



Personalised  
Healthcare  
Commissioning



Midlands and Lancashire  
Commissioning Support Unit

# Service Offers

Supporting people to get the right care at the right time



# Personalised Healthcare Commissioning Services

As a key part of the NHS, Midlands and Lancashire Commissioning Support Unit provides a full range of NHS Continuing Healthcare (CHC)\*, Funded Nursing Care (FNC)\* and other health funded individual patient services which come under the umbrella of Personalised Healthcare Commissioning (PHC).

We support health and care systems across England to enable them to meet statutory responsibilities under the National [NHS CHC and FNC] framework and improve the service user experience and outcomes. We work with a range of system partners and have long-established relationships with Integrated Care Boards (ICBs), Local Authorities, NHS Trusts and Third Sector organisations.

Being part of the NHS, and our 10 years experience of delivering these services, gives us insight into the challenges that Integrated Care Systems (ICSs) face in the delivery of All Age Continuing Care (AACC) and other types of health funded care services. We recognise that each system is unique, and we can work with you to fully understand your own challenges, and plan together how these can be addressed and resolved, ultimately benefiting the system and your individuals.

\*becoming known as All Age Continuing Care (AACC)

## Our service offers

Key service offers include Core CHC, Funded Care Reviews, Childrens and Young People, Transforming Care Programme, Court of Protection Deprivation of Liberty, CHC Appeals, CHC Retrospectives and Contracting and Commissioning, all of which can be delivered end to end or we can work with you to build a bespoke offer to support the needs of your system and the individuals you serve.

As well as operational service provision we also offer advisory/consultancy services on all areas of health funded care activity. For example, this could take the form of service audit and assurance reviews, care market analysis work, discharge pathway review work, triage work and readiness assessment.

## For further information

If you would like any further information on our services please contact:

**Elaine Hatch**  
Business Development Manager

Email: [elaine.hatch4@nhs.net](mailto:elaine.hatch4@nhs.net)

Please click on one of the eight links in the wheel to highlight the offers.





## Our approach



### 1. Build positive relationships:

Working as an integrated partner, our aim is to build positive, long-lasting relationships in order to deliver the project and its business objectives



### 2. Strategic and operational planning:

By understanding your systems and processes, we work in partnership with you to plan and ensure the outputs meet your exact requirements



### 3. Resourcing and expertise:

Our team of clinical and non-clinical staff has a broad range of experience, which means we can devise a resourcing plan that will deliver the agreed aims



### 4. Implementation and monitoring:

Working to standard operating procedures, we deliver a quality service within set timescales. We provide continuous feedback through agreed reporting protocols



### 5. Embedding and feedback:

To ensure that progress is maintained, we will advise on potential ways to improve the system and controls





# Core Continuing Healthcare



## About us

**With over 10 years experience and as the largest Continuing Healthcare provider in England, MLCSU offers unparalleled magnitude and resilience in respect of AACC and other health funded service delivery for individuals of all ages.**

Our expertise in health and social care integration enables us to work collaboratively across the health and social care community, achieving economies of scale and supporting a consistent approach. Our participation in local, regional and national CHC networks also enables us to share our knowledge of system engagement and best practice.

## Our team

Our multi-disciplinary team boasts a vast body of clinical and non-clinical expertise and leadership, who have been instrumental in raising standards and consistency across CHC services – and in some cases influencing national policy. Our team has significant experience of strategic planning, assessment, and project development to facilitate effective service delivery. Working closely with health and social care partners, we pride ourselves on being able to support customers to deliver their duties in line with the CHC National Framework and ensuring that individuals, carers and families are at the heart of all we do.

