Continuing Healthcare (CHC) Voluntary Care Forum

Paul Higginbottom – Sheffield CCG
Andrew Wheawall - Sheffield City Council

11th September 2018

Content

1. An overview of the current service provision
2. Our plans to improve service support
3. Questions & Answers

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An overview of the current service provision 2017 - 18

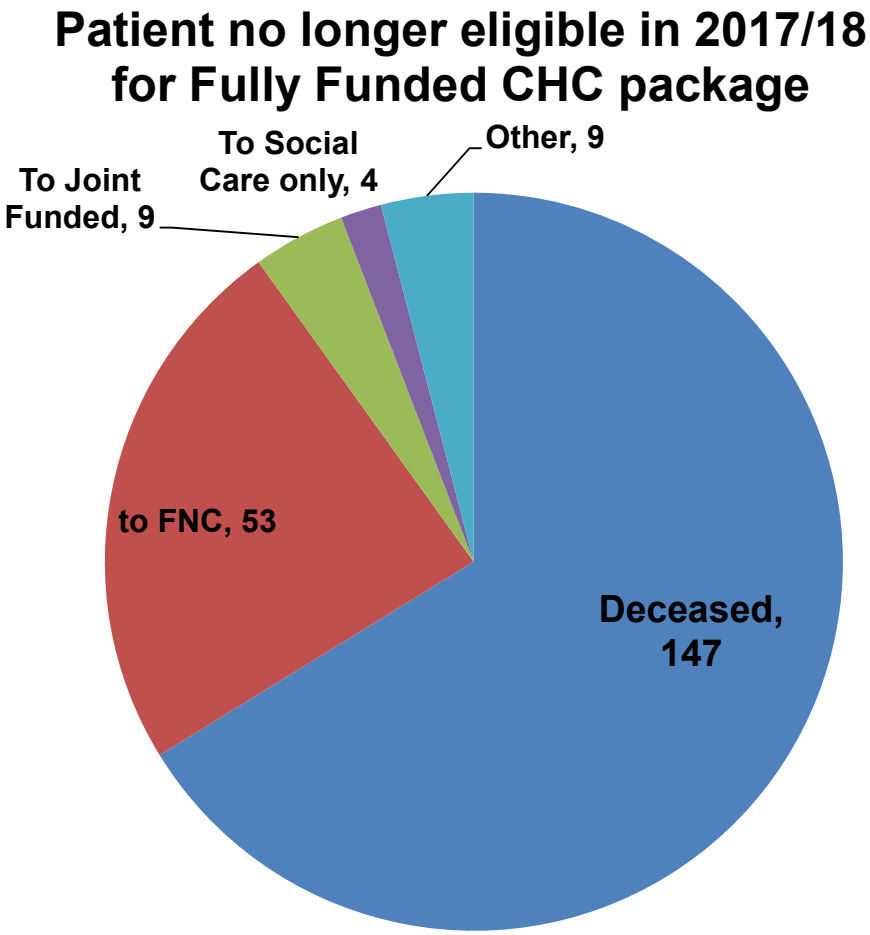
- We have a legal requirement to deliver services in line with the national framework for continuing health care
- NHS England measure the service on the number of assessments completed outside of hospital and the time it takes us to complete the assessments
- Less than 15 out of every 100 assessments should be completed outside hospital
  - All assessments in Sheffield completed out of Hospital
- 80 out of 100 assessments should be completed within 28 days
  - 92 out of 100 assessments completed in 28 days

An overview of the current service provision 2017 - 18

- The service received 773 referrals
- 368 individuals in receipt of fully funded CHC
- 548 individuals with joint packages of care
- 844 individuals with funded nursing care
- 65 individuals with fast track services

