



Sheffield Continuing Healthcare Collaborative service development update

Page 13 Healthier Communities and Adult Social Care Scrutiny and Policy Development Committee

Dani Hydes: Head of Continuing Healthcare, Sheffield CCG

Sara Storey: Interim Director of Adult Social Care, Sheffield CC

27th November 2019

The actions we have taken

Values and Behaviours

[Values and Behaviours for Ongoing Care Services](#)

Co-produced for the delivery of ongoing care services.

We are in the process of incorporating the values and behaviours into a set of integrated 'Practice Principles' currently being launched across Adult Social Care.



How this is benefitting people in receipt of services

A consistent approach to the way in which we work with people in receipt of care and their families;

We always involve the person.

We empower and support people to live the life they choose.

We collaborate working as one team to deliver helpful, responsive and timely support.

The actions we have taken

Continuing Healthcare Newsletter

We have launched a Newsletter which is posted on our Continuing Healthcare Website with hard copies circulated to partners such as Healthwatch, Disability Sheffield and Citizens Advice Bureau.



How this is benefitting people in receipt of services

[CHC Newsletter April Edition](#)

The Newsletter is improving the way in which we communicate with people ensuring that we are more open and transparent.

The actions we have taken

How this is benefitting people in receipt of services

How did we do Questionnaire?

We have launched the questionnaire supported by a controlled implementation initially to capture peoples experiences of how we introduce the service and complete the 'Decision Support Tool' assessment process.