## Why choose us?

### Governance:

We have robust internal governance structures monitoring performance, quality, and risks with an open and transparent approach to service delivery

### Individual experience:

Our responsive individual experience team can liaise directly with public, individuals, and stakeholders. Our flexible operating model enables us to interface with ICBs

### CHC strategy and leadership:

By providing specialist practitioners at a senior level, we can provide a portfolio of service offers for stakeholders. We can also support local teams to deliver high quality services

### People and skills:

We have the capacity and capability to provide effective and efficient delivery of PHC services across a wide range of geographical areas, population size and demographics

### Technology and systems / data and information:

We have a purpose-built case management system, co-developed through a close partnership relationship with our system provider. We have fully documented processes and a data warehouse which ensure a consistent level of recording and reporting to meet ICB requirements

### Internal quality audit programme:

We have a robust audit programme in place which continually evaluates the effectiveness of the local operational processes and identifies areas for service quality improvement.

## What our customers say



*Since MLCSU have been providing our Personalised Commissioning Service we have worked together and have understood each other's pressures and concerns. I think this has stood us in good stead, and we were already identifying high-risk individuals well before lockdown started. I also want to thank you and your team for your willingness to be flexible and to work with the rest of the health economy. I'm very hopeful that this will enable us to move some work forward that has been difficult to do so far."*

**Noelle Roiston** Head of Personalised Commissioning (East Leicestershire and Rutland CCG)





# Core Continuing Healthcare

## Our services

The benefits of using MLCSU to provide a full, end-to-end Personalised Healthcare Service across your system are many.

Our scale and expertise means we can mobilise quickly, with team of dedicated experts focused on delivering high quality and responsive services to your individuals.

Our tried and tested digital processes provide assurance that we are following best practice, honed through many year's of experience and lessons learned.

Our Dynamic Purchasing System ensures that care is commissioned and brokered in the most appropriate environment with effective use of resources, and our care reviews provide on-going assurance to you and your individuals, that their care will always be the right care that meets their needs.

Our relationship with you will be open and transparent. Our regular reporting provides a unique insight into the care market within your own geographical area that will ultimately ensure your system and individuals you serve are getting the right care at the right time from the right people.

Alternatively, we can also deliver a range of stand-alone PHC services, tailor made to meet your own requirements. If you have a particular challenge in any area of PHC Services, please speak to us.

	<b>Fast Track Pathway</b>		<b>Case management</b>
	<b>Screening using CHC checklist</b>		<b>Care review</b>
	<b>Full CHC assessment</b>		<b>Appeals, Retrospective Reviews (Previously Unassessed Periods of Care (PUPoC) for CHC</b>
	<b>Funded Nursing Care</b>		<b>Personal Health Budgets</b>
	<b>Quality assurance prior to verification</b>		<b>Invoicing and payment systems</b>
	<b>Commissioning and brokerage Contract management</b>		<b>Financial Management and Financial Reporting</b>
			<b>Market Management</b>

## What our customers say

*I can't thank you enough for all you help and commitment throughout this process. We are truly changing someone's life, and hopefully she will spend the remainder of the life she has left feeling she is worthy of the care she deserves".*





# Funded Care Reviews Service

## About us

MLCSU's centralised Review Team supports system clients through advisory and operational delivery of consulting and delivering all types of reviews including CHC, FNC, FastTrack, Joint Funding and Section 117. Our dedicated team is able to focus on any review backlogs and complete them within agreed timescales – at a competitive rate.

Our expert team includes staff who have worked across several integrated care boards. Their knowledge and expertise allows for the implementation of all review types. We pride ourselves on delivering a high-quality service, ensuring that the current packages of care are appropriate.

## Our services

Our service offers can be end-to-end, modular or bespoke.

They are always tailored to your requirements, including:



**Full review service  
(annual contract)**



**Process consultancy  
and advice**



**Block contract (for  
example 100 reviews)**



**Complex Case Review**



**Payment per review**

## Why choose us

### Our care:

We are invested in the best interests of our individuals and their representatives.

### Our flexibility:

Due to the breadth of experience and skills in the team, our service offering can be tailored and flexed to meet your requirements.

### Our expertise and experience:

We have a highly developed, specialist team consisting of experienced NHS nurses and administration support.

