



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)



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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.

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

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".