

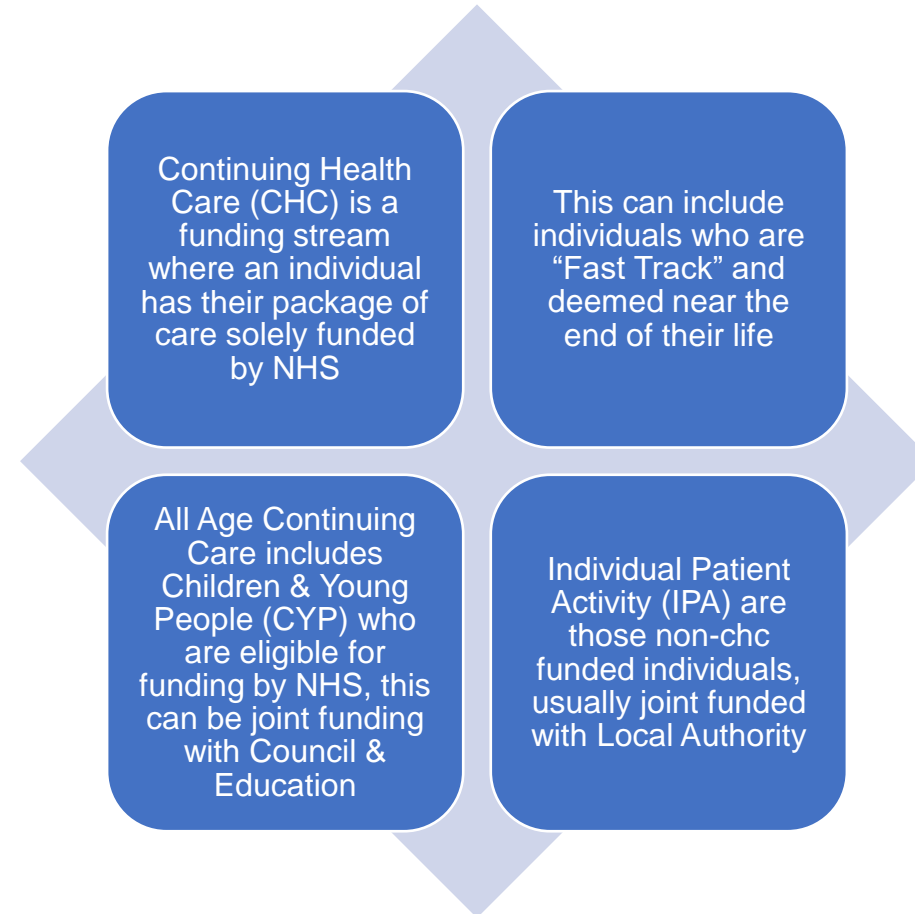
Public Involvement and Engagement

Advisory Committee

Continuing Healthcare (CHC) Update

12 December 2023

What is CHC



Summary of new model

- From 1st October 2023 the AACCC and IPA service commissioned from MLCSU TUPE'd over into Lancashire and South Cumbria ICB joining the existing ICB AACCC and IPA team (formerly part of Blackpool CCG)
- A hub and spoke model has been created
- 4 place based CHC teams will operate across the ICB (the spokes)
- Discharge to Assess (D2A), Childrens and Young People Continuing Care (CYPCC) and Individual Patient Activity (IPA) to operate at system level with place based links
- All Continuing Healthcare (CHC), IPA and CYPCC teams to have resource for: reviews; case management; and Personal Health Budgets (PHB)
- System/Hub functions will also include: Appeals; retrospectives; Business Support; Quality Hub; brokerage/commissioning/contracting

What we know from patient feedback, complaints & PALS

Themes

- No tracking of themes of complaints, compliments or concerns
- Lack of learning from complaints
- No feedback to clinical leads of themes & trends for their area
- Delays in process
- Lack of communication with families/carers/individuals
- Poor management of expectations for those going through the process & outcomes

What we need to:

- Manage patient/family/carer expectations about eligibility.
- Explain the application/assessment/review process to the patient/family/carer fully from the beginning.
- Regular communication/updates from a named contact during the assessment process
- Reduce the delays in undertaking assessments and receiving a decision.
- Help the patient or their family/carer understand the support offered when a funded care package breaks down.
- Alternative routes being signposted to when funding is withdrawn.

