



## Freedom of Information request & West Norfolk CCG response

### WN-2016-00058 – Continuing Healthcare and Funded Nursing Care process

1. Is the continuing healthcare and funded nursing care process managed in-house, or is part or all of the process outsourced to a 3rd party (CSU, Council, Independent provider etc.). If outsourced, please state the name of the company and the services outsourced (all CHC, assessment, brokerage, invoice validation etc.)

*All continuing healthcare and funded nursing care processes are managed by NEL Commissioning Support Unit.*

2. Please provide the name and contact details of the individual responsible for continuing healthcare at the CCG.

#### **NHS North Norfolk CCG**

NHS North Norfolk CCG publish the names of their staff on their [website](#).

Email – [NNCCG.contactus@nhs.net](mailto:NNCCG.contactus@nhs.net)

Tel – 01263 738100

#### **NHS South Norfolk CCG**

NHS South Norfolk CCG publish the names of key individuals on their [website](#).

Email – [SNCCG.communication@nhs.net](mailto:SNCCG.communication@nhs.net)

Tel – 01603 257100

#### **NHS West Norfolk CCG**

NHS West Norfolk CCG publish the names of key individuals on their [website](#).

Email – [contact.wnccg@nhs.net](mailto:contact.wnccg@nhs.net)

Tel – 01553 666900

#### **NHS Norwich CCG**

NHS Norwich CCG publish the names of key individuals on their [website](#).

Email – [Norwich.ccg@nhs.net](mailto:Norwich.ccg@nhs.net)

Tel – 01603 613225

*If you wish to contact anyone within the CCG please email addresses provided above. This will then be passed onto the appropriate individual/s for a response.*

3. How many people are involved with the continuing healthcare process internally?

All the CCGs have a named individual who leads for them on the CHC process with a number of others who facilitate an efficient and effective process internally to ensure appropriate governance.

4. Does the CCG or any contracted provider managing CHC have a connection to the Exeter System and regularly check this? If not how does the CCG become aware of patient deaths?

The CCG are informed of deaths via care providers, family, GPs, Homes and various other methods. There will shortly be a software connection between Broadcare and the Spine (Exeter) which will run a report to pick this up with greater accuracy.

5. Does the CCG use any third party tech solutions to record patient information relating to CHC (Broadcare, Swift, Caretrack, QA Plus etc.)? If not how is this recorded?

All continuing healthcare and funded nursing care processes are managed by NEL Commissioning Support Unit. NEL CSU use Broadcare to record patient information.

6. Does the CCG use any third party tech solutions to record financial information (Broadcare, Caretrack, QA Plus etc.)? If not how are invoices validated against care package details?

All continuing healthcare and funded nursing care processes are managed by NEL Commissioning Support Unit. NEL CSU use Broadcare to record financial information.

7. Does the CCG contract care packages from a framework with agreed rates?

Yes

If so what percentage of contracts are secured on and off framework?

Fast Tracks and Children have been excluded from the below figures

	North Norfolk CCG	Norwich CCG	South Norfolk CCG	West Norfolk CCG
On Framework	71%	69%	59%	67%
Off Framework	29%	31%	41%	33%

8. Please provide the average no. of patients receiving CHC and FNC funding in the last financial year, and a breakdown for each category:

a) CHC Patients

b) FNC Patients

Clarification

“Please confirm if you require a breakdown of this information in terms of CHC and FNC. Or if you require this information to be broken down as Learning Disabilities, Mental Health and Physical Disabilities?”

Thank you for your request for clarification. Please can you just give me the split by CHC and FNC.”

The table below shows the average number of patients eligible for CHC and FNC at any one point in time in 2015/16.

The CHC figure does not include Fast Tracks or Children

	North Norfolk CCG	Norwich CCG	South Norfolk CCG	West Norfolk CCG
CHC Patients	234	172	247	184
FNC Patients	159	206	232	134

9. Please provide the total number of suppliers that the CCGs uses for CHC & FNC, split by:

- a) Residential Homes
- b) Nursing Homes
- c) Homecare Agencies
- d) Other (please specify)

The figures below are as of the 04/01/16, a fixed point in time, where patient numbers were at their average

CHC

	North Norfolk CCG	Norwich CCG	South Norfolk CCG	West Norfolk CCG
Residential Homes	16	16	21	15
Nursing Homes	38	33	37	20
Homecare Agencies	22	24	31	21
Other (please specify)*	8	7	11	8

\*Other includes Day Care, Rehabilitation, Transport, School Fees etc.

FNC

The information requested is not held. The CCG are unable to provide a response as the information is not readily available.

10. Please state the average number of care packages in the last financial year, split by:

- a) Residential Homes
- b) Nursing Homes
- c) Homecare Agencies
- d) Other (please specify)

The figures below include CHC eligible

The data is as of the 04/01/16 when patient numbers were at their average for 2015/16

Fast Tracks and Children have been excluded from the figures below

	North Norfolk CCG	Norwich CCG	South Norfolk CCG	West Norfolk CCG
Residential Homes	29	27	45	30
Nursing Homes	154	101	122	94
Homecare Agencies	59	63	87	69
Other (please specify)*	49	41	74	58

\*Other includes Day Care, Rehabilitation, Transport, School Fees etc.