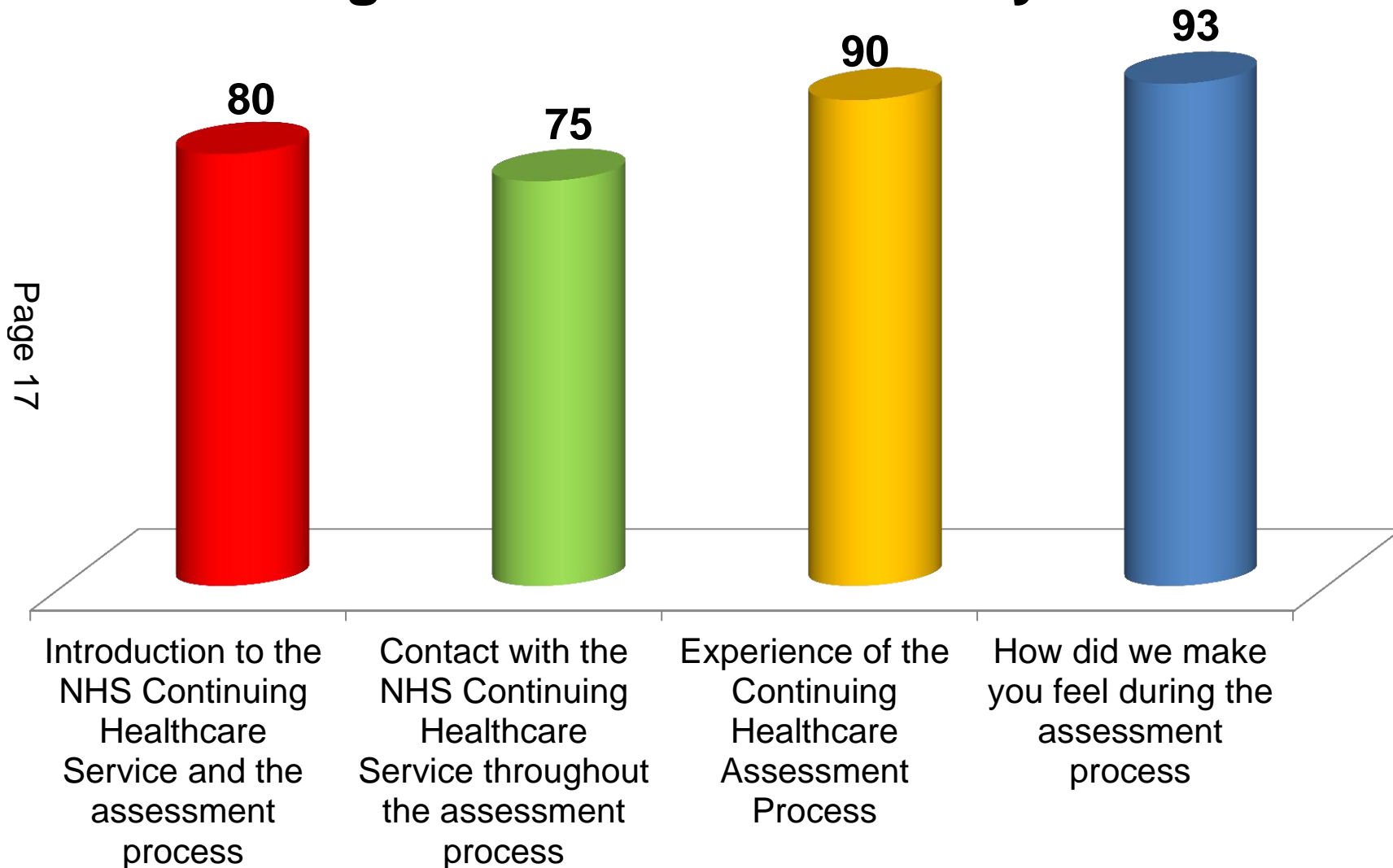
Microsoft Word
Document

People in receipt of services have the opportunity to share their service experiences with a 'strong voice,' which helps to inform continual service improvement at the same time as providing quality assurance.

We will share a summary of the feedback received in our Newsletters to further improve communication.

How did we do Questionnaire?

Percentage satisfaction levels by Theme



The actions we have taken

Continuing Healthcare Operating Procedure

[CHC Operating Procedure](#)

We have collaboratively developed our new procedure which has been launched through a series of integrated awareness events aimed at our workforces.



How this is benefitting people in receipt of services

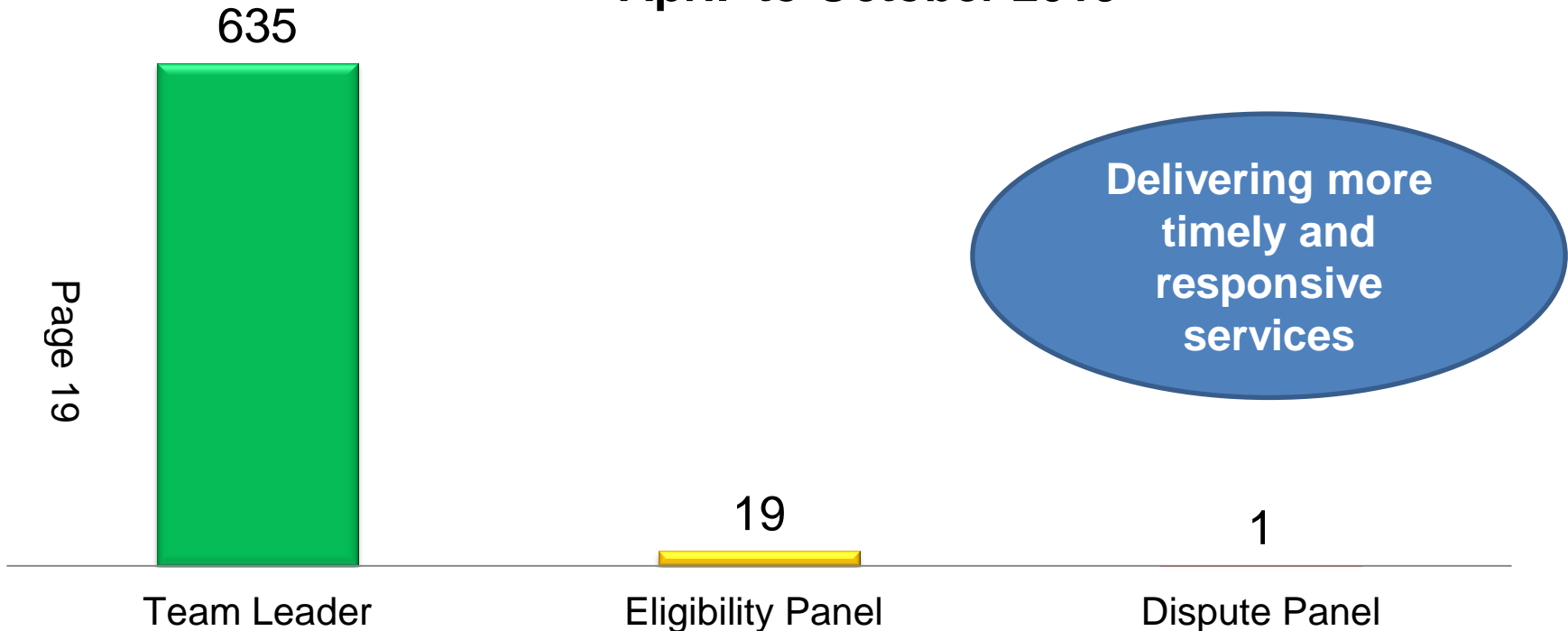
Services are delivered in a consistent manner compliant with the national framework for Continuing Healthcare.

