



# How we can help with NHS-funded care reviews

Supporting people to get the right care at the right time



Personalised  
Healthcare  
Commissioning

## Our dedicated funded care review service:

- Helps deliver high-quality funded care through care reviews of NHS Continuing Healthcare (CHC), Funded Nursing Care (FNC), FastTrack, Joint Funding and Section 117
- Ensures the most appropriate allocation of care funding
- Benefits from a vast body of clinical expertise and leadership – raising standards and consistency
- Reduces the clinical risk associated with delayed care reviews
- Uses the national CHC decision support tool
- Ensures care packages meet each individual's health and social care needs
- Acts in each individual's best interest, following up on any issues arising from the review
- Captures an individual's capacity to consent, including lasting power of attorney and deprivation of liberty.

## Our promise

As the largest provider of All Age Continuing Care Services, Individual Patient Activity and CHC services in England, we can offer unparalleled resilience and scale, and at a lower cost than our competitors. Of the NHS, for the NHS, all our profits are invested back in the health service.

## Our funded care reviews service supports integrated care boards (ICBs) by:

- Providing nursing capacity to quickly process large volumes of reviews, reducing any build-up down to zero
- Ensuring they get the best value for money
- Meeting NHS Funded Care Key Performance Indicators set by NHS England
- Increasing quality assurance that care packages are tailored to care needs
- Reducing costs in cases where care is no longer needed or patients are no longer eligible.



### For example...

We recently focused on a FNC backlog of routine three- and 12-month reviews.

Over a four-month period, we completed **585** FNC reviews meeting the project's deadline and budget.

## How we do it

We have a highly developed specialist review team consisting of experienced NHS nurses and administration support. Our approach:

1. Understand your systems and processes and work with you to build and agree a plan, ensuring that the project's outputs meet your requirements.
2. Provide trajectories and resourcing plans to support delivery.
3. Work to standard operating procedures to deliver a quality service, providing continuous feedback through agreed reporting protocols.
4. Ensure that progress is maintained post project completion by suggesting and supporting process changes to enhance performance.

## Why work with us



Our Personalised Healthcare Commissioning team has over 500 professionally trained clinical and non-clinical staff turning around an active case load of 18,000 per year.



We ensure that each individual's needs are at the heart of everything we do.



We ensure that individuals are receiving reviews at the right time, and the appropriate care to meet their needs.



Being part of the NHS, the care of individuals remains within the NHS at all times.

Service feature	Benefits to patients and ICBs
Service delivered in line with the NHS CHC National Framework	Providing assurance that the standards of the Framework are being met.
Managed and delivered by subject matter experts in their field	A vast range of knowledge and expertise available to the ICB and individuals.
Fast mobilisation by an experienced team of people already in place	No recruitment needed, and a speedy start means cases are reviewed sooner and results are delivered quickly.
Regular quality assurance reviews	Confidence that the service is of a consistent high quality, meaning individuals are getting the best care and support throughout the review process.
Full compliance with UK GDPR and Data Protection Act	ICBs and individuals can be assured that all their data is safe, secure, kept within the NHS and used within UK GDPR regulations.
Full audit trail of contact maintained	If any issues arise, ICBs can be assured that we will have records of all contact made with individuals.
Completion of all reviews in scope	Reviews will be up to date, with individuals eligible for a review now receiving the right care appropriate for their needs at that time and ICB funding is allocated appropriately.
Regular reporting and progress meetings	Up-to-date performance and delivery reports, with any issues dealt with efficiently.
Single point of contact throughout	The same person always available who can provide support throughout the project and answer any questions.
Project closure in line with agreed process	All results, outputs and outcomes in one handy document, ready to be shared and filed.
Financial options available to suit ICB requirements	Flexibility of payment options enables improved affordability, striking a balance between service costs, scope and outcomes

For more information on our products and services contact us today:

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