### Standardised approach:

Our robust standard operating procedures and governance enables us to provide an equitable, quality service to all our individuals.

## Individual feedback



*I have been very impressed by the way in which you have responded to my requests in regard to a revision of my care plan. This has been refreshing and reassuring, especially due to an unsettling time for my family, you responded quickly and gave clear reassurances that our needs are being listened to and addressed”.*





## About us

**NHS Midlands and Lancashire Commissioning Support Unit provides expert Children and Young People's (CYP) services to five regional ICBs and are one of the largest national providers of CYP Personalised Healthcare Commissioning.**

We have over a decade of experience in continuing care, complex care, S117, mental health, learning disability and autism.

## Our team

Our operational team includes registered children's nurses, health visitors, school nurses and other professionals with expertise in CYP universal and specialist services.

We provide support for those with complex health needs and are experts in both preventative public health interventions and specialist mental health services.

The team's significant experience of strategic planning, assessment and project development ensures a high-quality service. Our extensive knowledge and skills have been pivotal in understanding the impact of gaps in service provision.

This ensures a more effective use of existing resources and enables a clearer understanding of how best services can be delivered in cost-effective ways for the benefit of your local population.

## Our service offer

**Our service offers can be end-to-end, modular or bespoke, tailored to your requirements, including:**

- Multi-agency Continuing Care training
- Training and Competency Programme for NHS Continuing Care staff induction programmes
- Next level understanding training for staff – appeals, disputes, legal processes
- Independent Clinical Health Assessments, for both individual and multiple cases
- Support and Independent Review Process – for cases in appeal, dispute resolution and service user complaints
- Transition to adulthood expertise and service delivery
- Specialist CYP workforce consultation and development to meet service needs
- Protocol, policy and standards development in conjunction with system partners to meet needs of local population
- Caseload management – including complex physical and mental health needs of CYP
- Personal health budgets and how these can provide more effective support for CYP
- Consultation on individual cases – including support with development of local processes/policies
- Ongoing support and clinical supervision across staff groups.





# Children and Young People's Services

## Our approach



### Standardised practices

Ensuring equity of care provision for children and families through robust policies and protocols tailored to meet your bespoke needs.



### Governance

Our robust governance framework ensures compliance with statutory requirements including Special Education Needs and Disability code of practice and guidance within the NHS Continuing Care Framework for CYP.



### Relationships

We work closely with healthcare providers, local authorities, parent and carer forums to ensure that patient safety and experience are at the heart of the process.



### Influence

Our strategic influence through involvement with national policy makers provides assurance that our customers are working to the most up-to-date guidance.



### Integration

Our experience in system-wide integration and collaboration ensures a consistent approach to joint working, resulting in processes which deliver for partners, children and families.

## Why choose us?

### Vision:

We have a clear vision centred on a combined system-wide approach, recognising the vulnerability of children and young people with complex health needs and the impact on their families

### Experience:

We have unparalleled experience in service delivery across a large geographical area. This positions us above other organisations in providing business and commissioning services, clinical and safeguarding support to Integrated Care Systems (ICSSs)

### Expertise:

Our combination of subject matter expertise in clinical, business and finance elements of the CYP commissioning process means we stand out from other providers. This unique skill set enables us to provide guidance in this specialist area and improve quality, safety and clinical governance in care delivery. Our expertise across all areas of CYP health assessment and care delivery is widely recognised. This, alongside our close working relationships with NHS England, means our input is sought at national level to contribute to the ongoing improvement of service delivery and strategy development

### Recognition:

We have input into wider CYP services both nationally and internationally, through senior representation on the World Health Organisation Collaborating Centre Technical Advisor programme.

## Our promises to you



Children and young people will be at the heart of everything we do



We will recruit expert and highly skilled staff and enable them to flourish and develop in their roles for the benefit of children, young people and families



We will listen and work in a collaborative way with customers and system partners to ensure we deliver excellent services.







