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

**Our Ref: FOI 7724**

**Date:** 14<sup>th</sup> September 2018

Dear Sir/ Madam

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

Further to your recent Freedom of Information request regarding CHC Process Management, please see below our response to your request.

### Request/ Response:

#### **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

*The CCG has an integrated team with the Local Authority who deliver the CHC services which includes FNC and FT assessments.*

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))?

*All payments made directly to care providers are through the Local Authority OCC ControCC system. Direct payments to individuals are managed through a Local Authority in-house system.*

2. How is this managed? (In-house/outsourced to a private provider/outsourced to a CSU or local authority)

*All resources are managed 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.)

**Working in partnership with**



**and**



- a. Is this a needs-based or points-based system\*?
- 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*  
 N/A

### CHC Assessment Support

1. Does the CCG use any third-party nurse assessment teams to support any part of the CHC assessment process?
  - a. If so, please name the supplier
  - b. Please provide a brief description of the service (supporting assessments, re-assessments etc)
  - c. What was the annual cost to the CCG in 17/18?
  - d. What are the contract start and end dates?  
 CHC nurse assessors are employed directly by the CCG.

### Case Management Systems

1. What CHC case management system is used (e.g. QA, Broadcare, Caretrack etc.)?
  - a. What was the annual cost to the CCG in 17/18?
  - b. What are the contract start and end dates?
  - c. Did the CCG procure these services via a framework? If so, please provide the name of the framework  
 Patient information is recorded on Liquid Logics which is a Local Authority system, which includes referrals, assessments and care packages.

### 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)?  
 The CCG makes use of the Local Authority in-house brokering service for domiciliary packages of care.
2. Does the CCG use a framework with agreed rates or a preferred supplier list for:
  - a. Residential/ nursing Care providers - The CCG and Local Authority set locally agreed rates with residential and nursing care providers each year.
  - b. Domiciliary Care Agencies - The Local Authority operates an open framework for domiciliary care providers.
3. Does the CCG review their contracts/costs for care suppliers each year?  
 See answer to Q2
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
  - b. What was the annual cost to the CCG in 17/18?
  - c. What are the contract start and end dates?  
 The CCG do not use an e-brokerage system

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

The CCG and LA have a pooled fund arrangement in place and the financial information is recorded on OCC's controCC system which is a Local Authority system. This system includes the cost of each care package provided.

### System Integration

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

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

The patient information system directly feeds the payment system.

### 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

b. Please provide a brief description of the services

c. What was the cost for completing this work?

Not beyond the work that has been commissioned directly by NHSE.

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,



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