

## Continuing Healthcare

Voluntary, Community & Faith Sector Health & Wellbeing Forum

September 2018



*Continuing Healthcare (CHC) assessment is used to gain a greater understanding of health and social care needs for people who have serious, ongoing conditions or needs and require a package of health and/or social care outside of hospital. It can pay for things like specialist nurses or therapies in your own home, or care home costs.*

Healthwatch Sheffield partnered with Disability Sheffield, Sheffield Clinical Commissioning Group (CCG) and Sheffield City Council to bring together people affected by CHC processes and the VCF organisations that support them. The aims of the session were to gain a shared understanding of:

- The current CHC provision in Sheffield and the intentions of the CCG
- What support is available for service users, families and carers
- How VCF & statutory organisations can work together to better support service users and carers

### Guest Speakers

#### Lucy Davies, Disability Sheffield

Lucy's presentation focused on the experiences of people applying for or undergoing CHC assessment, as well as how person centred the process should be.

Lucy shared a video from NHS England:

[View video](#)

Disability Sheffield is keen to see the values of Personal Health Budgets and Integrated Personal Commissioning embedded into practice. Lucy asked what initiatives are currently being developed that will make this ambition of person centred care a reality for people?

[View presentation](#)

#### Paul Higginbottom, Sheffield CCG

Paul provided an overview of the CCG's current provision of CHC within Sheffield, along with comparison to the rest of the country.

Paul acknowledged that experience hasn't always been positive for people going through the CHC process and shared plans for improving the process and building in opportunities for people to have their say.

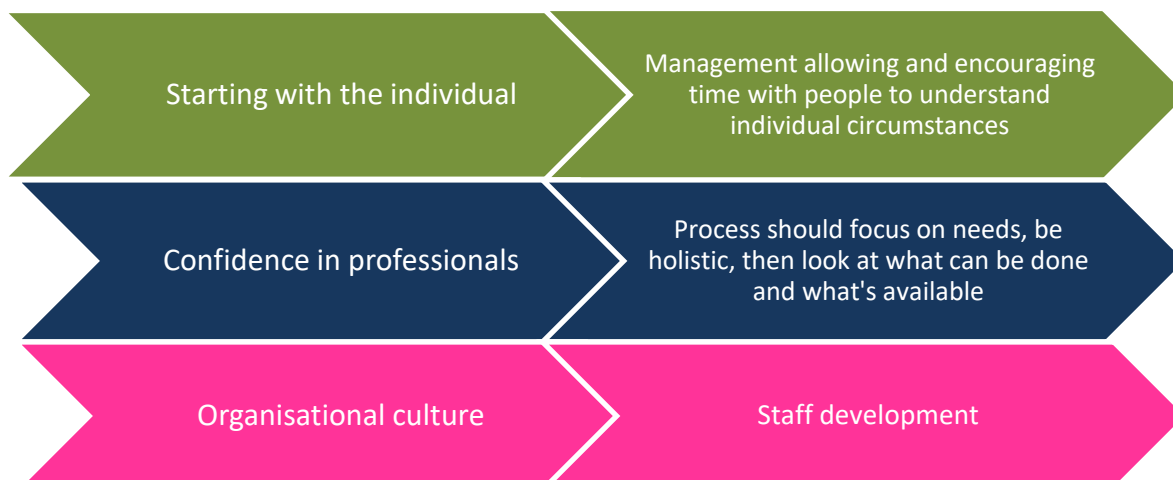
Paul discussed training already taking place with CHC staff, better communication and use of technology, building on this to enable workforce development.

[View presentation](#)