# Continuing Healthcare Appeals Service

## About us

**MLCSU has a team of clinical and administrative staff with ten years' experience of dealing with Continuing Healthcare Appeals.**

We currently provide services to five regional Integrated Care Boards (ICBs). We are one of the largest providers of a CHC appeals service managing 345 appeals during 2022. We have established an excellent working relationship between our Appeals Team, NHS England and the Parliamentary Health Service Ombudsman, with excellent feedback having been received on our local review processes, presentation of evidence files and our representation at panels.

## Our team

Our team includes registered nurses qualified in adult mental health and general nursing and social workers. We additionally have access to specialist children's and learning disability nurses, as required. The administrative team is highly skilled in managing appeal requests and the business team support by producing bespoke reports for each region, highlighting financial risks and processing reimbursement payments where required. Our team has significant experience in planning and managing the transfer of services from providers, successfully integrating and merging processes and completing projects for regions needing support with their backlog of cases.

## Our service offer

We can deliver this service as part of a commissioned end-to-end All Age Continuing Care Service, or we can provide this service on a bespoke basis to meet the needs of the ICB, which can also be funded on a case-by-case basis if required.

### Appeals service

- **Triage:** Receipt, written consent, triage application. Information gathering. Collation of relevant records. Clinical Review
- **Local Resolution Meeting with applicant:** Final Decision Support Tool (DST), recommendation. Eligibility decision – finalised with the ICB
- **Restitution payment:** Calculate and process a payment.

### Independent Review

- To administratively record and process Independent Review requests
- Review the Independent Review request
- Prepare and submit the case file in line with NHS England requirements
- Allocate a clinician to prepare and represent the case at NHS
- Complete any post Independent Review correspondence and action plans
- Calculate the value of a restitution payment to an individual.

## Why choose us?

### Vision:

We have a clear vision centred on providing a timely and effective service to both our ICB customers and to the individuals requesting a review

### Experience:

We have experience in service delivery across a large geographical area. Our skilled team can manage small and large-scale projects for partners

### Expertise:

Our combination of subject matter expertise in clinical, business and financial elements of the retrospective process means we can meet the changing needs of our customers. Our relationship with NHSEI demonstrates their assurance of the processes we follow and satisfaction with how we manage our cases

### Recognition:

Complimentary feedback from NHSEI, representatives, and individuals highlights how our service is held in high regard by others.





# Continuing Healthcare Appeals Service

## Our approach



### Standardised practices

Ensuring equity across all appeal cases. Ensuring that the NHS CHC Framework is adhered to and providing input and guidance to individual teams.



### Governance

Our quality monitoring system identifies good and poor practice providing a feedback loop. We ensure compliance with statutory requirements.



### Relationships

We have working relationships with those who store and keep individual records. We work with each CHC locality team to communicate issues linked to appeal cases. We attend ICB quality assurance meetings to present our reports and discuss their caseload.



### Influence

The team will continue to work with NHSEI – attending their events and presenting at Independent Review meetings.



### Integration

Our experience in system-wide integration and collaboration facilitates a consistent approach to joint working, resulting in processes which deliver for partners, individuals and their representatives.

## Our promises to you

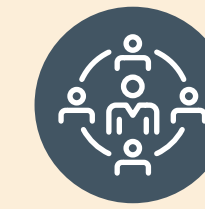
### We will ensure that:



The individual and their representatives are the focus of our work, with the aim of delivering a timely outcome of their review



We support our staff team to ensure we can continue to provide a skilled, knowledgeable workforce



We will listen and work in a collaborative way with customers and system partners to provide subject matter expertise in the delivery of quality and excellence in your service.

