BSW Population Currently on Community Services' Caseload				
Segmentation Model	Generally Well	Long Term Conditions / Needs	Complex LTC(s)	Total
Children and Young People (0-25)	25.7%	20.8%	75.0%	25.3%
Working Age Adults (26-65)	9.3%	12.5%	29.6%	10.5%
Older People (66+)	12.4%	18.3%	39.4%	17.5%
End of Life	N/A	N/A	55.7%	55.7%
Total	16.1%	15.1%	42.2%	16.4%

Generally Well	No (QOF-defined) Long-Term Conditions
Long Term Conditions / Needs	1-3 (QOF-defined) Long-Term Conditions
Complex LTC(s)	4+ (QOF-defined) Long-Term Conditions and/or Frailty, Dementia, Organ Failure, or Incurable Cancer
Children and Young People (0-25)	Defined by Age
Working Age Adults (26-65)	Defined by Age
Older People (66+)	Defined by Age
End of Life	Frailty, Dementia, Organ Failure, or Incurable Cancer

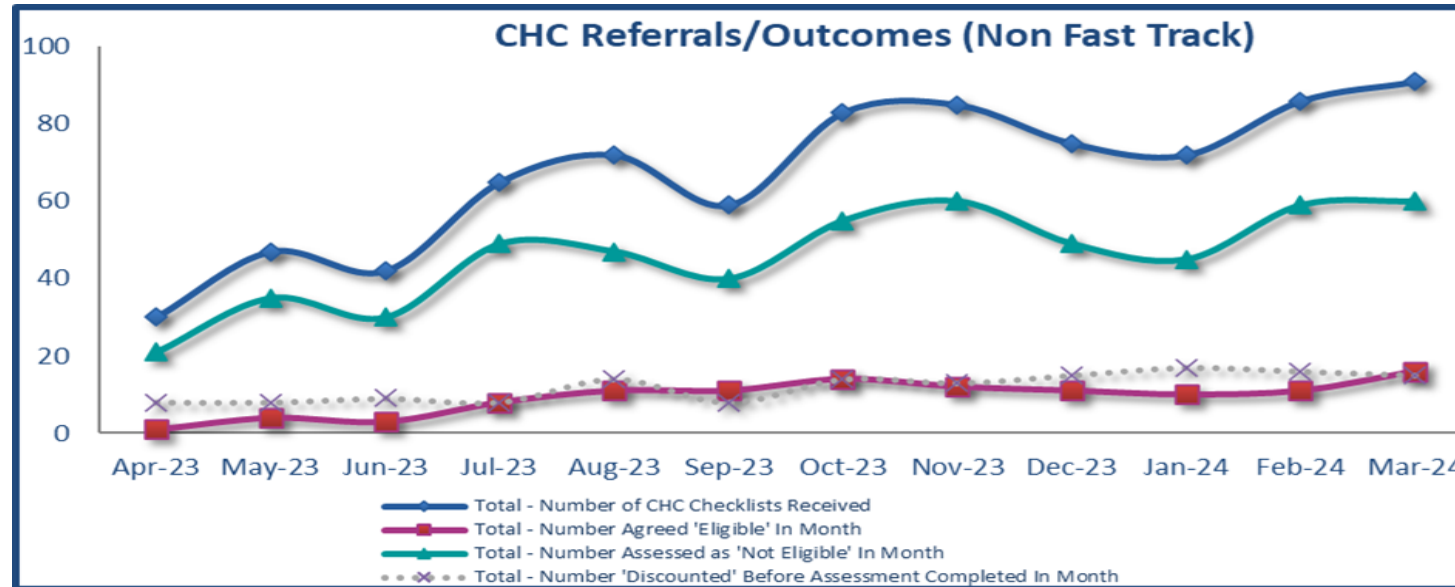


It is important that BSW system recognises the population now and, in the future, and secures the appropriate resources to meet population needs