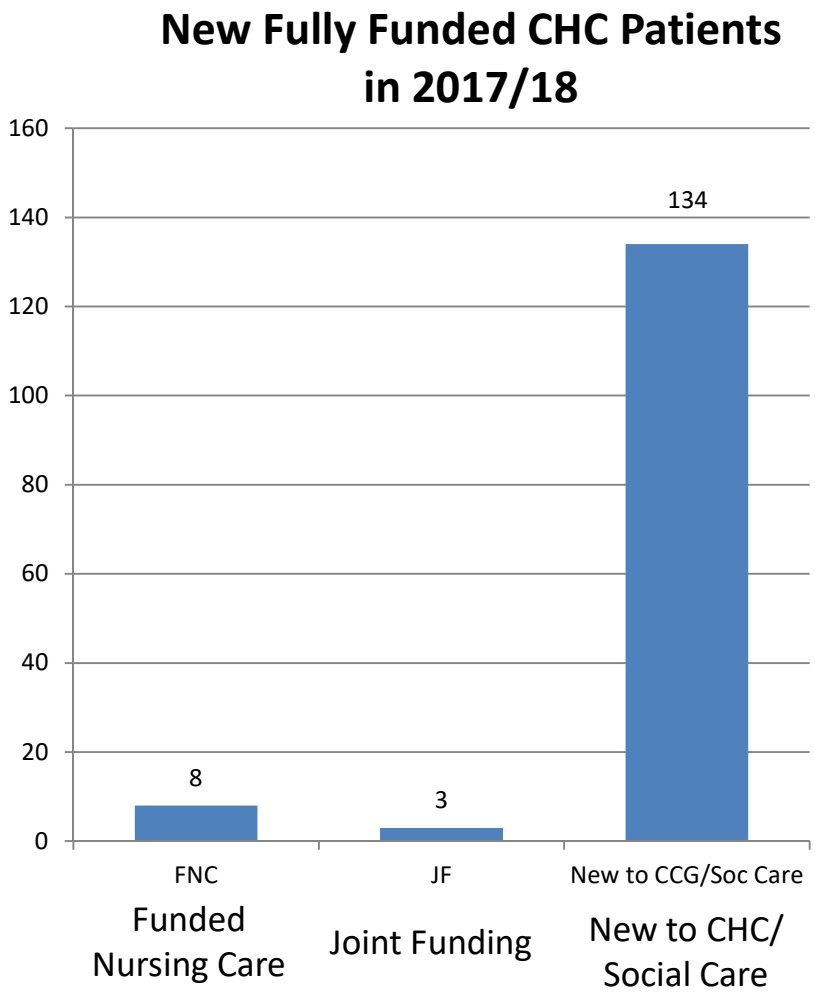
- Services are delivered by 45 team members from the Clinical Commissioning Group and 36 team members from Sheffield City Council adult social care services

Eligible Patient Numbers



There has been 222 patients who were receiving a fully funded CHC package at the start of 2017/18 that are not at the end, the pie chart shows what happened to those patients

