



# 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.

## Our promises to you

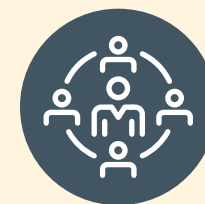
### We will ensure that:



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



*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”.*