

Ref: CCG April34 2016

Corporate Services
NHS Liverpool Clinical Commissioning Group
The Department
Lewis's Building
Renshaw Street
Liverpool
L1 1JX

Email: foi@liverpoolccg.nhs.uk

25 May 2016

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 27 April 2016, with regards to Continuing Healthcare (CHC). We had emailed asking for clarification around Question 3 which unfortunately our records show that we have not received, therefore we have answered the question based on staff the CCG directly employe.

Request/Response

Under the FOI act, please provide the following information for the purposes of research.

- 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.)
 - **Assessments are outsourced to Midlands and Lancashire CSU**
 - **Invoice validation and approval is completed in-house by Liverpool Clinical Commissioning Group (LCCG).**
- 2) Please provide the name and contact details of the individual responsible for continuing healthcare at the CCG.

Jane Lunt (LCCG)
Chief Nurse/Head of Quality
NHS Liverpool Clinical Commissioning Group
1 Arthouse Square, Seel Street, Liverpool L1 4AZ
Telephone: 0151 296 7174
Jane.lunt@liverpoolccg.nhs.uk

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

We have answered the questions based on CCG internal staff:

In Finance – 4

- ***Management accountant – monthly tasks***
- ***Financial Accountant – PHB payments, audit process***
- ***Senior programme accountant – costings review***
- ***Finance Assistant – invoice validation and day to day management***

Contracts – 1

- ***Contract Manager***

Quality – 2

- ***Chief Nurse/Head of Quality***
- ***Deputy Chief Nurse/Deputy Head of Quality***

Note – above does not represent full times roles

- 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?

Yes, LCCG has access to the Exeter system and regularly checks and updates the CHC database accordingly.

Broadcare has also been upgraded to facilitate checks from the SPINE data to check for patient deaths.

- 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?

Yes, Broadcare system.

- 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?

Yes, Broadcare system.

- 7) Does the CCG contract care packages from a framework with agreed rates? If so what percentage of contracts are secured on and off framework?

Yes LCCG contracts care packages from the framework.

We are unable to answer the percentage of contracts that are secured on and off the framework as we do not capture this information in our database. Therefore we do not hold this information and are unable to work out the percentages.

- 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 1223 (figure taken from Department of Health return at Q4 (January – March 2016)).**
 - b. **FNC Patients 1048 (figure taken from Department of Health return at Q4 (January – March 2016))**
- 9) Please provide the total number of suppliers that the CCGs uses for CHC & FNC, split by:
- a. **Residential Homes = 5 ,**
 - b. **Nursing Homes = 137**
 - c. **Homecare Agencies = 60**
 - d. **Other (please specify):**
 1. **dual Nursing Home and Residential Home = 7**
 2. **Independent hospital = 5**
- 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)
- a&b. **Residential Homes / Nursing Homes = 2517 (this figure is only available as a joint number.**
 - c. **Homecare Agencies = 1031**
 - d. **Other (please specify):**
 1. **Charitable Organisation = 9**
 2. **Day care = 8**
 3. **Equipment provision = 3**
 4. **Hospital = 6**
 5. **Primary School = 1**
 6. **Physiotherapy = 2**
 7. **Respite = 1**
 8. **Specialist Speech Therapy = 1**
 9. **Transport = 2**

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

Customer Relations Lead
NHS Liverpool CCG