

Our Ref: ID 1217

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Re: Freedom of Information Request

Thank you for your request for information made under the Freedom of Information Act 2000 which was received into this office on 21st August 2018

You Asked for:

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
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

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))?
2. How is this managed? (In-house/outsourced to a private provider/outsourced to a CSU or local authority)
3. Please name the system used by the CCG to determine the PHB (e.g. Imosphere, Norfolk model, Manchester model, locally developed etc.)
 - 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*

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?

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

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)?
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
3. Does the CCG review their contracts/costs for care suppliers each year?
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?
5. Does the CCG have costed care plans for residential care suppliers?

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

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?

Our 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. **Clinical Commissioning Group (CCG)**
2. If the CCG utilises a private company, please provide the following information: **Not applicable.**

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))? **No**
2. How is this managed? (In-house/outsourced to a private provider/outsourced to a CSU or local authority) In-house/ outsource brokerage of PHB's to private provider - **N/A**
3. Please name the system used by the CCG to determine the PHB (e.g. Imosphere, Norfolk model, Manchester model, locally developed etc.) – **The CCG is not currently using a system.**

CHC Assessment Support

1. Does the CCG use any third-party nurse assessment teams to support any part of the CHC assessment process? **Yes**
 - a. If so, please name the supplier – **Cheshire Centre for Independent Living (CCIL).**
 - b. Please provide a brief description of the service (supporting assessments, re-assessments etc) – **Personal Healthcare Budget (PHB) Care Plans**
 - c. What was the annual cost to the CCG in 17/18? **£25,020**
 - d. What are the contract start and end dates? **17/18**

Case Management Systems

2. What CHC case management system is used (e.g. QA, Broadcare, Caretrack etc.)? **Broadcare**
 - a. What was the annual cost to the CCG in 17/18? **£71,880**
 - b. What are the contract start and end dates?

Contract start date	01/04/2018
Contract end date	31/03/2019

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

Brokerage

6. How does the CCG manage the brokerage? (In-house/outsourced to a private provider/outsourced to a CSU/outsourced to a local authority)? - **Inhouse/ Outsourced to the Midlands and Lancashire Commissioning Support Unit/ outsourced to private provider**
7. Does the CCG use a framework with agreed rates or a preferred supplier list for:
 - a. Residential/ nursing Care providers - **No**
 - b. Domiciliary Care Agencies - **No**
8. Does the CCG review their contracts/costs for care suppliers each year? **Yes**
9. Does the CCG use an e-Brokerage system (e.g Adam HTT, E-Brokerage etc.)? **Yes**
 - a. If so, please provide the name of the supplier - **Adam**
 - b. What was the annual cost to the CCG in 17/18? - **£44,750**
 - c. What are the contract start and end dates? - **Start April 2017, Ends March 2020**
10. Does the CCG have costed care plans for residential care suppliers? **Yes, the core cost is paid at the equivalent Local Authority (LA) rate**

System Integration

2. Do any of the systems used by the CCG for CHC (eg. assessments, allocation of resources, brokerage, case management) integrate? **Yes**
 - a. If so, please provide further detail with regards to which systems integrate with each other
Broadcare is integrated with SBS & National Spine

CHC Consultancy

2. 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)? - **No**

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

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