## Individual feedback



*We would like to thank you for expediting the results of the CHC review. We are all absolutely delighted with the outcome. I was really impressed with the way it was carried out and would like to acknowledge your team's support."*





# Continuing Healthcare Retrospective Review Service

## About us

**MLCSU has a team of clinical and administrative staff with ten years' experience of dealing with Continuing Healthcare Retrospective Reviews (previously unassessed periods of care) and their associated appeals (disputes).**

We currently provide services to seven regional ICBs, and are one of the largest CHC retrospective review providers. There is a very good working relationship between the Review Team, NHS England, and the Parliamentary Health Service Ombudsman. Excellent feedback has been received on our local review processes, presentation of evidence files, and representation at panels.

## Our team

Our team includes registered nurses qualified in adult mental health and general nursing and social workers. We additionally have access to specialist children's nurses and learning disability nurses as required. The administrative team is skilled in managing retrospective review requests and our business team support by producing bespoke reports for each region, highlighting financial risks, and processing payments as required. Our team has significant experience in planning and managing transfers of services from providers, successfully integrating and merging services, providing a temporary housing service for other regions, and completing projects for regions needing support with their backlog of cases.

## Our service offer

We can deliver this service as part of a commissioned end-to-end All Age Continuing Care Service, or we can provide this service on a bespoke basis to meet the needs of the ICB, which can also be funded on a case-by-case basis if required.

- 1. Triage** – Receipt, written consent, triage application
- 2. Information gathering, collation of relevant records** – Clinical review of documents and determination of next step required (needs portrayal document / timeline / DST or short report)
- 3. CHC Recommendation** – Applicant engagement - CHC Recommendation - Eligibility Decision – ICB approval
- 4. CHC Retrospective Review Appeal** – Process appeal, hold local resolution meeting, agree outcome with ICB
- 5. Independent Review Panel** – To administratively record and process Independent Review requests. Clinician to prepare and represent the case at NHSEI. Complete any post Independent Review correspondence
- 6. Continuing Healthcare Reimbursement Payment Processing**

## Why choose us?

### Vision:

We have a clear vision centred on providing a timely and effective service to both our ICB customers and to the individuals requesting a review

### Experience:

We have experience in service delivery across a large geographical area. Our skilled team can manage small and large-scale projects for partners

### Expertise:

Our combination of subject matter expertise in clinical, business and financial elements of the retrospective process means we can meet the changing needs of our customers. Our relationship with NHSEI demonstrates their assurance of the processes we follow and satisfaction with how we manage our cases

### Recognition:

Complimentary feedback from NHSEI, representatives, and existing customers highlights how our service is held in high regard by others.





# Continuing Healthcare Retrospective Review Service

## Our approach



### Standardised practices

Ensuring equity across all cases. Ensuring that the NHS CHC Retrospective Review and Retrospective review appeal guidance is adhered to – mirroring CHC Framework guidance.



### Governance

Our quality monitoring system identifies good and poor practice providing a feedback loop. We ensure compliance with statutory requirements.



### Relationships

We have working relationships with those who store and keep individual records. We attend ICB quality assurance meetings to present our reports and discuss their caseload.



### Influence

We will continue to work with NHSEI – attending their events and presenting at Independent Review meetings.



### Integration

Our experience in system-wide integration and collaboration facilitates a consistent approach to joint working, resulting in processes which deliver for partners, individuals and their representatives.

## Individual feedback



*You helped me compile my retrospective review and helped through what has been a very difficult time. I cannot fault a thing that you advised me to do and I have received the answers in such a way that I have been able to complete it all. Thank you for everything you have done.”*

## What our customers say



*I wanted to take the opportunity to thank you for the detailed review you undertook on behalf of the ICB involving an historical case dating back to 2018. Thanks to the great piece of work we are in a position to bring this matter to a conclusion and in your usual way you managed to simplify a really complex case and bring about a clear and balanced approach to aid transparency and understanding of the historical events, this was incredibly helpful”.*

## Our promises to you

### We will ensure that:



The individual and their representatives are the focus of our work, with the aim of delivering a timely outcome of their review



We support our staff team to ensure we can continue to provide a skilled, knowledgeable workforce



We will listen and work in a collaborative way with customers and system partners to provide subject matter expertise in the delivery of quality and excellence in your service.





