

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

Starting with the individual

Management allowing and encouraging time with people to understand individual circumstances

Confidence in professionals

Process should focus on needs, be holistic, then look at what can be done and what's available

Organisational culture

Staff development

Listening to People

Everyone's time is of equal value

Use co-production from start to finish. Use the opportunity to learn and grow. Be aware that statutory orgs have more power and make a conscious decision to put this away.

Be prepared - read and understand historical information that has been given multiple times

Accept that this is part of the role and make sure time is built in for this.

Truly understand what personcentred is To make a culture change, all staff including managers see the person at the centre (not placed there). Make Disability Equality Training mandatory, from cleaner to CEO

Relationship Between the Voluntary Sector and the CHC Team

Healthcare professionals to value the knowledge of the voluntary sector - currently not always seen as equal

Training and workshops based on feedback of service users - help the healthcare professional to self reflect and see how others see them.

Better lines of communication updates on CHC and experiences needed both ways

More cross sector events with service users.

Is there a way to share feedback?

Voluntary sector can collect a different perspective

Technology as a way of giving feedback. Use Healthwatch to give feedback before/to avoid making formal complaints.

Involving Family Carers

Feedback and feeding in, with communications being better

Newsletters widely distributed. Different forms/styles of feedback.

Clear information. Easier involvement with less formality. Go to where carers are rather than asking them to come to you.

Use all/a range of approaches to give information (community nurses, GPs, etc). Different venues.
Use the Carers Register.

Involvements from the outset. Culture and behaviour change from professionals

Consulation and engagement- true co-production.

Values and Behaviours

Clear, comprehensible decision making. Transparency.

Detailed written decisions.

Demonstrating empathy

Getting the right staff; training them properly with service-user involvement.

Honesty

Clear about conflicting priorities.

Health vs finance.

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'