



**Norfolk Continuing Care
Partnership**

Appeals and Local Resolution Process for NHS Continuing Healthcare Appeals



Introduction

This leaflet contains information regarding the Local Resolution Process (LRP) followed by Norfolk Continuing Care Partnership (NCCP). The process is for families who wish to appeal against a decision that a person is not eligible for Continuing Healthcare, following a clinical assessment.

This leaflet is intended to familiarise you with what to expect during the Appeals and Local Resolution process.



If you need this leaflet in a different language, or in large print please contact us.

Contents

Page 2.....	Introduction
Page 3.....	How to appeal a Not Eligible for Continuing Healthcare decision
Page 4.....	What do the Appeals team do?
Page 5.....	What happens next?
Page 5.....	Who to expect at the meeting?
Page 5.....	What to expect at the meeting?
Page 6.....	After the meeting
Page 7.....	Frequently asked questions
Page 8.....	Useful information
Page 8.....	Terms of Reference
Page 9.....	Contact information
Page 10.....	Blank notes page

How do I appeal a Not Eligible for Continuing Health Care Decision?

You must appeal in writing or by email to Norfolk Continuing Care Partnership within six months of the date of the Not Eligible decision letter.

What do I write in my rationale and reasons for disagreeing with the decision?

Your rationale should contain the reasons you want to appeal. You may find it helpful to list each domain in the Decision Support Tool (DST) and explain why you think that person should be

eligible, and why the levels of need should be higher. You can also include any comments you have about the Primary Health Needs Test.

Please note this should relate only to the period covered by the DST. If you are concerned about any periods after the DST assessment and your relatives health needs have changed since then, please contact the Continuing Healthcare Team on 01603 257243 for advice.

The address to send your appeal to can be found on page 9.

If your personal details change, such as a change of address or phone number, please let us know so there are no delays if we need to contact you.

What do the Appeals team do?

The Appeals team provide a 'Local Resolution' service for people who wish to appeal against a decision that someone is not eligible for Continuing Healthcare.

The Appeals team considers whether the correct process has been followed (according to the National Framework for NHS Continuing Healthcare). They review levels of need and the Primary Health Needs test (PHNT), which is the legal test of eligibility, and can request that an NHS Clinical Commissioning Group (CCG) reconsider their original decision.

If you are worried about the standards of care being given, please contact Social Services on 0344 8008020 or the care provider straight away as the Local Panel will be unable to help with any of these concerns.

What happens next?

When your appeal has been received, an appeals nurse will review it to confirm we have all the information we need. If we need further details we will contact you, either by phone or letter.

You will then be invited to attend a Local Resolution Panel (LRP) meeting.

Who to expect at the meeting?

The Local Resolution Panel will consist of a senior clinician who will act as chairperson; a trained health professional and a social worker, both of whom will have extensive experience of Continuing Healthcare. There will also be a note taker.

What to expect at the meeting?

The meeting will last around an hour and will be held in our office at Lakeside 400 in Norwich. If you are unable to attend in person there is an option to hold a teleconference instead.

This is your opportunity to discuss your rationale with the LRP and the reasons for disagreeing with the CCG's decision, and the levels of need you feel are appropriate. You will be able to raise any issues or concerns that you have relating to the decision-making process, and to discuss any additional evidence that you wish to be considered.

After your views have been discussed, the meeting will close.

After the meeting

The LRP will consider all the information relating to your appeal, including any new evidence that you have provided, and decide whether they agree with the original decision made by the CCG. They will look at the process followed and levels of need, and will apply their own Primary Health Needs Test (PHNT).

If the Local Resolution Panel does not agree with the original Decision Support Tool (DST), they will ask the CCG to reconsider their decision. Should this happen they will send the details of your appeal to the CCG, and ask them to look at the case again.

If the Local Resolution Panel agrees with the original DST, your appeal will be closed. Should this happen, you will have the opportunity to submit your appeal to the Independent Review Panel (IRP) NHS England. We will provide details of how to do this.

You will be sent a copy of the LRP meeting notes including the CCG's final decision with a covering letter.

Frequently Asked Questions

Can I have another assessment while my appeal is in process?

Yes, if your relative has significantly deteriorated since the last assessment. Please contact the Continuing Healthcare Team on 01603 257243 for advice.

How long does the Local Resolution process take?

We aim to complete your appeal within three months however this can depend on individual circumstances.

Can anyone accompany me to the meeting?

You can bring someone to represent your views or speak on your behalf. This could be a family member, friend, a local advocacy service or someone independent.

Can I make a complaint about the Continuing Health Care process?

Yes. Your complaint can be made either in writing or by email to the following address:

The Complaints Officer, Lakeside 400, Old Chapel Way, Broadland Business Park, Norwich, NR7 0WG.

norwichccg.nccpchcomplaints@nhs.net

Useful information

Beacon (www.beaconchc.co.uk) 0345 548 0300 and Age UK (www.ageuk.org.uk) 0800 055 6112 are organisations that provide advocacy and advice services. Some organisations may charge for this service.

Other information about Continuing Healthcare can be found here:

Parkinsons uk (parkinsons.org.uk) 0808 800 0303

Alzheimer's Society (alzheimers.org.uk) 0300 222 1122

The National Framework for Continuing Health Care
england.nhs.uk/healthcare.

A paper copy of the framework is available on request.

Terms of Reference

The Local Resolution Panel (LRP) has been commissioned by the NHS Clinical Commissioning Groups (CCG) in Norfolk to provide an independent view about Continuing Healthcare eligibility decisions.

The LRP will look at the procedures used by the CCG in reaching a decision about a person's eligibility for NHS Continuing Healthcare, and examine the decision reached.

The LRP will consider any issues by reference to the current National Framework for NHS Continuing Healthcare.

The LRP is an advisory body and will make recommendations to the CCG. This may consist of:

- Highlighting issues that need further consideration by the CCG in reaching its decision about a person's eligibility,
- Supporting the CCG's decision and suggesting a referral to the next stage in the appeal process, which is to NHS England's Independent Review Panel.

Contact us

Post: Appeals Team, Norfolk Continuing Care Partnership, Lakeside 400, Old Chapel Way, Broadland Business Park, Thorpe St Andrew, Norwich, Norfolk, NR7 0WG.

Email: NorwichCCG.CHCAppeals@nhs.net

Phone: 01603 257243.

Notes

Use this space to make any notes or questions you would like to ask at the Local Resolution meeting.