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FOI Reference Number: 17180209

Request Date: 10 February 2018 (clarified 14 February 2018)

Response Date: 13 March 2018

Dear Mr Courtney,

Further to your request to NHS Herts Valleys Clinical Commissioning Group under the Freedom of Information Act (2000), please find below our answers to your questions.

1) Please state the number of individuals in receipt of full CHC funding in the FY 2014, 2015, 2016, 2017.

The number of adults that received fully funded nursing care contributions at any point during the above years (unless otherwise stated) is as follows:

2014/5 - 417 (as at Year End)

2015/16 - 750 (as at Year End)

2016/17 - 882 (as at Year End)

2017/18 - 532 (Year to Date)

Further information can be found in the CCG's benchmark data, which is published by NHS Digital on a quarterly basis. The data release includes: number eligible for NHS CHC, incomplete referrals over 28 days, personal health budgets, number of new referrals, number of referrals completed, number of referrals completed within 28 days, number of assessments completed, number assessed as eligible / not eligible, number no longer eligible, assessment conversion rate, referral conversion rate the number of Decision Support Tools completed in acute / non-acute settings, and NHS-funded Nursing Care activity.



Please click on the links below to access the full published reports (excel format).

2014/15: <https://digital.nhs.uk/media/26913/NHS-Continuing-Healthcare-Activity-Statistics-for-England-Quarter-4-2014-15-Annex-1/Any/nhs-chc-eng-q4-2014-15-anx1>

2015/16: <https://digital.nhs.uk/media/28897/NHS-Continuing-Healthcare-Activity-Statistics-for-England-Quarter-4-2015-16-Annex-1/Any/nhs-chc-eng-q4-2015-16-anx1>

2016/17: <https://digital.nhs.uk/media/31455/NHS-Continuing-Healthcare-Activity-Statistics-for-England-Quarter-4-2016-17-Annex-1/default/nhs-chc-eng-q4-2016-17-anx1>

2017/18: https://www.england.nhs.uk/statistics/wp-content/uploads/sites/2/2018/02/CHC-and-FNC-Quarterly-Data-Q3-2017-18_xyR6An.xlsx

2) Please state the number of individuals in receipt of partial / nursing contribution in the FY 2014, 2015, 2016, 2017.

The number of adults that received funded nursing care contributions at any point during the above years (unless otherwise stated) is as follows:

2014/15 - 863 (as at Year End)

2015/16 – 1135 (as at Year End)

2016/17 - 1300 (as at Year End)

2017/18 - 1236 (Year to Date)

3) Please state the number of individuals receiving full funding for residential / nursing home placements in the FY 2014, 2015, 2016, 2017

Please see Answer 1 for the number of adults receiving continuing healthcare funding (ie. full healthcare funding) for physical or learning disability health needs during those years. Please note that the NHS does not fund residential care.

4) Please list the residential companies that were contracted for full funding placements in the FY 2014, 2015, 2016, 2017.

Information not held, as we do not commission residential placements. You may be able to obtain this information from Herts County Council



(hertsdirect@herts.gov.uk), as they are the commissioner for residential (non-nursing) provision.

5) Please state the number of 6 weeks placement reviews that were not carried out in the 6 week deadline in the FY2014, 2015, 2016, 2017.

The CCG provide case management to all patients eligible for CHC as per national framework guidance and will undertake care plan reviews prior to the 3 month and annual review if patients presented needs warrant this (i.e. if care needs increased / requires additional care intervention). The CCG do not routinely carry out 6 week placement reviews. Our target is to carry out placement reviews within 12 weeks.

We did not centrally record the dates that assessments were due and carried out until the current financial year, therefore we do not hold information on the number of reviews carried out in financial years 2014/15, 2015/16, or 2016/17.

For your information, the average timescale by which placement reviews are carried out is 18 weeks. Once the CCG has carried out a review, the next review date is updated; therefore it is not possible for the CCG to calculate the number of reviews that were not carried out within timescale.

As CCG is currently taking longer than the target of 12 weeks to carry out placement reviews, staff have been recruited to help us work towards achieving the 12 week timescale set out in the National Framework.

6) Please state the number of annual reviews that were not carried [out] as due in the FY 2014, 2015, 2016, 2017.

We did not centrally record the dates that annual reviews were due and carried out until the current financial year, therefore we do not hold information on the number of annual reviews carried out within 12 months in financial years 2014/15, 2015/16, or 2016/17.

The average timescale by which annual reviews are carried out is 58 weeks (1 year 6 weeks). Once the CCG has carried out a review, the next review date is updated; therefore, it is not possible for the CCG to calculate the number of reviews that were not carried out.



The CCG has not yet achieved the target of 52 weeks as a result of staff vacancies. These vacancies have now been filled, and the CCG is working towards achieving the 52 week timescale as set out in the National Framework. Please note, however, that the CCG will undertake care plan reviews prior to the 3 month and annual review if patients' presented needs warrant this (i.e. if care needs increase / require additional care intervention).

7) Please state when Herts Valleys carries our Quality and Procurement checks on residential providers that is funds (sic) in the FY 2014, 2015, 2016, 2017.

Not applicable, as residential providers are commissioned by the Local Authority, not the NHS. The CCG would not attend a review of a residential home unless we were invited to attend by Herts County Council. For information on reviews carried out by Herts County Council, please contact them via hertsdirect@herts.gov.uk.

8) Please confirm the number of placements in homes owned or run by TLC Group in the FY 2014, 2015, 2016, 2017.