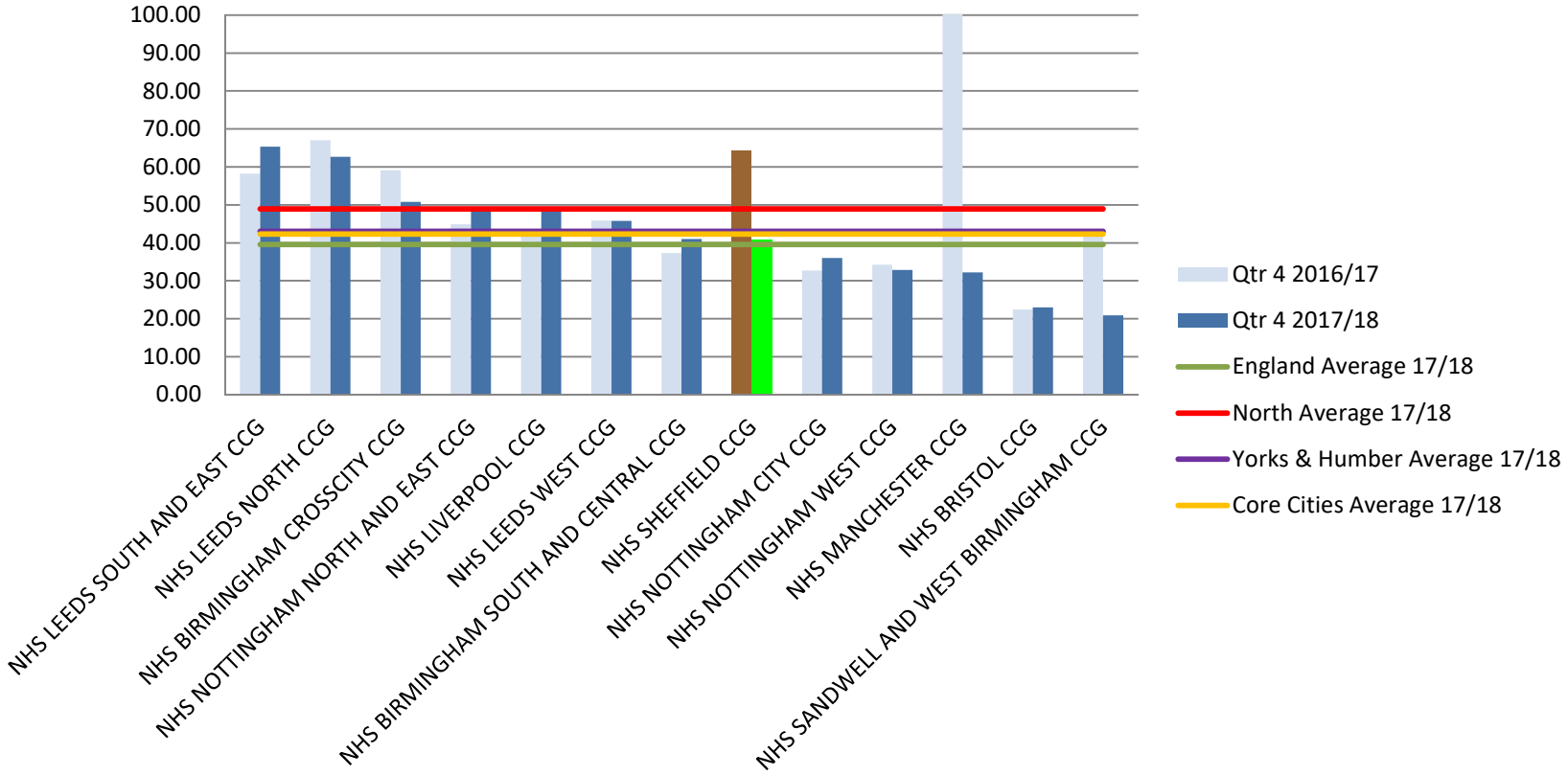
Eligible Patient Numbers



- There were 145 patients who were not receiving a fully funded CHC package at the start of 2017/18 but were by the end
- The chart shows where those patients came from.

