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**Our Ref: FOI 7645**

**Date:** 10<sup>th</sup> July 2018

**St Helens CCG  
St Helens Chamber  
Chalon Way  
Off Salisbury Street  
St Helens WA10 1FY**

## **Re: Freedom of Information Request**

Further to your recent Freedom of Information request regarding Continuing Healthcare, please see below our response to your request.

### Request/ Response:

Under the Freedom of Information act please provide answer to the following, this is for the purposes of research.

- 1) Is the continuing healthcare and funded nursing care process managed in-house, or is part or all of the process outsourced to a 3rd party (CSU, Council, Independent provider etc.). If outsourced, please state the name of the company and the services outsourced (all CHC, assessment, brokerage, invoice validation etc.)  
*The CCG has a pooled fund arrangement in place with the Local Authority, which includes CHC, FNC and FT assessment. Invoices are paid through the Local Authority ControCC system, and we also make use of the Local Authority brokerage service for domiciliary care packages of care.*
- 2) What software, (e.g. QA Plus, CHS Care Track, BroadCare), is currently utilised by the CHC team to manage:
  - 2.1) Referrals into the service
  - 2.2) Scheduling of Assessments / Reviews
  - 2.3) Assessments
  - 2.4) Procurement of Care packages/placements
  - 2.5) Personal Health Budgets
  - 2.6) Activity and financial reporting
  - 2.7) Invoicing
    - Patient information is recorded on Liquid Logics LAS system.
    - Financial information is recorded on OCC's controCC system.
- 3) How many whole time equivalent members of staff are involved with the continuing healthcare process by job role as below:
  - 3.1) Business support / administrator
  - 3.2) Nurse assessor
  - 3.3) Contracting / procurement
  - 3.4) Finance
  - 3.5) Senior management

The CHC Team consists of:

Service Manager, Team Manager, Assistant Team Manager, x3 Social Workers, x3 Nurse Assessors, x3 Assessment & Review Workers, x1 Dispute Resolution Nurse, x1 Administrator (with a current vacancy for another Administrator).

- 4) Does the CCG or any contracted provider managing CHC have a connection to the Exeter System and regularly check this? If not how does the CCG become aware of patient deaths?  
The administrator has access to the Open Exeter System and checks this on a daily basis to verify patients G.P registration details and confirm a patient's date of death.
- 5) Please state how many referrals were made to the service for full consideration of CHC in the period 01/04/2017 – 31/03/2018. This is based on the national framework standard of a checklist outcome.  
390 Checklists received during this period.
- 6) Please state how many referrals were made to the service for service users not requiring full consideration of CHC in the period 01/04/2017 – 31/03/2018. This is based on the national framework standard of a checklist outcome.  
364 Fast Track referrals received during this period.  
355 FNC referrals received during this period.
- 7) Please state how many service users were due to have a 12 month CHC review in the period 01/04/2017-31/03/2018  
126 CHC Reviews due for review during this period.
- 8) Please state how many service users had a 12 month CHC review in the period 01/04/17-31/03/2018  
99 CHC Reviews completed for this period.

Should you require any further information or clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

We also wish to take this opportunity to inform you that a formal complaints and internal review process is available, which will be managed by a FOI Appeals Officer.

This can be formally requested and must be done within a reasonable period of time (3 calendar months) from the date this response was issued.

Where you are not satisfied with the response to a request for information that falls within the Environmental Information Regulations, you should make a representation for a review to FOI Appeals Officer, [sthelensccg.foi@nhs.net](mailto:sthelensccg.foi@nhs.net) within 40 days of receipt of the response.

If you are not satisfied with our review under the Freedom of Information Act or the Environmental Information Regulations, you may apply directly to the Information Commissioners Office (ICO) for a review of your appeal decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure.

The ICO can be contacted at;

ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)

Should you need any further clarification or assistance, please do not hesitate to contact me quoting the above reference.

Yours sincerely,

A handwritten signature in cursive script that reads "Angela Delea".

**Angela Delea**  
**Associate Director – Corporate Governance**  
**NHS St Helens Clinical Commissioning Group**