The number of adult / LD patients in receipt of continuing healthcare or funded nursing care funding at nursing homes run by the TLC Group in 2016/17 was 9. The number of patients placed in 2017/18 (to date) is 14.

Prior to the above time periods, the numbers of placements for each provider were not centrally logged; therefore we are unable to provide the requested data for 2014/15 or 2015/16.

9) Please confirm the policy timeframe for carrying out Q&P checks for individuals in placement

Herts Valleys CCG's policy states that we will review patients receiving NHS funded care within 3 months of being placed, then annually thereafter. Please note, however, that the CCG will undertake care plan reviews prior to the 3 month and annual reviews if patients presented needs warrant this (i.e. if care needs increase or require additional care intervention).

10) Please state for each FY 2014-2017 the number of overdue Q&P's for residential placements.

Information not held, as we are not the commissioner for residential placements. You may be able to obtain this information from Herts County Council



11) Please state Herts Valleys policy for assisting resident and their families with complaints and provision issues within residential placements.

Not applicable, as the CCG does not commission residential placements. For your information; if you wish to complain about a residential home, you should write to them directly asking them to address your complaint. If you are dissatisfied with their response to your complaint, you can ask the Parliamentary Health Service Ombudsman to review your complaint and the residential home's answer and provide a judgement on whether your complaint has been fully answered, or whether there are further actions that they would advise the residential home to take to resolve your concerns.

12) Please clarify why you continually fail to enact the guidelines in the NF for assisting complaints from funded residents and their families.

Please note that the Freedom of Information Act (2000) covers requests for factual information. It does not require public authorities to respond to pejorative statements. As previously advised; if you wish to make a complaint about a provider, please direct your complaint to that provider.

13) Please clarify if Herts Valleys communicates and compares with other CCGs in respect of Q&P at residential placements.

As previously stated; the commissioner for residential placements is the local authority (Herts County Council for residential placements within the Herts Valleys area). Should the Local Authority that commissions a residential placement identify a concern, they would invite all placing authorities to a professionals meeting, to discuss their concerns.

14) Please state the number of transfers of funding to LA that were delayed due to "administrative errors" or the more honest "we forgot / couldn't be bothered (to include [patient name redacted]) in the FY 2014, 2015, 2016, 2017.

Information not held. Transitions from NHS funding to Local Authority funding can be delayed due to a number of reasons, (for example lack of availability of a social worker, difficulty identifying a suitable placement, or time taken to secure a meeting that includes all representatives of the patient). We do not, therefore, record on our database "delay in transition to LA funding", as we would not be able to objectively monitor this statistic. For your information, the CCG works proactively with the Local Authority to avoid gaps in care delivery whilst funding streams transfer.



15) Please state the dates and reason for meetings between HV and Carlton Court “care” home in the FY2014, 2015, 2016, 2017.

I can confirm that the CCG has placed one or more patients at Carlton Court; therefore we will have held discussions with Carlton Court regarding the placement and care of individual patients. Details of conversations regarding individual patient care are exempt from release under Section 40(2) of the Freedom of Information Act (2000), as this constitutes personal data.

For your information, the commissioner for residential homes in Barnet is Barnet Council. Should you wish to contact them to determine what information they hold, they can be contacted via open.data@barnet.gov.uk.

16) Please clarify if there is any policy for financial reimbursement or penalty against failing providers or for breach of contract – if so when and who was this enacted against?

If you are dissatisfied with the care provided by a home, you should contact that home to discuss your concern. If you wish to request recompense from a home, you should contact that home to request this.

17) Please clarify if the CCG continues to pay residential fees to commercial placements whilst individuals are under hospital care for dehydration, “falls”, and / or medication issues.

Within Herts Valleys, where a funded patient is admitted to hospital, they would continue to be funded for 2 weeks. After that point, if they were still in hospital, funding for their placement would cease, as funding to cover their treatment would already be covered during their hospital stay. Information on the management of patient safety, including what constitutes a “Serious Incident”, is available on the NHS Improvement website here:

<https://improvement.nhs.uk/improvement-hub/patient-safety/>.

18) Please state what monitoring and reporting the CCG / CC undertakes when a fully or partial funded individual is admitted to hospital. (ie. are the providers required to report to funders and time frame to report).

Providers that we commission should notify the CCG within a week of admission of a funded resident to hospital.



Yours sincerely,



Aryldi Moss-Burke

Freedom of Information Officer

NHS Herts Valleys Clinical Commissioning Group

To comply with the Re-use of Public Sector Information Regulations (2015), this information is provided to you under the Open Government Licence (OGL). Information on the OGL, together with conditions of use and exemptions, can be found here:

<http://nationalarchives.gov.uk/documents/information-management/ogl-user-guidance.pdf>.

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Herts Valleys Clinical Commissioning Group operates an internal complaints procedure in relation to Freedom of Information. If you are dissatisfied with our response, you should in the first instance contact **Diane Curbishley, Deputy Chief Executive and Director of Nursing & Quality**, to request an internal review. Any such request should be submitted within 20 working days of your receiving our response. We would not normally accept a request for a review later than 20 working days after you have received our response.

In the event that you remain dissatisfied, you have the right to complain to the Information Commissioner for a determination on whether or not the Clinical Commissioning Group has complied with the requirements of the Freedom of Information Act (2000).

The Information Commissioner's contact details are:

Information Commissioners Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF.

Further information on your rights under the Freedom of Information Act (2000) is available at www.ico.gov.uk