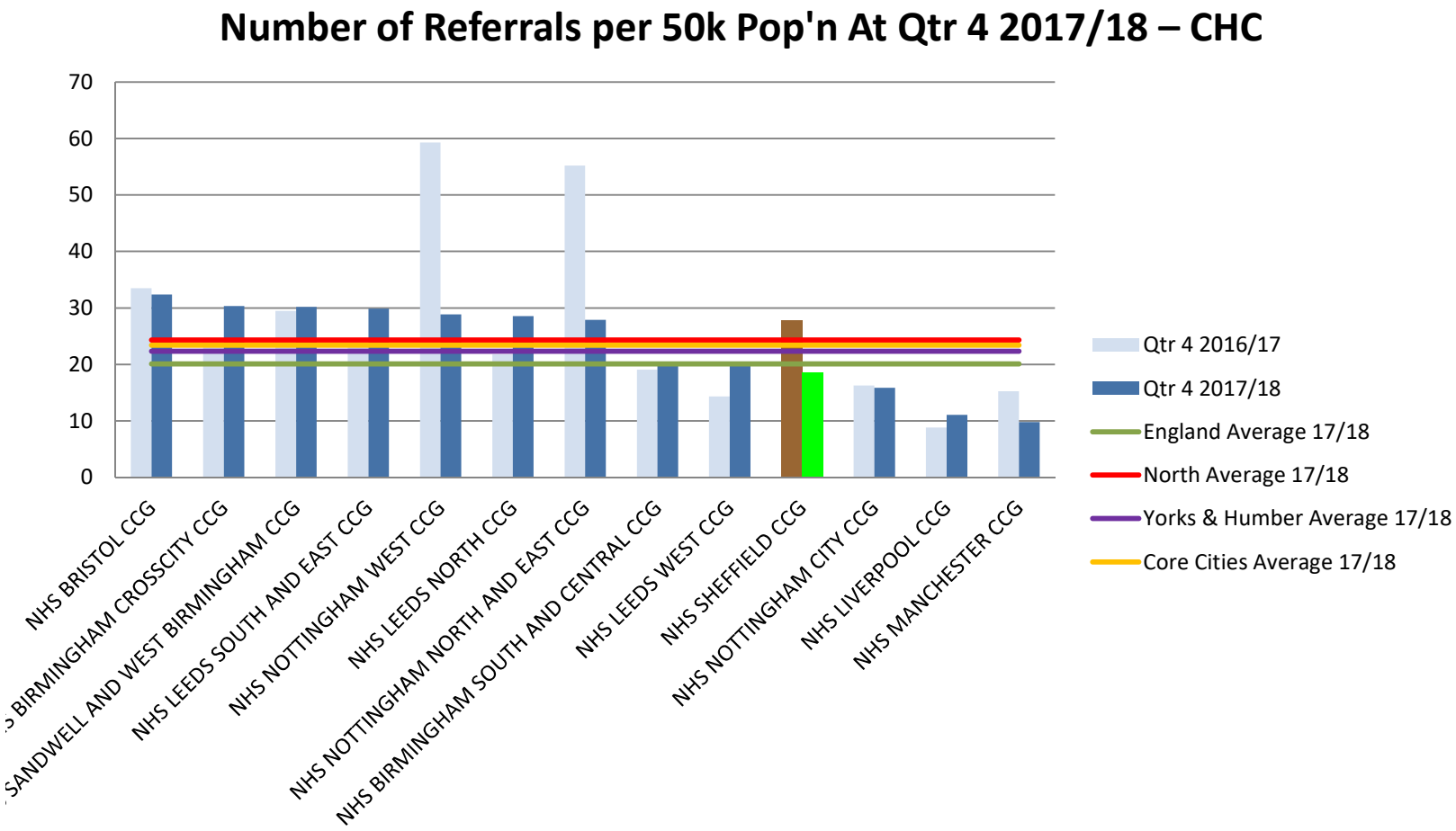
Eligibility Benchmarking - CHC

Snapshot of Eligible Patients Per 50k Pop'n At Quarter 4 2017/18 – CHC fully funded



