

## A guide about NHS continuing healthcare

You have been given this information because a member of staff from Kent Community Health NHS Foundation Trust (KCHFT) has assessed you or your family member for NHS continuing healthcare (CHC). We hope that this provides you with the details about what happens next.

Patients have the right to be fully involved in their NHS continuing healthcare assessment and with your permission we will involve the people who are important to you as well. If you have any questions or are worried please talk to the person who gave you this information.

**Name of patient:**

**Name of person who did the assessment:**

**Job title:**

**Date of assessment:**

**Fast track assessment**  (you should hear from the NHS CHC team within five working days)

**Standard assessment**  (please wait 30 days before contacting the NHS CHC team)

### What happens next?

Clinical Commissioning Groups (CCGs) have the lead responsibility for NHS continuing healthcare. Whilst KCHFT staff may be involved in assessing the patient's needs and involving the family and carers in this assessment, the decision about whether to grant NHS continuing healthcare sits with the NHS continuing healthcare placement team. The funding, if agreed, comes out of the CCG's budget. Here is an overview of each stage of the process:

<b>KCHFT or Social Care</b>	→	<b>NHS continuing healthcare (CHC) placement team</b>	→	<b>Clinical Commissioning Group (CCG)</b>	→	<b>Clinical Commissioning Group (CCG)</b>
Carry out the assessment		Make the decision		If funding is agreed, pays for the care package		Respond to complaints about the decision

### Who do I contact after the assessment?

The NHS continuing healthcare (CHC) placement team can be contacted by email or telephone.

01233 618168

kmcs.nhschc@nhs.net

### Where can I find out more about who is entitled to NHS CHC funding?

The Department of Health provide a public information leaflet, please visit the website below or ask the person who carried out the assessment for more information.

[www.gov.uk/government/publications/nhs-continuing-healthcare-and-nhs-funded-nursing-care-public-information-leaflet](http://www.gov.uk/government/publications/nhs-continuing-healthcare-and-nhs-funded-nursing-care-public-information-leaflet)

## What if I am unhappy about the decision?

KCHFT is not part of the decision-making process. Once the decision is made you will receive it in writing from the NHS CHC team. It will summarise the issues considered and the basis on which the decision was reached. It will provide information on what to do if you are not happy about the decision.

## More information

### Age UK

[www.ageuk.org.uk/Documents/EN-GB/Factsheets/FS20\\_NHS\\_continuing\\_healthcare\\_and\\_NHS-funded\\_nursing\\_care\\_fcs.pdf](http://www.ageuk.org.uk/Documents/EN-GB/Factsheets/FS20_NHS_continuing_healthcare_and_NHS-funded_nursing_care_fcs.pdf)

### Alzheimer's Society

[www.alzheimers.org.uk/site/scripts/documents\\_info.php](http://www.alzheimers.org.uk/site/scripts/documents_info.php)

### Carers Direct

[www.nhs.uk/conditions/social-care-and-support-guide/pages/carers-direct-helpline.aspx](http://www.nhs.uk/conditions/social-care-and-support-guide/pages/carers-direct-helpline.aspx)

### Department of Health

The national framework for NHS continuing healthcare and NHS funded nursing care can be found on this website. Information is available in a standard format and a document on "What is NHS continuing healthcare" in Easy Read.

[www.gov.uk/government/publications/national-framework-for-nhs-continuing-healthcare-and-nhs-funded-nursing-care](http://www.gov.uk/government/publications/national-framework-for-nhs-continuing-healthcare-and-nhs-funded-nursing-care)

### NHS Choices

[www.nhs.uk/chq/Pages/eligibility-assessment-for-nhs-continuing-healthcare.aspx](http://www.nhs.uk/chq/Pages/eligibility-assessment-for-nhs-continuing-healthcare.aspx)

### Clinical Commissioning Groups (CCGs)

If you would like more information about CCGs, please visit NHS Choices.

[www.nhs.uk/NHSEngland/thenhs/about/Pages/ccg-outcomes.aspx](http://www.nhs.uk/NHSEngland/thenhs/about/Pages/ccg-outcomes.aspx)

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## Customer Care Team

If you have a query about our health services, or would like to comment, compliment or complain about Kent Community Health NHS Foundation Trust, you can contact the **Customer Care Team**.

**Phone:** 0300 123 1807, 8am to 5pm, Monday to Friday

Please say if you would like the team to call you back

**Text:** 07899 903499 **Email:** [kcht.cct@nhs.net](mailto:kcht.cct@nhs.net)

**Address:** Customer Care Team, Kent Community Health NHS Foundation Trust, Unit J, Concept Court, Shearway Business Park Folkestone, Kent CT19 4RJ **Web:** [www.kentcht.nhs.uk](http://www.kentcht.nhs.uk)

If you need communication support, an interpreter or this information in another language, audio, Braille, Easy Read or large print, please ask a member of staff.

You will be asked for your agreement to treatment and, if necessary, your permission to share your personal information.

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