A reduction in the number of cases sent to eligibility and dispute panels is resulting in more timely and responsive services.

Social workers are attending more Decision Support Tool assessments which contributes to delivering better outcomes for people.

The majority of eligibility outcomes are now signed off by the CCGs Continuing Healthcare Team Leaders

655 Decision Support Tool Assessments signed off April to October 2019



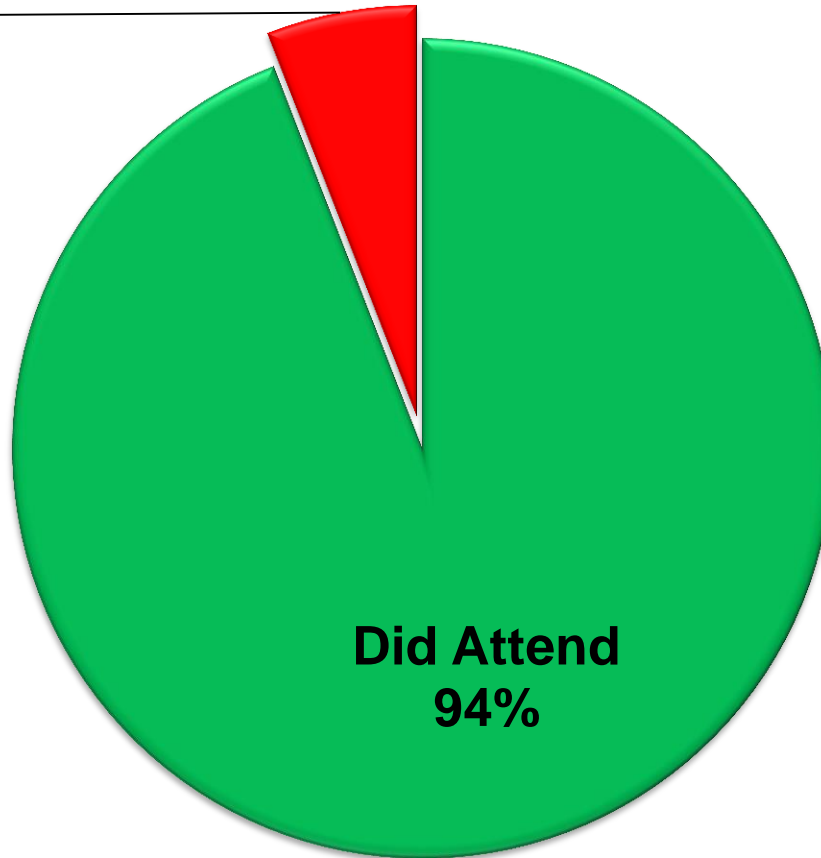
Page 19



We are currently unable to provide year on year comparisons. The planned move to a new digital capability will enhance our reporting.

