Ref No: DGS 035
11 June 2018

Dear

Freedom of Information Request

Further to your Freedom of Information Request dated 29 May 2018 please see formal response below

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.)

NHS Dartford Gravesham and Swanley Clinical Commissioning Group manage these services in-house.

2) What software, (e.g. QA Plus, CHS Care Track, BroadCare), is currently utilised by the CHC team to manage:

   2.1) Referrals into the service
   2.2) Scheduling of Assessments / Reviews
   2.3) Assessments
   2.4) Procurement of Care packages/placements
   2.5) Personal Health Budgets
   2.6) Activity and financial reporting
   2.7) Invoicing

   Broadcare
3) How many whole time equivalent members of staff are involved with the continuing healthcare process by job role as below:

3.1) Business support / administrator
3.2) Nurse assessor
3.3) Contracting / procurement
3.4) Finance
3.5) Senior management

It is not possible to answer this question as the North Kent Specialist Assessment and Placements Team (SAPT) lead manages the delivery of Continuing Healthcare Services for NHS Dartford Gravesham and Swanley Clinical Commissioning Group, where the function of SAPT

- Covers a range of clinical areas beyond those stated (Specialist Placements including Mental Health, Transforming Care, Children & Young People, Neuro Rehabilitation), Out of Area Mental Health Referrals, Personal Health Budget Support, Leading for Previously Unassessed Period of Care Reviews.
- Spans x 3 Clinical Commissioning Groups.

There is not a readily available basis upon which to apportion employed staff in order to answer this question.

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?

All providers are contractually required to notify SAPT of patient deaths. SAPT’s patient management database (Broadcare) has an established link with the NHS Spine through which weekly automated checks are undertaken to identify any patients who may have died and providers neglected to notify SAPT.

5) Please state how many referrals were made to the service for full consideration of CHC in the period 01/04/2017 – 31/03/2018. This is based on the national framework standard of a checklist outcome.

This information is published nationally on-line and is available via: https://www.england.nhs.uk/statistics/statistical-work-areas/nhs-chc-fnc/

6) Please state how many referrals were made to the service for service users not requiring full consideration of CHC in the period 01/04/2017 – 31/03/2018. This is based on the national framework standard of a checklist outcome.

7) Please state how many service users were due to have a 12 month CHC review in the period 01/04/2017-31/03/2018
8) Please state how many service users had a 12 month CHC review in the period 01/04/17-31/03/2018

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If you are unhappy with the service that you have received in relation to your request and wish to make a complaint or request a review of our decision you should write to Complaints. NHS Dartford Gravesham and Swanley Clinical Commissioning Group 2nd Floor Gravesham Civic Centre Gravesend Kent DA12 1AU or email at dgscgg.complaints@nhs.net

If you are not content with the outcome of your complaint or review, you may apply to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Clinical Commissioning Group. The Information Commissioner can be contacted at:

Information Commissioners Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF
Telephone: 08456 306060 or 01625 54 57 45
www.ico.gov.uk

Please remember to quote the reference number above in any future communications.