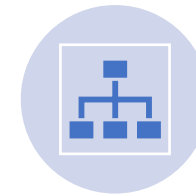
New Model plans



Create a new Quality Hub Team within which a new post for Patient Experience Lead is created



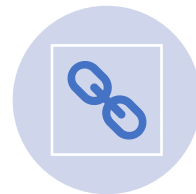
Liaising with Patient Experience Team & Local Authorities to gather data around themes & trends – monthly & quarterly reports to be shared with Clinical Leads at Place but also with Learning & Development lead to ensure learning is implemented



Allocated staff for each individual, they will complete an end to end service & be the point of contact throughout the process. Case management in place for those people who are eligible



Investment into the service has been given allowing further recruitment – from January 2024 there will be no cases waiting longer than 12 weeks & all Clinical Leads are ensuring referrals are booked as soon as they are received to meet the 28 Day Quality Premium set by NHS England

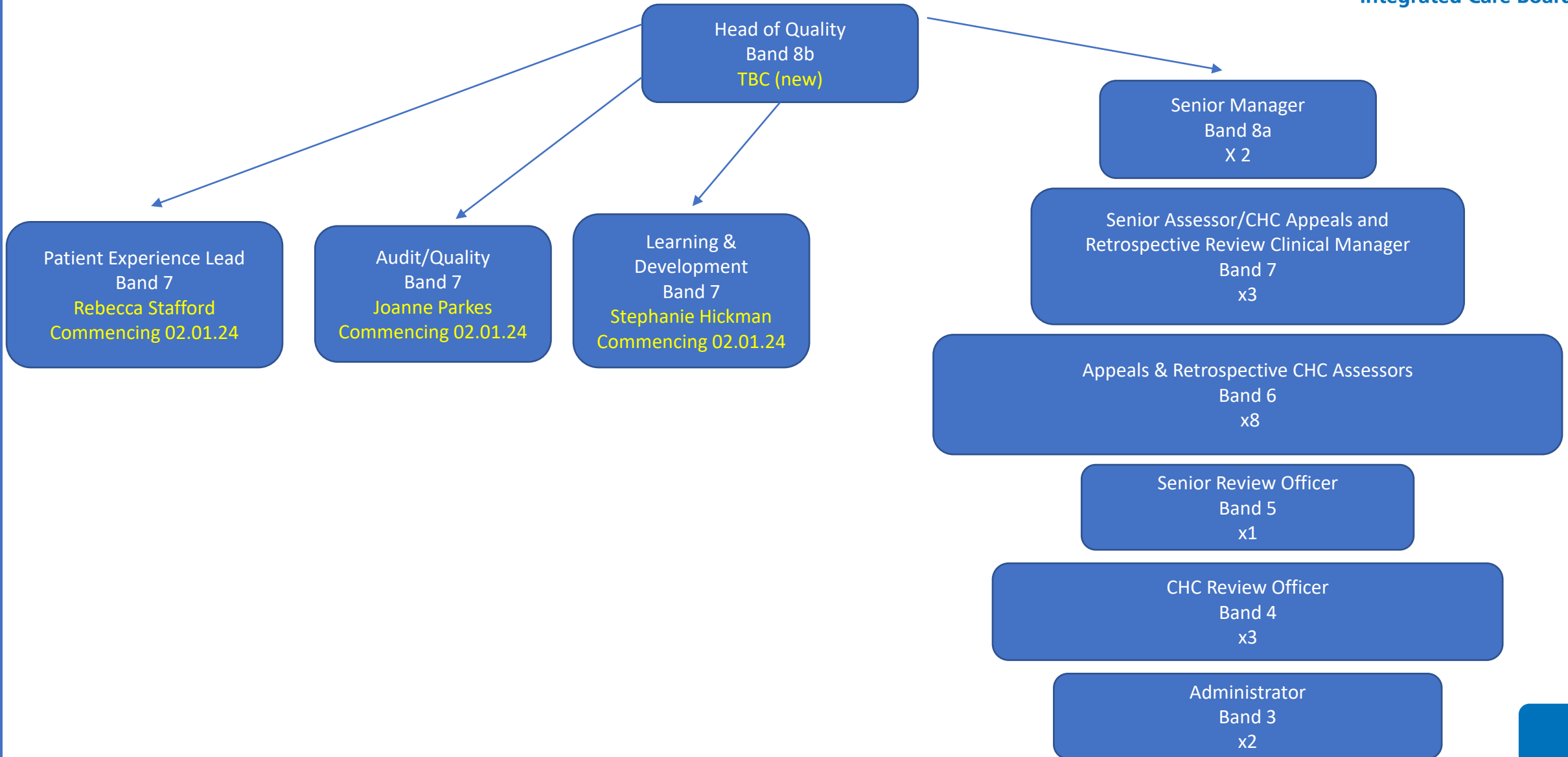


'You Said, We Did' Implementation linking with ICB Comms team to publish improvements & actions taken