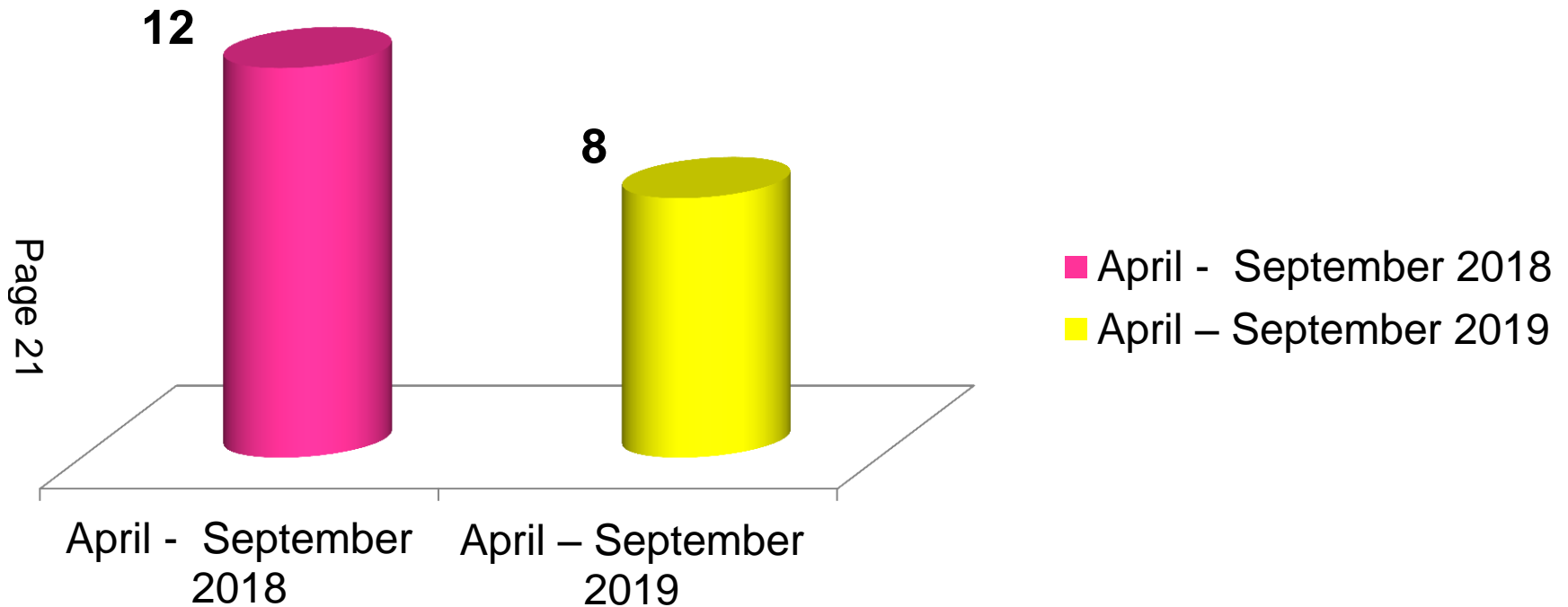
Decision Support Tool Assessments attended by Social Workers April - October 2019

Didn't Attend
6%



Greater collaboration will deliver improved service quality and better outcomes for people in receipt of care

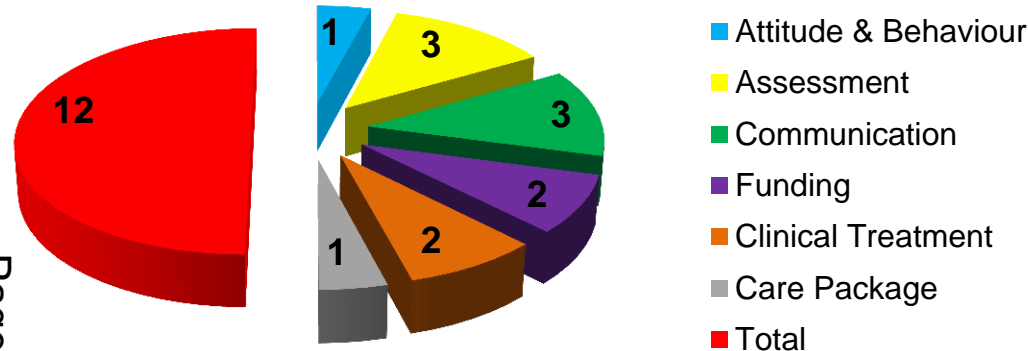
The number of complaints relating to Continuing Healthcare has reduced