Bath and North East Somerset,
Swindon and Wiltshire Together

Current Demand and Capacity

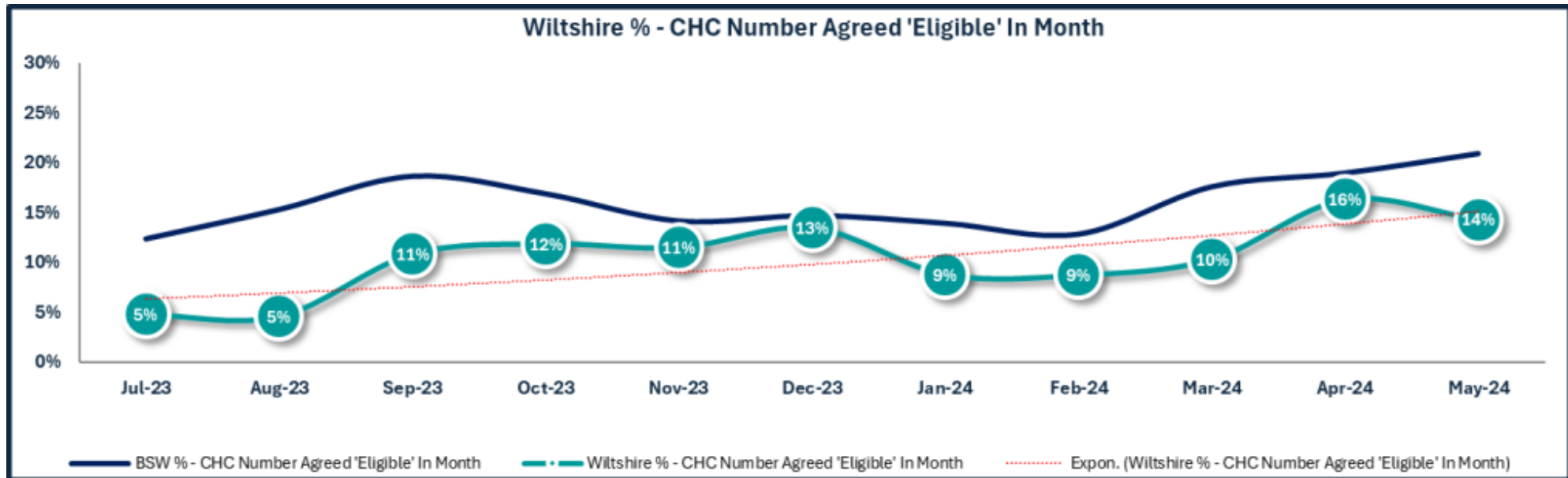
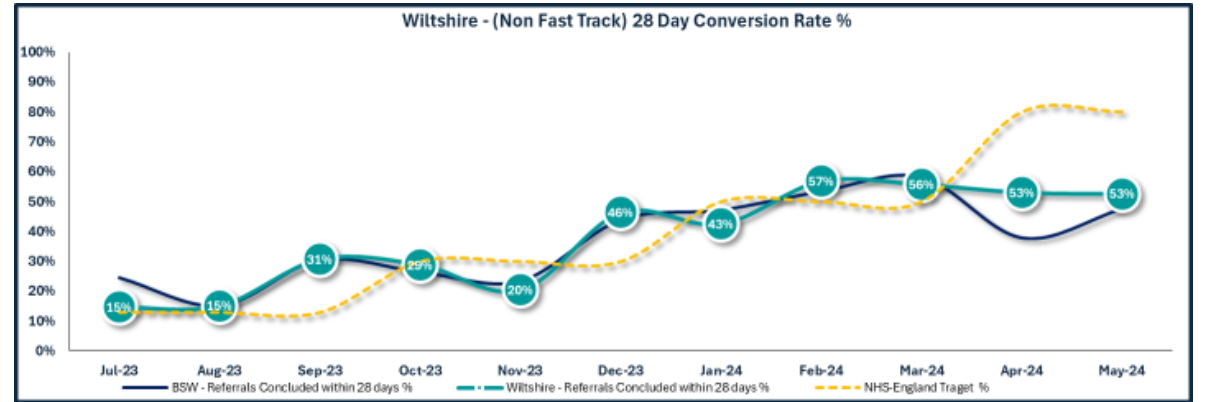
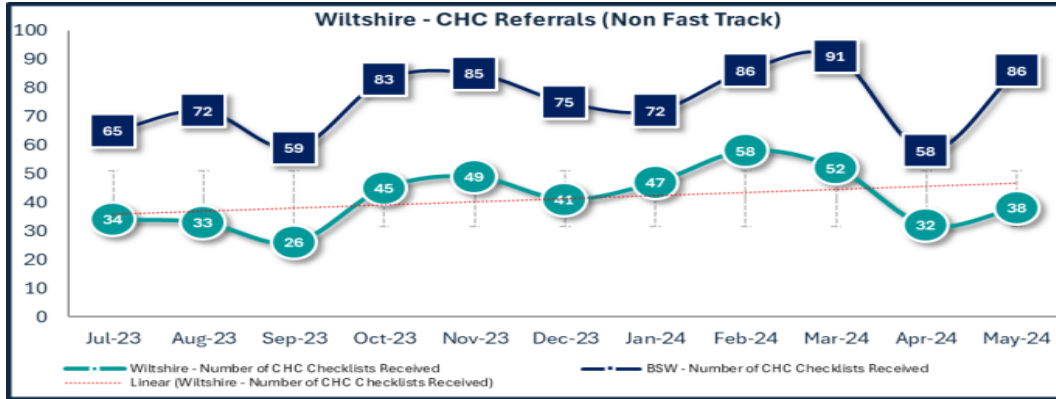