# Contract and Commissioning

## About us

MLCSU's Care Provider Contracting and Commissioning Service provides a collaborative thinking space for systems to develop integrated working and reduce overheads.

Service offers include:



**Commissioning and contracting services including a digital procurement system and the use of other procurement frameworks**



**Market performance and analytics**



**Transactional reduction**



**Provider quality and performance support**



**Specialised commissioning**

## Why choose us?

### Scalability:

Integrated care boards will be supported regionally and nationally, using economies of scale and developing provider relationships at a regional and national level

### People and skills:

We have a highly-skilled, flexible and integrated team

### Influence:

Our strategic influence through involvement with national policy makers provides assurance that our customers are working to the most up-to-date guidance.

### Technology and systems / data and information:

Our integrated systems and solutions support the integration process and can work well for both health and social care

## Why we are different

- We provide economy of scale through an in-house model with both regional and national brokerage hubs
- Our national directory of providers helps us to understand the cost of care exercise impacts and what this means for both local authorities and NHS organisations working with NHS England
- Our bespoke care categories offer includes CYP and learning disability and autism (LDA) frameworks
- We share best practice and learning – both between providers and across the system
- Our simplified, digitised payments streamline the processes and improve financial data
- We provide artificial intelligence insight and forecasting along with a digital ecosystem of solutions.





# Contract and Commissioning

## Our services

We provide off-the-shelf services and/or bespoke advice and consultancy. Further information regarding our services is provided below:



### Contracts and Commissioning

**A collaborative thinking space for systems to develop integrated working and reduce overheads:**

- Full contract management service
- Full commissioning and brokerage offer
- Integrated working at scale and access to staff
- Quality and performance management
- Suite of in-house procurement models and options
- Service specifications library.



### Transactional Reduction

**Helping reduce costs and improve transactional efficiencies, via digitisation:**

- Full digital brokerage offer
- Full digital contracting offer
- Payments-only invoicing solutions and electronic service receipting
- Automated uplifts
- Cost analytics and efficiencies
- Exploring tech solutions to deliver care at home
- Reducing head count for integrated care boards.



### Market Performance and Analytics

**Data and population health management is critical for how systems commission for the future:**

- System and Place level analytics for performance insights
- Market insights and data-driven decision making
- Data and business intelligence (BI) support.



### Specialised Commissioning

**Choose from off-the-shelf or bespoke commissioning / procurement to provide the best solution for your localities:**

- Market management and shaping
- Quality and performance management
- Provider engagement and support.



### Technology Solutions

**A digital ecosystem of bespoke software and services to operationalise your area:**

- Digitisation
- Digitalisation
- Patient portal for personal health budgets with virtual wallet
- Virtual wards for Discharge to Access.



### Provider and Quality Performance

- Quality data collection on commissioned services
- Provider interventions
- Additional intelligence - support and quality visits to provide additional assurance that placements are safe and appropriate
- Action plan monitoring
- Reporting on provider activity
- Clinical team with performance specialists.





# Learning Disability and Autism Transforming Care Programme



## About us

**Our effective and specialist Transforming Care Programme (TCP) Service provides a robust case management function for NHS funded individuals outside of CHC.**

The service aims to reduce expensive hospital admissions and improve care outcomes and experiences for individuals with learning disabilities and autism with complex needs.

## Our team

Shropshire, Telford and Wrekin ICB commissioned MLCSU to provide an ongoing clinical case management service to offer robust support mechanisms for people of all ages with health care needs relating to learning disability and/or autism.

Our specialist TCP team boasts a vast array of clinical knowledge, expertise and leadership including people who have been instrumental in raising standards, developing policies and pathways across the TCP services in Shropshire, Telford and Wrekin. Our team has qualified clinicians in learning disabilities and mental health, and all have significant experience in assessment and case management functions. We have been pivotal in facilitating effective service delivery for the TCP cohort as well as supporting relevant professionals in the development of Individual Service Specifications.