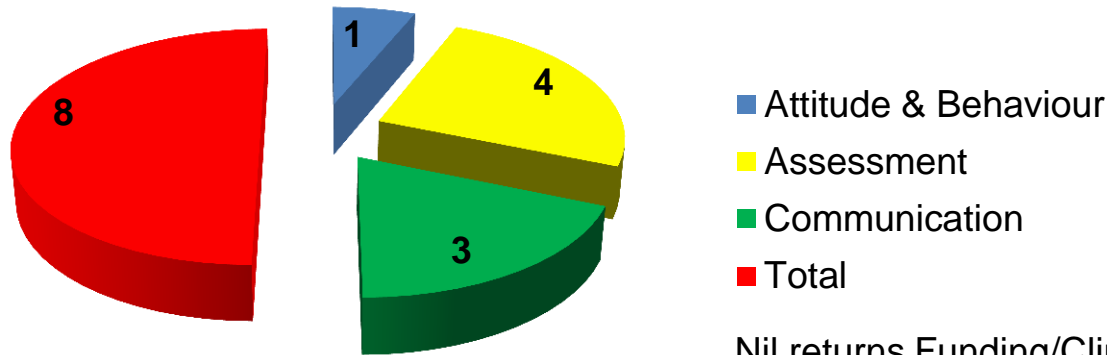
Complaint Themes

Page 22

April to September 2018



April to September 2019



Nil returns Funding/Clinical Treatment/Care Package

Independent Appeals Management

- Having listened to feedback from people in receipt of care and their representatives we have transferred the responsibility for managing Appeals to NHS Doncaster CCG, to ensure that the process is independent.
- The new appeals arrangements came into effect from the 1st September 2019

Sheffield - Continuing Healthcare Appeal Outcomes

74% (30) of appeals
concluded between
April – September 2018
had the original
decision upheld at a
local level

91% (22) of appeals
concluded between
April – September 2019
had the original
decision upheld at a
local level

91% (14) of NHS England
Independent Reviews
January to September 2019
were deemed as sound

The actions we have taken

Continuing Healthcare Disputes Resolution Policy

We have collaboratively developed our new disputes resolution policy which has been launched through a series of integrated awareness events aimed at our workforces.



How this is benefitting people in receipt of services

[CHC Disputes Resolution Policy](#)

When disputes occur they are resolved consistently and expediently between organisations without having a detrimental impact on people in receipt of services.

The actions we have taken

Monthly Continuing Healthcare integrated Benchmarking and Learning Events

Reviewing collaboratively how we deliver services in line with the framework and practice principles:

Considering the role of the multi-disciplinary team and the role played by the person and family.

How we record the needs against the domains.

How this is benefitting people in receipt of services

Developing a joint understanding of roles and responsibilities is supporting the delivery of a more consistent higher quality service experience.

People will benefit from services delivered in a manner that reflects our new practice principles.



The actions we have taken

CHC Digital

Discovery work completed to build and agree the case for change.

Investigated options including health and social care systems.

Stakeholder benefits analysis complete.

Successful application to be one of 7 NHSE CHC Digital Pioneers.



How this will benefit people in receipt of services

A more consistent approach to process and working practices will improve the quality and service experience for all.

A more timely responsive and communicative service will improve quality/experience.

Greater transparency and accountability of the services delivered supported by auditable care records which evidence decision making.

The actions we have taken

How this is benefitting people in receipt of services

Joint Commissioning

Single contracted Care at Night Service

Page 28

Single contracted Somewhere else to Assess Quadrant

People in receipt of care receive person centred seamless services and as a result do not have to move care provider when their eligibility changes.

Improved value for money.

The right care is provided at the right time in the right place delivered by a 'Team around the person' model of care.



Ongoing service improvement

- ❑ **A more collaborative approach across the community**
Supported by an increasing ambition to integrate health and social care services to improve working arrangements, which place the individual at the centre of the care. Developments will continue to be informed through strong engagement with people in receipt of care and our workforces.
- ❑ **Joint Workforce Development Plan**
Integrated approach to workforce development to deliver a consistent high quality service experience.
- ❑ **Care provision**
Working in close partnership with care providers to ensure we have high quality services which meet the needs of our citizens

This page is intentionally left blank