Referrals for CHC assessments have increased by 60% during 2023/24. The largest increase in activity is identified in the BANES and Wiltshire localities with just over double the number of referrals being received from both areas by the end of Q4 2023/24. Early intelligence on Q1 2024/25 data is identifying this trend continuing with similar numbers of referrals in all three localities being received.



Bath and North East Somerset,
Swindon and Wiltshire Together

Wiltshire

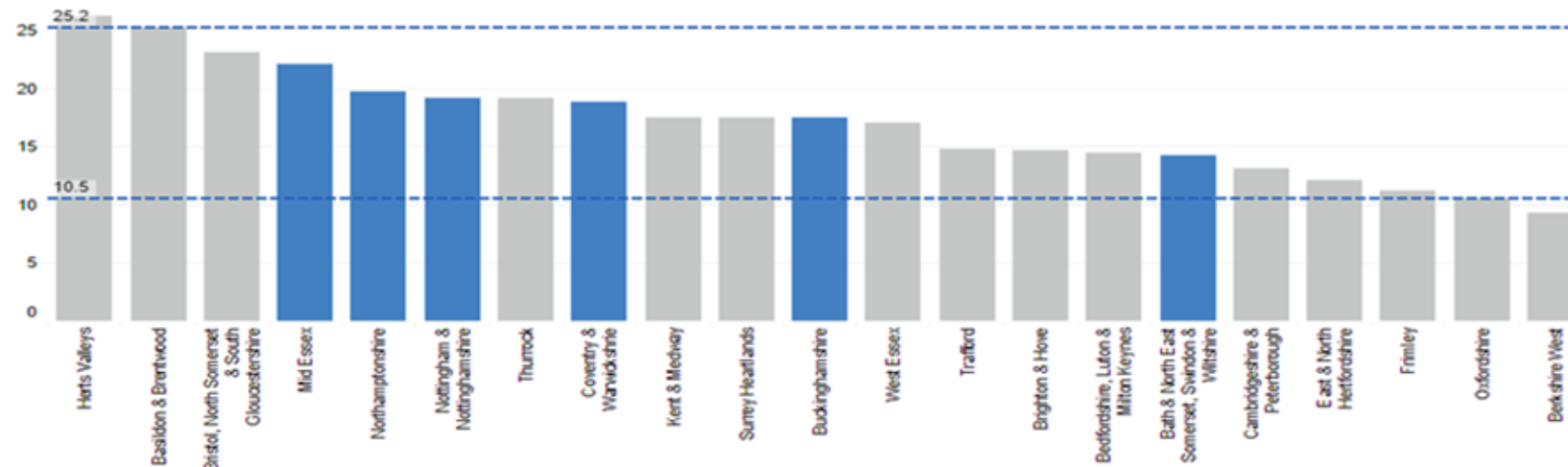




Comparison with nearest neighbour

Nearest Neighbour Description	Cluster Name	Region Name	ICB Name
ICB Sub Location Selected	Cluster 3	South West	Bath & North East Somerset, Swindon & Wiltshire
Nearest Neighbour 1	Cluster 3	East of England	Mid & South Essex
Nearest Neighbour 2	Cluster 3	Midlands	Northamptonshire
Nearest Neighbour 3	Cluster 3	Midlands	Coventry & Warwickshire
Nearest Neighbour 4	Cluster 3	Midlands	Nottingham & Nottinghamshire
Nearest Neighbour 5	Cluster 3	South East	Buckinghamshire, Oxfordshire & Berkshire West