## Why choose us?

### Approach:

We pride ourselves on providing person-centred care and individualised packages of support for people with learning disabilities and/or autism. Ensuring that individuals are active participants within their care

### Expertise:

Our combination of subject matter expertise in clinical, business and finance elements of the TCP commissioning process means we stand out from other providers

### Collaboration:

We work closely with partner agencies, ensuring they are active participants in the reviewing process

### Recognition:

We have had positive feedback from our customers including compliments regarding our team, to assurance from our reporting processes

### Value:

We broker care in the most appropriate environment with effective use of resources

### Support:

We ensure that individuals, families and carers feel well supported.

## Service provision

- Supporting TCP policy development and stakeholder management to enable robust referral management
- Providing clinical case management which includes engaging the individual, assessing, planning, linking with resources, consulting with families and collaborating with clinical and social care partners
- Chairing and governing – Community Care, Education and Treatment Reviews (CETRs) / Inpatient CETRs/ Local Area Emergency Protocol meetings on behalf of the ICB
- Providing a quality assurance process for referral management
- Developing and maintaining a Dynamic Support register to update an individual's risk of admission to inpatient or residential units in real time
- Attending inpatient discharge review meetings and discharge planning
- Brokering and sourcing care packages to meet individuals' needs
- Implementing a robust care review process with local authorities where required.





# Learning Disability and Autism Transforming Care Programme

## Our approach



### Standardised practices

We use case management function for agreed cohorts of NHS funded individuals outside of CHC. The key aim is to reduce expensive hospital admissions, principally in terms of emergency admissions but also in terms of length of stay to improve care outcomes for individuals and enhance the individual experience.



### Governance

Oversight and governance of delivery of the CTR/CETR Policy - including development, implementation, and maintenance of the Dynamic Support Database (DSD) ensuring statutory requirements.



### Relationships

We work closely with healthcare providers, local authorities, housing, education, as well as parent and carer forums to ensure that the individual's pathways are co-ordinated and achieved.



### Influence

Our clinical case management offer will integrate the clinical acumen, personal involvement, and environmental interventions needed to address the overall maintenance of the individual's physical and social environment.



### Integration

Our experience in system wide integration and collaboration facilitates a consistent approach to joint working as system partners, resulting in processes which deliver for individuals and families. We also provide training where needed.

## Case Study

Shropshire, Telford and Wrekin ICB commissioned MLCSU to provide an ongoing clinical case management service to offer robust support mechanisms for people of all ages with health care needs relating to learning disability and/or autism.

### What impact has this made?

- Improved person-centred care and individualised packages of support for people with learning disabilities and/or autism
- Ensuring the role of carers as active participants in the reviewing process
- Brokering care in the most appropriate environment with effective use of resources
- Outlined the responsibilities of partner agencies, ensuring they are active participants in the reviewing process
- Effective use of expertise, promoting multi-disciplinary team working
- Family members or carers now feel well supported
- Individuals are now active participants in their care
- Individual satisfaction (involvement, decision-making, information, respect and dignity).







# Court of Protection Deprivation of Liberty



## About us

**NHS Midlands and Lancashire Commissioning Support Unit's specialist safeguarding service has extensive experience and expertise.**

Individuals are at the heart of everything we do as a rights-based healthcare service. We support a number of ICBs nationally with strategic and case management function Court of Protection (CoP) responsibilities.

## Our team

Our specialist team of experienced Registered General Nurses (RGN), Mental Health Nurses (RMN) and social workers has a variety of clinical and non-clinical backgrounds, and most of our practitioners have now completed the Best Interest Assessor (BIA) course to add to their expertise.