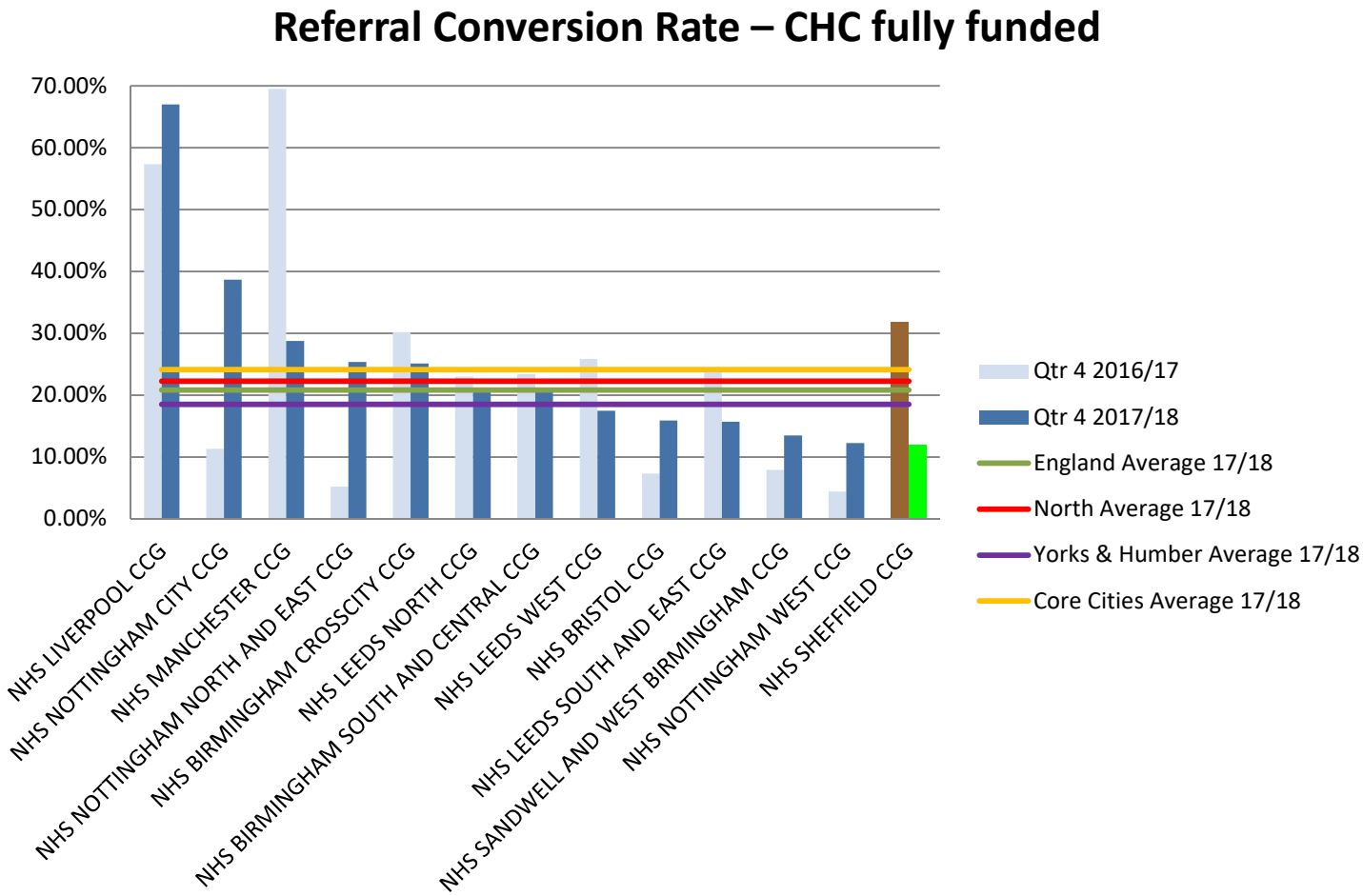
- Sheffield CCG's number of fully funded CHC packages has reduced, however it remains above average when compared with England overall and is in line with the average for other core cities.

