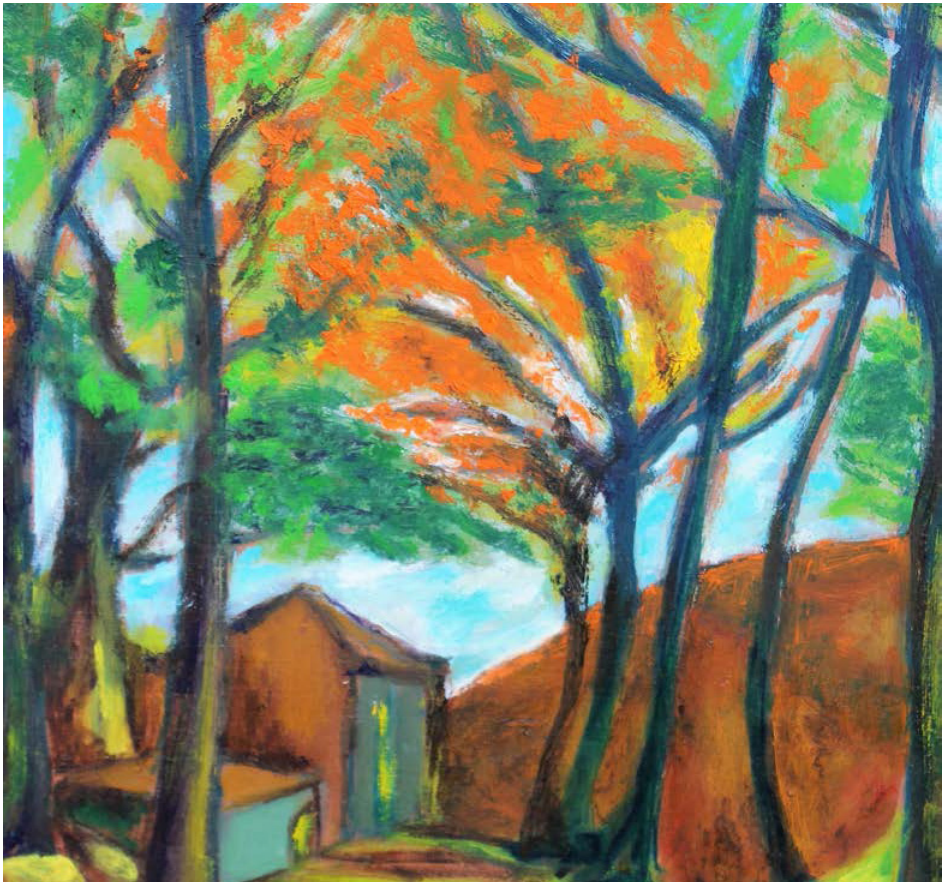




Hertfordshire  
Partnership University  
NHS Foundation Trust

# The NHS Continuing Healthcare (CHC) Process



Our  values  
Welcoming Kind Positive Respectful Professional

## What is NHS Continuing Healthcare?

- NHS Continuing Healthcare means a package of ongoing care that is arranged and funded by the National Health Service (NHS) specifically for the relatively small number of individuals (with high levels of need) who are found to have a 'primary health need'.
- NHS Continuing Healthcare is free, unlike support provided by local authorities, which may involve the individual making a financial contribution depending on income and savings.

## Who is eligible for NHS Continuing Healthcare?

- People over 18 years of age who have been assessed as having a 'primary health need' that has arisen as a result of disability, accident or illness.
- Eligibility is not dependent on a particular disease, diagnosis or condition, nor on who provides the care or where that care is provided.

# Primary Health Need

- The concept of a 'primary health need' is the totality of your relevant needs in relation to four key characteristics:
- Nature: This describes the characteristics and type of your needs and the overall effect these needs have on you, including the type of interventions required to manage them.
- Intensity: This is the extent and severity of your needs and the support required to meet them, including the need for sustained/ongoing care.
- Complexity: This is about how your needs present and interact and the level of skill required to monitor the symptoms, treat the condition(s) and/or manage the care.
- Unpredictability: This describes the degree to which your needs fluctuate and thereby create challenges in managing them, including the risks to your health if adequate and timely care is not provided.

If it is decided that you have a primary health need, you will be eligible for NHS Continuing Healthcare.

# Continuing Healthcare Assessment

Making decisions about who is eligible for NHS Continuing Healthcare

- The process of assessment should be person-centred.
- You could ask a friend or relative to act as your representative and help explain your views, should you wish or need to.
- The full assessment process involves two steps: screening using the Checklist Tool, and a full assessment of eligibility using the Decision Support Tool.

## Screening using the Checklist Tool

- The Checklist can be used to help practitioners identify people who may need a full assessment of eligibility for NHS Continuing Healthcare.
- The Checklist does not indicate whether you are eligible for NHS Continuing Healthcare, only whether you require a full assessment of eligibility.
- The majority of people who 'screen in' (have a 'positive Checklist') are found not to be eligible once the full assessment has been completed.
- If a Checklist indicates the need for a full assessment the individual completing the Checklist will contact the Continuing Healthcare & Discharge Team who will arrange for a multidisciplinary team to carry out an up-to-date assessment of your needs.

# Assessment using the Decision Support Tool (DST)

- All professionals involved in the assessment will provide reports which will be coordinated by a qualified Nurse working with a Social Worker from the local authority.
- The information from your assessment is then used to complete a 'Decision Support Tool' which looks at twelve different types of need, for example, mobility, nutrition, and behaviour.
- The purpose of the assessment is to help decide on the nature, complexity, intensity and unpredictability of your needs and whether you have a 'primary health need'.
- The assessors will then make a recommendation to the local Clinical Commissioning Group linked to your home address as to whether you are eligible for NHS continuing healthcare or not.
- The Clinical Commissioning Group will accept this recommendation except in exceptional circumstances when they may ask for further information.

## Review of Continuing Healthcare

- If you have been awarded Continuing Healthcare, a review of your needs will be completed after three months and then every six to twelve months.
- Neither the NHS nor the local authority should withdraw from an existing care or funding arrangement without a joint review and reassessment of your needs.
- You will be consulted about any of those proposed changes.
- NHS Continuing Healthcare is not an award for life and is subject to regular reviews.
- If a formal review is required you will be part of the process.

## What if I am not eligible for NHS continuing healthcare following a review?

- If you are later assessed as no longer eligible but still have some health needs then the NHS may still pay for part of the package of care.

## Who do I contact if I am not happy with the outcome?

- If you disagree with the eligibility recommendation made by Hertfordshire Partnership NHS Foundation Trust (HPFT) or the final decision made by the local Clinical Commissioning Group about the process followed please contact the local Clinical Commissioning Group after you have received your formal letter of verification.

## Who to Contact

Contacting the Continuing Healthcare and Discharge Team:

### Continuing Healthcare and Discharge Team

Hertfordshire Partnership NHS Foundation Trust

1 Bowlers Green

Kingsley Green

Harper Lane

Radlett

Hertfordshire

WD7 9HQ

Telephone: 01923 633488

## Further Information

**Age UK** – For advice and information contact:

Website: [www.ageuk.org.uk](http://www.ageuk.org.uk)

Telephone: 0800 678 1602

You can download a fact sheet about Continuing Healthcare: 'FS20'

**Department of Health** – For advice and information, visit:

[www.gov.uk/government/organisations/department-of-health](http://www.gov.uk/government/organisations/department-of-health)  
and search for 'Continuing Healthcare'

**Cover Artwork: *Peace Found On The Mountain* by Denise Bowser**

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