

Tell us what you think of our plans for where you get continuing healthcare.

**Have your say by 5pm
on Monday 30 September 2019**



What do you think about our ideas?

This document tells you about a draft policy we have written that explains how we decide where adults in Barking and Dagenham, Havering and Redbridge get continuing healthcare (this might be in their own home or in a care or nursing home). It also explains how patients and their families or carers can challenge our decisions if they are not happy.

We believe the policy will make sure the way we make our decisions and how people can challenge them is clear, fair and the same for all local people.

Before we make any decisions, we would like to know what you think of our draft policy and if there is anything else you want us to think about. We'd like to hear from as many local people as possible, so please tell your friends and family about this, and ask them to let us know what they think too.



What is continuing healthcare?

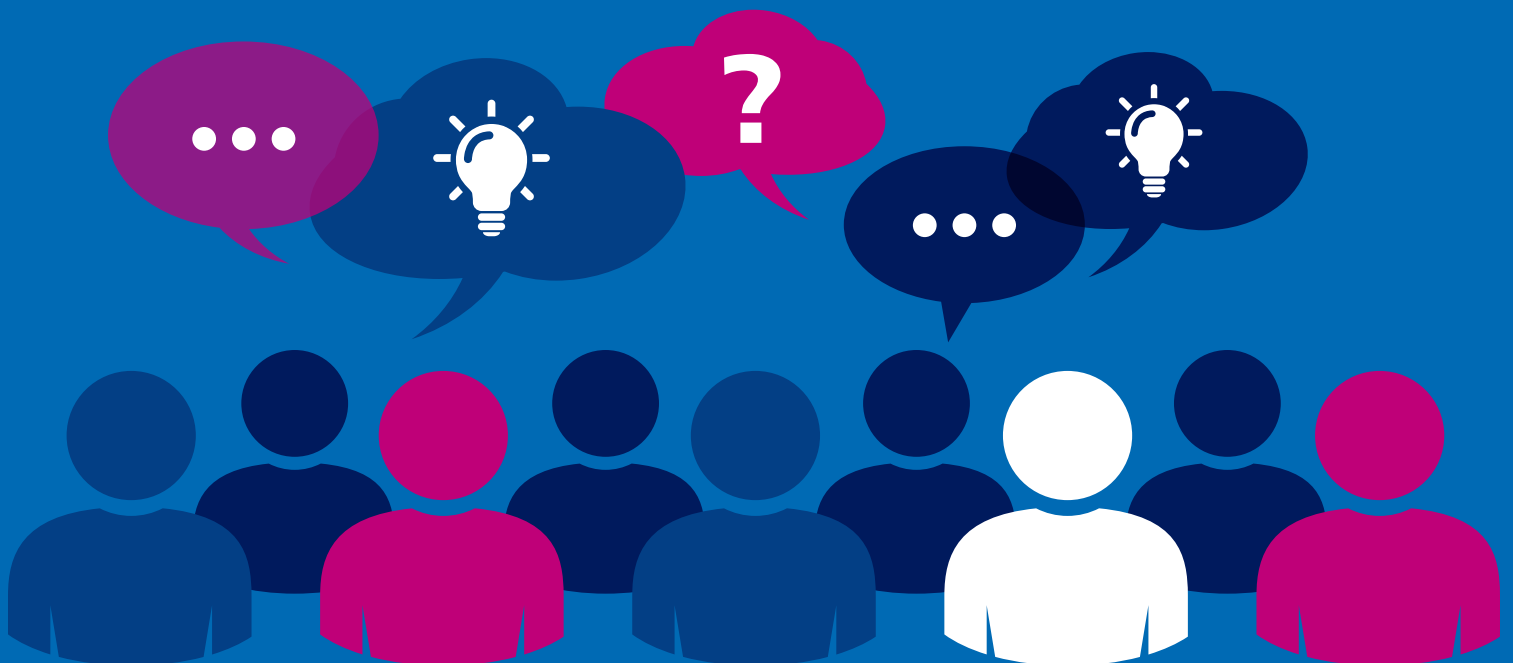
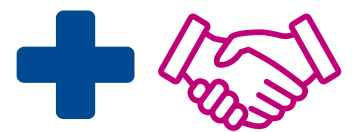
NHS continuing healthcare is the ongoing help and care given to adults who have been assessed as having a 'primary health need'. This care is arranged and paid for by the NHS.



A social care worker and a health worker like a nurse will come and see you to assess whether you are eligible for continuing healthcare. They will ask about your health and the help you need, and they will also speak to your family or carers.



Following the assessment, the health worker will then go to your local NHS Clinical Commissioning Group and recommend to them that they fund a continuing healthcare package if they think you are eligible. They will use all the information the health worker collected about you to inform the decision.



If the NHS Clinical Commissioning Group says 'yes' they will offer you care in your own home or a place in a care or nursing home. It costs different amounts to give someone care at home and in a care or nursing home.



The care you get will be checked every year to make sure it is still right for your needs. If your needs change, the care you get may also change.



There are currently about 530 people in Barking and Dagenham, Havering and Redbridge who get continuing healthcare. Most of these people (around 70%) live in a care or nursing home.



We want you to tell us what you think of our plans.

Nothing has been decided. We want to know what you think we should do.



What are we doing?

We have worked with local doctors to write a draft policy that will help us when we make decisions about the location of your continuing healthcare package. The policy also explains how patients and their families or carers can challenge our decisions if they are not happy.

The draft policy looks at what you as a patient want, as well as what we think is the most appropriate and safest care for you, and what is the best use of NHS money.