## Our service offers

- Planning and setting up new CoP services having due regard for the ICB's legal responsibilities
- Strategic and operational leadership, balancing the risks and financial implications of CoP matters
- End-to-end case management function, support for individuals and their representatives through CoP proceedings, writing high-quality statements for the CoP with the benefit of our extensive experience of making streamlined CoP applications (without the need for legal involvement)
- Close working relationships with the Personalised Healthcare Commissioning functions within NHS Midlands and Lancashire Commissioning Support Unit (including Continuing Healthcare)
- Pragmatic, regular and consistent reporting
- A programme of ongoing bespoke training relating to the Mental Capacity Act (2005) and changes to case law
- A new in-house training programme to be commenced which will address the best interest process within CoP applications
- Effective working relationships with legal teams and advocacy services

## Why choose us?

- We have a dedicated end-to-end case management function. We manage the administrative side of the Court of Protection process, working closely with our individuals and their representatives. We also offer a variety of services including Backlog Triage, Mental Capacity Act (MCA) and Best Interest Meeting training
- Our vast range of knowledge and experience ensures that individuals are at the heart of the decision-making process and their Article 5 and 8 human rights (HRA1998) are protected
- We have vast experience and knowledge in making our own Court of Protection Deprivation of Liberty Services (CoPDoL) 11 applications, without the need for legal instruction. This saves legal costs by preparing applications in-house in a more standardised format. Our internal quality assurance process ensures we deliver a consistently high standard of application that the courts require. We have identified issues and initiated solutions, resulting in a service that is now streamlined and replicated in a number of areas
- We have a wealth of knowledge and experience in MCA (2005), DoLS (2007), LPS and CoP
- We can plan support Integrated Care Boards (ICBs) to ensure there is a minimum backlog of CoPDoL11 applications
- Our team has a high staff retention rate and is fully compliant with mandatory training. We ensure best practice by giving full support to our staff to access the best learning resources. Senior managers maintain regular contact with all the teams, have oversight of spreadsheets and data and have a thorough understanding of the entire process.





# Court of Protection Deprivation of Liberty



## Our approach



### Resource

Provide dedicated resource to strategically and operationally manage your CoP service.



### Expertise

Draw upon the wealth of expertise and experience in setting up CoP services.



### Positive individual experience

By working closely with and supporting individuals and their significant others, through the CoP process.



### Positive relationships

Developing good working relationships with local authorities, community services including advocacy, care providers and legal teams.



### Risk management and mitigation strategy

Using tried and tested prioritisation model.

## Our promises to you



To plan and implement CoP services to include recruitment and resourcing of appropriately skilled staff



To provide a robust induction plan for new starters to the service which includes a named mentor, shadowing opportunities to a variety of meetings and access to additional training resources. This will develop and enhance their knowledge and skills, improve workplace satisfaction, and increase the retention of highly skilled staff



A dedicated strategic and operational resource to manage a CoP service, with clinical and administrative staff experienced in CoP matters, associated legislation and case law



To offer a high standard quality to the procedural elements of CoP proceedings, including making court applications and writing statements



Expertise in MCA (2005), DoLS (2007), CoP and associated case law



To mitigate the legal risks to the ICB by utilising a tried and tested NHS Midlands and Lancashire Commissioning Support Unit prioritisation model.

## What our customers say



*The Safeguarding/MCA/COP service are a friendly efficient team with significant expertise against all things Safeguarding and MCA. The staff team are responsive and professional in their approach. Patient safety and upholding the rights of our patients is their priority."*

**Lorraine Elliot** Designated Lead Nurse for Safeguarding Adults and Mental Capacity Act (Central Lancashire CCGs)



*The team come highly recommended, always accessible to provide support/advice on the most complex of cases, nothing but professional, and knowledgeable!"*

**Kelly Short** Designated Nurse for Adults and Mental Capacity Act (Morecambe Bay CCG)

### Winners of the NHS England Safeguarding Star Award 2022

*"This is in recognition for the service's valued contribution towards person centred, compassionate care, upholding the principles of the Mental Capacity Act and ensuring the patient's views and wishes were paramount."*

