

Update for Adults and Wellbeing Scrutiny Committee

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Purpose	Assurance <input checked="" type="checkbox"/> Decision <input type="checkbox"/> Approval <input type="checkbox"/> Information/noting <input checked="" type="checkbox"/>

In response to a request for information on the NHS Continuing Healthcare (CHC) service, NHS Herefordshire and Worcestershire is providing a position statement regarding the progress made in partnership with Herefordshire Council.

The update confirms actions that are already underway and highlights progress that has been made through the CHC Partnership Board.

Work currently in progress:

- The CCG and Herefordshire Council are working together to complete the new Dispute Policy and Choice and Equity Policy. Once the Council feedback has been incorporated, the final policies will be submitted through the Council and CCG governance processes.
- Dispute cases are being proactively worked through at present with an aim to resolve all outstanding issues. The intention is then to move forward with the new policy and collaborative approach to resolve disputes in a timely manner, embedding learning across all teams.
- The CHC website is being further developed to include links for all partners
- A joint training programme is already in progress which is based on the national CHC Competency Framework. This provides an opportunity to reflect and learn together, identify common themes and develop bespoke training modules to meet local needs.
- The CHC Action plan has been shared with all partners, identifying current issues and plans to address them with increased focus on quality across CHC processes.
- An end-to-end stakeholder review of the CHC process with an agreed output (e.g. potentially a Memorandum of Understanding) is currently being planned. This will take approximately six to nine months in total and is anticipated to commence in October, subject to agreement with all partners.

In the context of increasing numbers of referrals to CHC and challenges faced by the entire health and social care sector following the Covid-19 pandemic, it is more important than ever that the CCG and the Council work together to meet the demands on our respective services and deliver efficient and effective services to all who rely on us for their care and support.