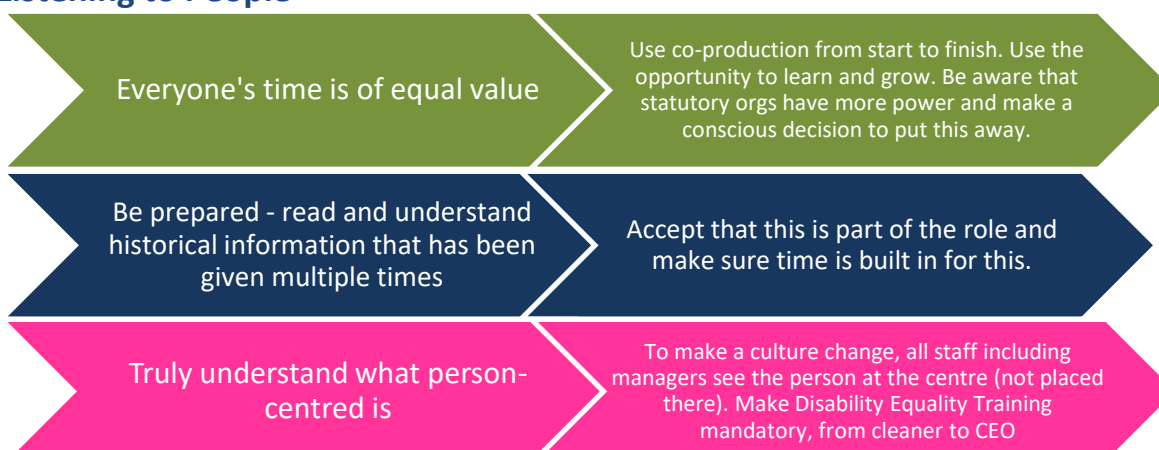
## How will we build a better CHC assessment process?

Participants chose a subject to focus on in groups. They selected three things under their subject heading that should lead to improvements and then made suggestions as to how they could be achieved.

### Person Centred Care



### Listening to People



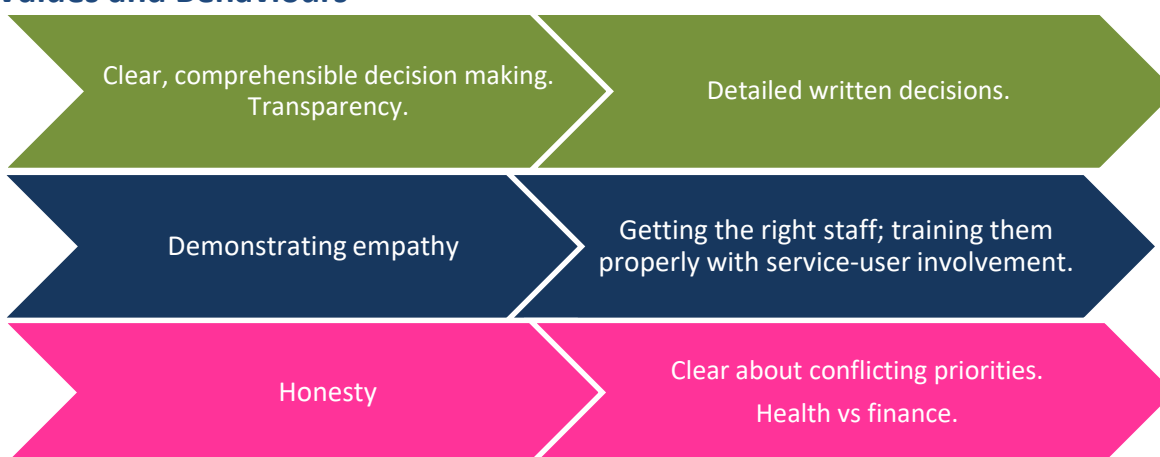
### Relationship Between the Voluntary Sector and the CHC Team



## Involving Family Carers



## Values and Behaviours



## Who was in the room?

Service users and families, Disability Sheffield, Healthwatch Sheffield, NHS Sheffield CCG, Sheffield City Council, Sheffield Councillors, Citizens Advice Bureau, Sheffield Carers, AgeUK Sheffield, Action on Hearing Loss

## We asked attendees to share their knowledge of support available to people going through the CHC process

### Who supports me through the process?

- Manor and Castle Development Trust Advocacy Service
- Age UK Independent Living Co-ordinators
- Carer's Centre support groups including the Butty Club
- Sheffield Advocacy Hub (if under the Care Act)
- Disability Sheffield CCG funded advocacy service
- 'Have to seek support- have not yet found any clear pathways, but trying!'

### Who can support my carers?

- Carer's Centre

### Where can I find great information?

- Age UK leaflets
- Internet- NHS England
- 'Quite difficult - practices not very helpful'
- Sheffield Health and Social Care Trust
- Disability Sheffield Advocacy Service
- 'Limited clear information available about what happens in Sheffield'