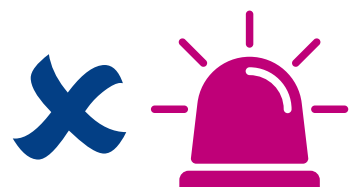
We think this is a fair way of making decisions about where local people get continuing healthcare.



What will the policy mean for me?

We plan to use the policy when we decide where all new adult patients get their NHS continuing healthcare. If they need a lot of help and care we will probably decide they should get it in a care or nursing home and not in their own home. If you already get continuing healthcare, the policy will only be used if your needs change and you need a lot more help and care. We think this will be the decision for about 20-25 local people every year.

The policy **will not** be used to make decisions about care for children or people who need 'fast-track care' (this is when someone is very ill and needs a lot of help in a hurry).



What do you think?

You can let us know what you think about our draft policy in lots of ways:

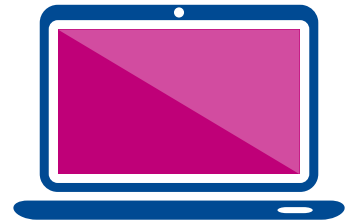
To find out more and fill in our online survey visit online:



www.barkingdagenhamccg.nhs.uk/CHC-consultation

www.haveringccg.nhs.uk/CHC-consultation

www.redbridgeccg.nhs.uk/CHC-consultation



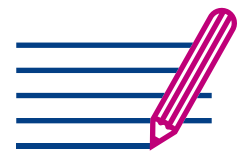
Send us an email:

haveyoursay.bhr@nhs.net



Call us:

020 3688 1615



Write to us:

FREEPOST BHR CCGs
(no stamp needed)

Remember to let us know what you think by:

5pm on Monday 30 September 2019.



Feedback form

If you need help filling in the feedback form, let us know and we will find someone to help you.

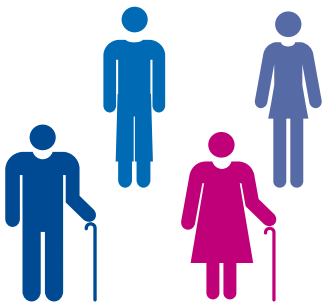
NOTE: We ask these questions because we need to understand who has completed this form to make sure we get as many different views as possible.

Are you?



	✓ Tick		✓ Tick
Male		Other	
Female		Prefer not to say	

How old are you?



	✓ Tick		✓ Tick
Under 18		55 to 64	
18 to 24		65 to 74	
25 to 34		75 to 84	
35 to 44		85 or older	
45 to 54		Prefer not to say	

Are you disabled?



	✓ Tick		✓ Tick
Physical/ mobility issue		Learning/ mental health issue	
Visual impairment		Hearing problems	
Another issue		No	

Do you care for someone who is disabled or unwell?



	✓ Tick
Yes	
No	

Do you work for the NHS?

	✓ Tick		✓ Tick
Yes		No	

Where do you live?



Barking and Dagenham

Havering

✓ Tick

Redbridge

Other

✓ Tick

If you have ticked 'Other' please tell us which area here:

What background are you from?

This is not about where you were born.

It's about the group you think you belong to.



Any Asian background

Any black background

Any white background

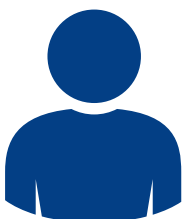
Any mixed background

Any other group. Please tell us what?

Prefer not to say

✓ Tick

Are you telling us your thoughts as:



A local person

Someone who gets continuing healthcare

A carer of someone for gets continuing healthcare

A healthcare worker

A social care worker

On behalf of an organisation or group.
If so, which?

Other. Please tell us what?

Prefer not to say

✓ Tick

Feedback form

What do you think about

Question 1: What do you think about our plan to have a policy about where people get continuing healthcare? (please tick one answer)

Strongly support having a policy

Support having a policy

Don't mind if there is a policy

Against having a policy

Strongly against having a policy

Don't know

How much does continuing healthcare cost?

It costs the local NHS different amounts of money to give people continuing healthcare in their own home and in a care or nursing home.



It costs around

£3,600 to £400,000

a year to give someone care
in their own home



It costs around

£45,000 to £360,000

a year to give someone care
in a care or nursing home.

We think the local NHS should not pay for someone to have continuing healthcare in their own home if it will cost 10% more than getting the same care in a local care or nursing home.

Question 2: What do you think about our plan to not pay for someone to get continuing healthcare in their own home if it costs 10% more than getting the same care in a care or nursing home? (please tick one answer)

- Strongly support the plan
- Support the plan
- Don't mind
- Against the plan
- Strongly against the plan
- Don't know

How to challenge our decisions

In our draft policy, we explain how you and your family or carer can challenge our decisions about where you get continuing healthcare if you are not happy.

You can do this by writing to us and sending any information you want us to look at. You must write to us 28 days after we have told you our decision. We will then write back to you and explain what happens next.

Your challenge will be listened to by a group of people, including doctors and patient representatives. They will look at our decision and decide if we followed the right process and if we properly considered all the information we were given.



Feedback form

Question 3: If you wanted to challenge our decision about where you get your continuing healthcare, would you be happy with the process we have explained above? (please tick one answer)

Yes

No

Don't know

Question 4: Is there anything else you want to tell us, or think we should consider, before we decide what will be in our continuing healthcare policy?

Question 5: Have you or someone in your close family had NHS continuing healthcare in the last two years?

		✓ Tick		✓ Tick
Had NHS continuing healthcare at home?	Yes		No	
Had NHS continuing healthcare in a care or nursing home?	Yes		No	

If you would like us to tell you what decisions we make about our continuing healthcare policy, please write your name and email address in the box below. We will keep your details safe and won't share them.



Name: _____



Email: _____

Thank you for taking the time to let us know what you think.