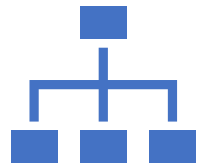


Feedback survey to be created January 2024 to share with Friends, Families & Individuals for their feedback of their experience – themes & trends to be collate by Patient Experience Lead & shared with Clinical Leads & Learning & Development Lead to direct staff training

AACC Quality Hub: Appeals & Retrospectives; Audits; internal investigation of complaints; learning and development



Role of Head of Quality



Lead programmes of change and innovation that address identified clinical and operational priorities across the organisation.



Interpret, identify and implement potential organisational and service changes for the ICB



Ensure learning from audits, complaints & appeals are gathered to create continual learning for staff



Focus on strategic planning and delivery to ensure quality is embedded t/o AACC and IPA service E2E, focus on quality, patient experience and triangulation of themes from complaints/audits/appeals/ifrs into learning/developments and service improvements

Role of Audit & Assurance Lead (Band 7)



Identify potential audit topics from existing data



Leads a range of audits and QI



Provide updates on audit data and any learning to be shared.

Role of Experience & Complaints Lead (Band 7)



Work collaboratively with Patient Focus Groups, Advocacy Groups & Voluntary Sector with regards to feedback & improvement of service received by population



Implement & collate information from Patient Feedback Surveys, sharing outcomes with Head of Quality & Learning & Development Lead



Develop, challenge and influence standards and practice, to develop and improve staff, service delivery and better outcomes for the population using the services



Working with the CHC Place Leads and Associate Director of CHC and IPA to ensure that the function can adapt and respond to realise opportunities to develop and grow the service.



Working collaboratively with key staff involved in the AACC process.



Implement, monitor and develop the ICB's complaints policy and ensure that all complaints are managed effectively in line with our policy and values and national requirements.



Develop a culture that encourages colleagues across the organisation to use patient experience data and methodologies to undertake Quality Improvement for the provision of high quality, safe patient care.

Role of Learning & Development Lead (Band 7)



Design, develop, deliver and review activities that support staff learning in areas such as leadership and management; coaching and mentoring; career development; change management; behavioural and cultural change; and wellbeing and inclusion, working with internal and external partners as required.



Plan, organise and facilitate training and development events / courses, both face to face and virtually ensuring the use of appropriate tools and resources.



Ensure a rolling training programme is in place to ensure consistency of service delivery to ensure NHS CHC framework delivered according to statutory responsibilities



Responsible for the development of learning materials, including the appropriate curation of materials from existing sources and the creation of new materials to meet identified needs.



Responsible for ensuring excellence in the staff learning experience through analysis of data from feedback surveys and evaluation audits.



Triangulate learning from complaints, IRPS and appeals to ensure themes are captured an training is tailored to gaps in quality and/or performance



Responsible for annual training needs analysis across AACC and IPA



Develop a culture that encourages colleagues across the organisation to use patient experience data and methodologies to undertake Quality Improvement for the provision of high quality, safe patient care

Programme of Work (for the first 6 months)



Audit & Assurance Lead:

Development of an audit programme plan.
establish a robust system for reporting the outcomes of Audit activity to ensure lessons are learnt.



Patient Experience Lead:

Establish/undertake Focus Groups.
Ensuring the effective management complaints/PALs is established to ensure the prompt responses that address the complainant's concerns.
Produce monthly highlight reports on patient experience and compiling action plans to ensure patient experience learning has been embedded into practice.
Leading on patient feedback, including complaints, concerns and enquiries by utilising all feedback mechanisms (for example, friends and family) and use this feedback to facilitate improving the patient experience.



Learning & Development Lead:

Development of rolling-training programme.
Supporting the development of a robust culture of learning and development to implement strategies to identify, diagnose and plan to address learning and development needs through clear learning needs analysis.



**Lancashire and
South Cumbria**
Integrated Care Board

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