Number of new referrals for Standard CHC - per 50k



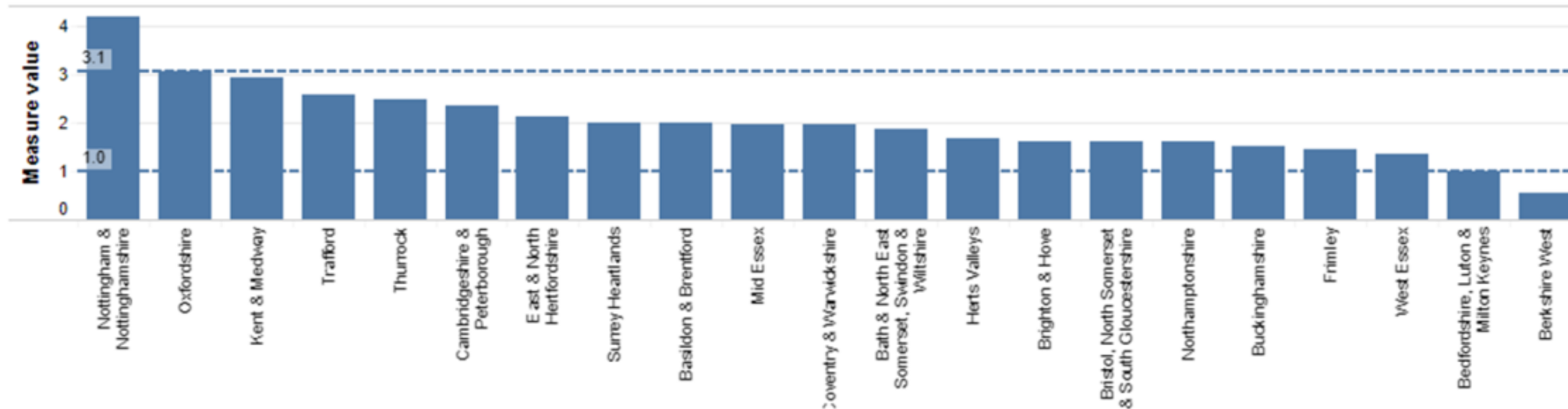
Number of new referrals for Standard CHC – per 50k
BSW are within confidence levels.