Eligibility Benchmarking – Referrals - CHC



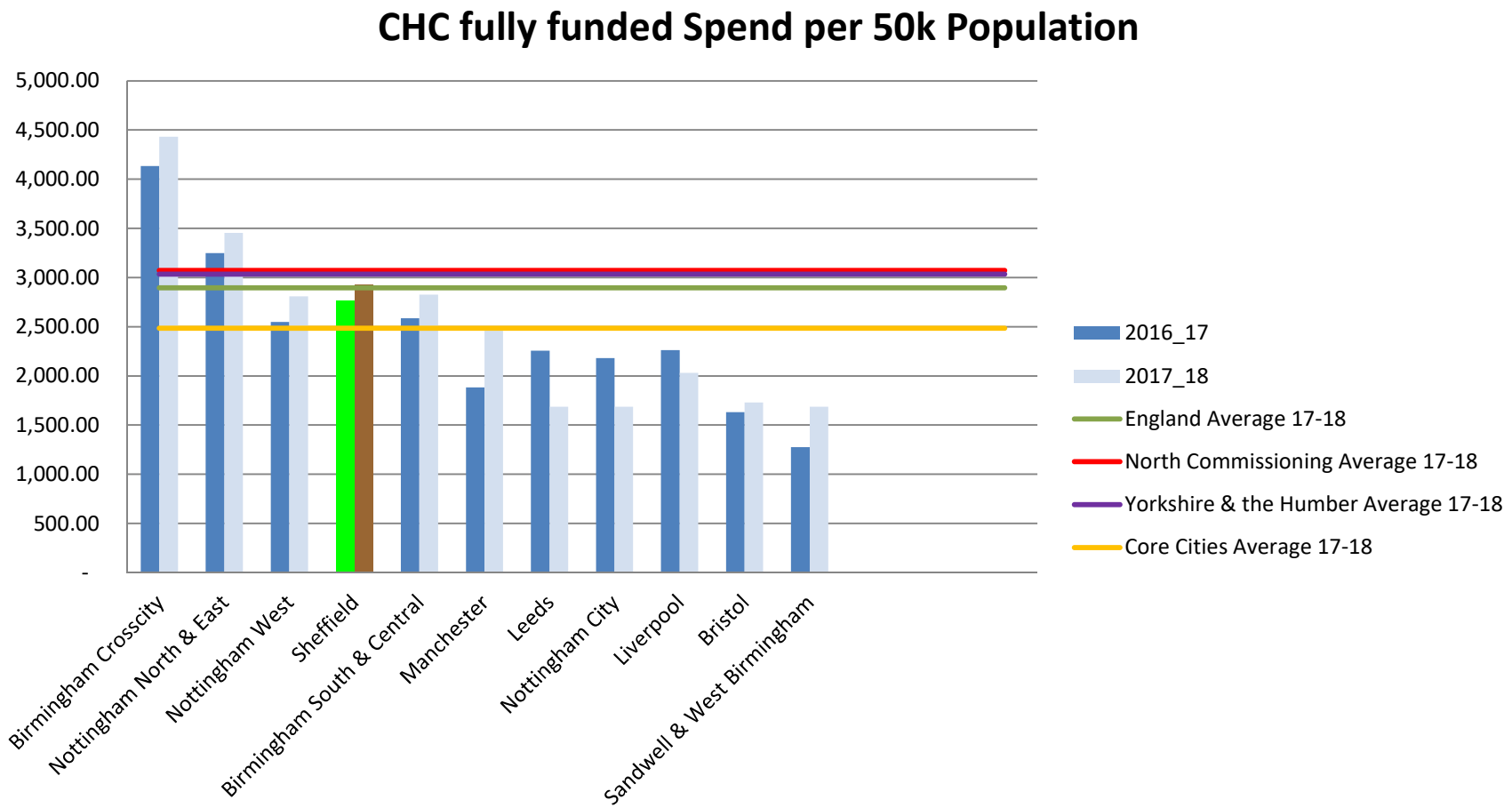
- The situation is similar for CHC referrals – a reduction in 2017/18, which means that the CCG receives a below average number of referrals

Eligibility Benchmarking – Conversion Rates - CHC



- In 16/17 the CCG's CHC conversion rate was comparatively high. However, there has been a 20% reduction in conversion rate in 2017/18, there has been a 5% reduction in cost terms.
- The conversion rate is based on the percentage of referrals that result in an eligible outcome. However, not all referrals are assessed. Benchmarking was previously provided on the conversion rate for assessed referrals, however that is no longer the case.

Expenditure Benchmarking - CHC



- Even though fully funded eligibility has reduced spend per 50,000 population has slightly increased, it is around the England average, slightly below Yorkshire & Humber and North of England but above for other core cities.

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Building blocks to success

Communication

Collaboration with Healthwatch

- CHC Voluntary Care Forum – Help inform service developments and share CHC service development activity

- CHC Service Development Focus Group Co-production
  - What does good: look, sound and feel like?
  - Inform priorities based on service experience
  - Produce a ‘how did we do?’ questionnaire VOICE
  - Readers Group review and amend written communications, service literature and inform changes to verbal communications

Better use of technology

- A more consistent high quality service experience
- More accurate information as the technology requires information to be captured only once
- Ability to identify the performance of team members such as the quality of referrals to provide recognition and identify training needs that improve services
- Services that are more accountable with the ability to report on all assessment outcomes electronically
- Compliance with the ‘accessible information standard’ to consistently identify, support and report on peoples communication and information needs

Workforce Development

- Integrate our training across health and social care to deliver a more consistent high quality service experience which is fully compliant with the national framework and standard operating procedures

- Planned training includes:
  - National Framework
  - Values and Behaviours
  - Standard Operating Procedure
  - Customer Care

Integrated Training – CHC Adults National Framework

CHC Core Value and Behaviours

- Clear expectation of the required shared standards in terms of the manner in which services are delivered – customer focused and person centred

- Values aligned with existing organisational values and the national frameworks values and principals

- Workshop scheduled to take place October 18 with frontline workers from the health and social care to agree what good looks like and identify the core values and behaviours

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