Bath and North East Somerset,
Swindon and Wiltshire Together

Comparison with nearest neighbour

Number assessed as eligible for Standard CHC – per 50k

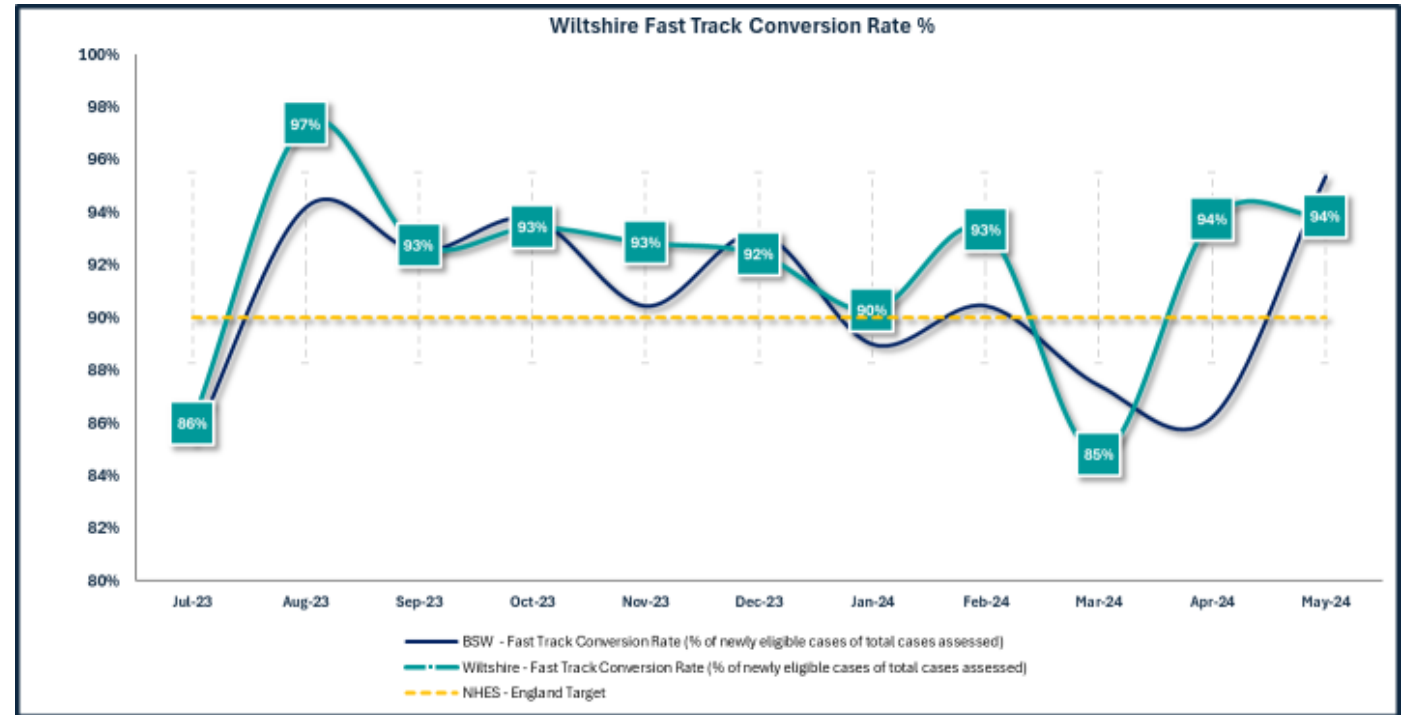
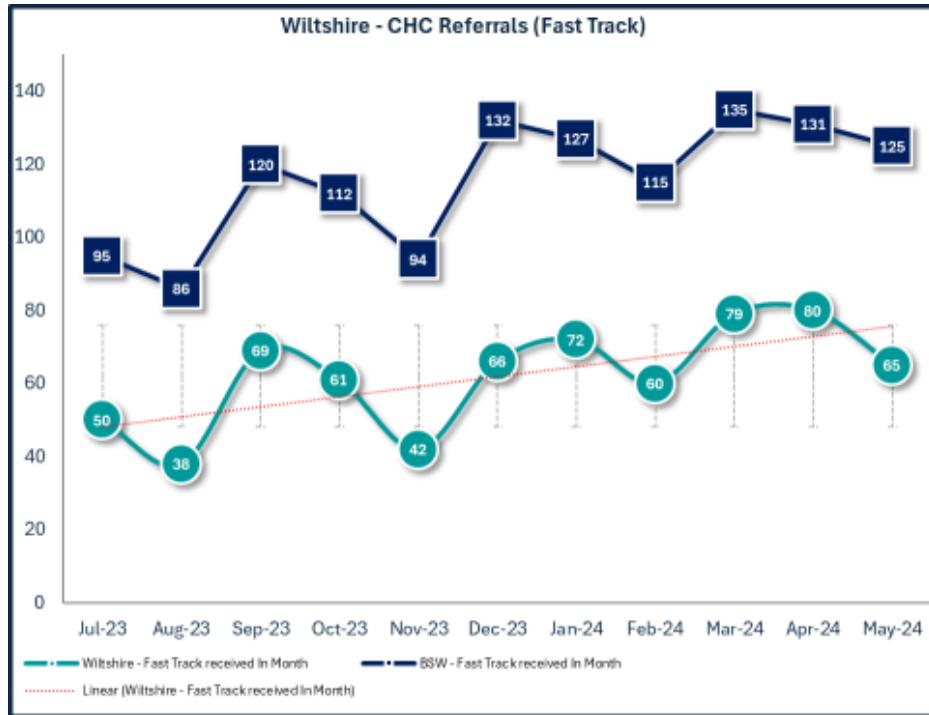


BSW ICB are within confidence intervals.



Bath and North East Somerset,
Swindon and Wiltshire Together

CHC Fast Track

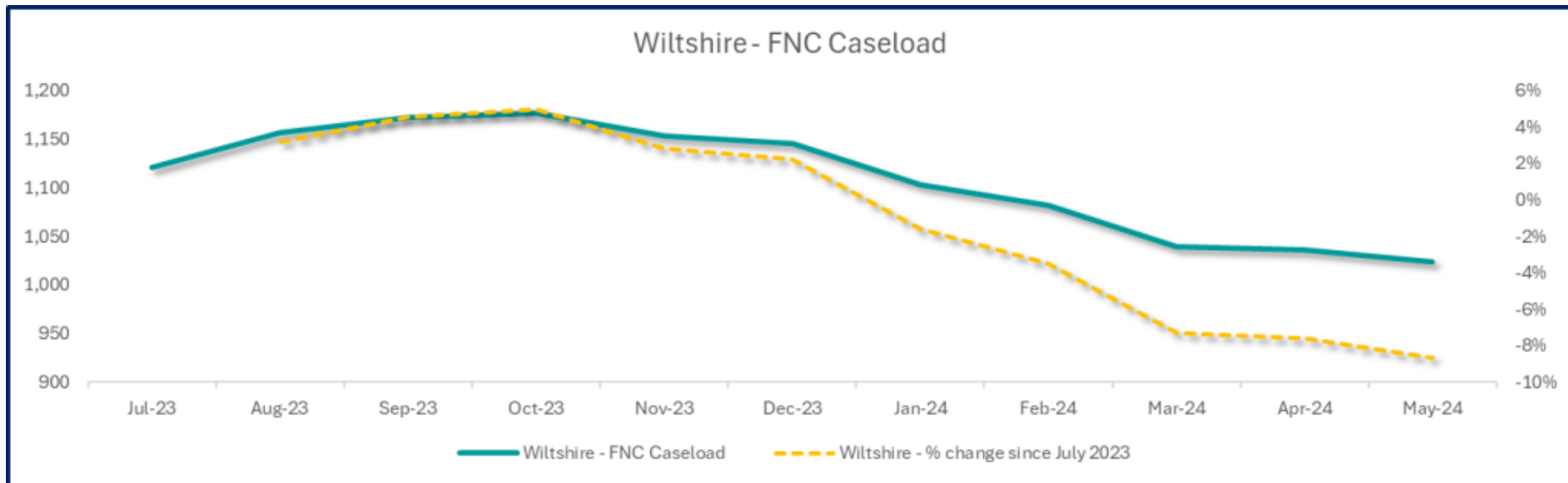


The intention of the Fast Track Pathway is that it should identify individuals who need to access NHS Continuing Healthcare quickly, with minimum delay, and with no requirement to complete the Checklist or the Decision Support Tool (DST). Therefore, the completed Fast Track Pathway Tool, which clearly evidences that an individual is both rapidly deteriorating and may be entering terminal phase, is sufficient to establish eligibility.



Funded Nursing Care (FNC)

For individuals in care homes registered nurses are usually employed by the care home itself. To fund the provision of such nursing care by a registered nurse the NHS makes a payment direct to the care home. NHS Funded Nursing Care (FNC) is a standard rate contribution towards the cost of providing registered nursing care to individuals who are eligible. Local Authorities are not permitted to provide or fund registered nursing care. Eligibility for NHS Continuing Healthcare (CHC) should always be considered before a decision is reached about eligibility for FNC. The CHC Checklist is used to determine the need for a full CHC assessment, if the Checklist is negative and nursing needs are identified then FNC is authorised.





Bath and North East Somerset,
Swindon and Wiltshire Together

Transformation

1. Improvement in 28-day assessment target expecting to achieve 80% by the end of Q1 24/25.
2. Increased referrals
3. Improved operational efficiencies including CHC, CHC fast track and FNC.
4. Legacy backlog assessments have all been completed.
5. System CHC Transformation Group chaired by BSW ICB Chief Nursing Officer.
6. BSW shared policies.
7. Joint Funding approach for people found not eligible for CHC-
 - I. In Wiltshire since April 2024 joint funding arrangements have been agreed for 9 people who were not found eligible for CHC but had recognised health needs not met by existing commissioned services.



Future Opportunities

Working together to empower people to live their best life



Commissioning

Creating opportunities to commission services jointly to maximise investment opportunities

Contracting

NHS short form contracts to provide oversight of quality metrics and reduce risk of providers handing back care provision

PHBs

Strengthening of infrastructure to increase PHB offer

Digitisation

end-to-end IT solution. To include all complex patient services i.e. LD, MH and Section 117

Brokerage

Development of a brokerage services to meet the needs of complex health care provision

Shared Policies

Integrated health and social care policies that demonstrate personalisation as a priority

Workforce

System wide competent and knowledgeable integrated workforce.

All Age Continuing Care

Personalisation