

Your latest update from Sheffield's Continuing Health Care team

Issue # 1: April 2019

NHS Sheffield Clinical Commissioning Group (CCG), Sheffield City Council and Healthwatch have worked with people receiving services to develop a Continuing Healthcare (CHC) Newsletter with the aim of being more open and transparent.

We will publish the CHC Newsletter every 6 months, you can choose to receive it by email or view it online from the CHC Website: [Your Health - Information for Patients](#)

We also plan to circulate hard copies of the Newsletters to sites across our communities including: The Carers Centre, Disability Sheffield, and Healthwatch Sheffield.

We will be encouraging comments on the Newsletter from people who receive services to help up to ensure that it is fit for purpose.

We asked people receiving services how often they would like to receive a newsletter and what should be in it.

- *No waffle or excuses*
- *What we are getting right*
- *Where we can improve and the action we are taking*
- *Changes to Policy*
- *Feedback on the results of our How did we do questionnaires*
- *Changes to service contact details*

People receiving services told us that they want us to be more open and transparent in the way we communicate.

How did we do questionnaires



We worked with Healthwatch and people who use CHC services to develop our questionnaire.

The questionnaires are aimed at assuring the quality of our assessment services by providing people in receipt of care with a strong voice.

The questionnaires will launch in June 2019 and focus on: how the service was introduced, how easy it was to contact the service during the assessment process, people's experiences of the Checklist and Decision Support Tool assessment processes and how we made people feel throughout.

Your feedback is important as it will help us to continually improve the services.

Values and Behaviours for ongoing care services

Aimed at delivering a consistent high quality services

We have worked in partnership with people who use services, their representatives, Healthwatch and front line health and social care staff to develop a co-produced set of Values and Behaviours which will inform the way in which services are delivered.

Value 1 - Person Centered Care requires staff to demonstrate through their behaviours, a flexible and responsive approach to the specific needs of the individual, recognising their need for knowledge and understanding of the process and time scales involved.

The person should be an active participant in the decisions around their care.

Value 2 - Empathy requires staff to remember the importance of maintaining an individual's humanity and dignity. Listening with interest to develop an understanding and respect for individual's circumstances. Focusing on what is important to them.

Value 3 - Collaboration requires staff to show a respect for the views and opinions of all involved in the process. Working together to deliver the best possible service experience and results for the individual and their representatives.

Communication will be honest, open and transparent with information shared regularly throughout the process.

Personal Health Budgets



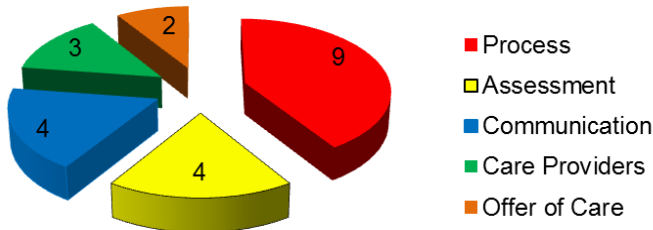
From the 1 April 2019 legislation required that adults eligible for NHS Continuing Healthcare will be offered Personal Health Budgets (PHB).

A PHB is an amount of money allocated to pay for your health and wellbeing needs; agreed between you and your local NHS team, either through a direct or notional payment.

PHB's help people with long term health conditions and disabilities manage their care and support in a way that suits them. It provides choice and flexibility in the way care and support needs are met. Any adult who is eligible for NHS Continuing Healthcare can have a PHB.

Many people have said that by using a PHB they have more flexibility, choice and control over how money gets spent on their care and support.

Complaint Themes - April to March 2018-19



Complaints received from people in receipt of services provide valuable learning. The complaints are separated into 5 themes; Process, Assessment, Communication, Care Providers and Offer of Care.

Complaint themes allow us to identify areas for service development.

The service development work featured in the Newsletter has been prioritised in line with the themes aimed at further improving the consistency and quality of the services delivered.

Compliments

NHS Sheffield CCG CHC services receive a large number of compliments each year. The below are quotes taken from the feedback received.

Compliment for the assessors approach to a difficult and emotional meeting:

“She was professional, approachable and very willing to try and provide positive suggestions for B’s ongoing care when issues arose during the discussion. She was fair and open to differing opinions during the meeting and we felt our views were valued and documented”.

Feedback from a DST assessment:

“The patient's mum is a very anxious person and can get upset quite easily. The assessor constantly reassured the patient and was so patient with her throughout”.

“I thought she was brilliant, really empathic and understanding”.

New Care at Night service

From the 6 May 2019, a new joint service, 'Care at Night' will provide health and social care support for people in their own homes during the night.

The new 'Care at Night' service has been developed between Sheffield City Council (SCC) and the NHS Sheffield CCG with the aim of delivering services that place the person at the centre of the care, enabling them to remain independent in their own homes for as long as possible.

The new service will bring together the two services currently run separately by SCC and the CCG, with Direct Health contracted to operate the new service.

The 'Care at Night' service will ensure that people in receipt of care remain with the same care provider should their eligible needs change, benefitting from continuity of care and maintaining the important relationships developed with carers.

Feedback from our How did we do Questionnaire

This section of the Newsletter will detail the results of our questionnaire highlighting where we are getting it right and where we can improve.

NHS Sheffield CCG has also partnered with Care Opinion an independent website [Care Opinion](#) where people receiving services can anonymously share their stories good or bad.

CHC Operating Procedure

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NHS Sheffield CCG and Sheffield City Council have worked together to produce a CHC Operating Procedure with the aim of ensuring assessment and care management services are delivered consistently, resulting in a high quality service experience for all.

This procedure provides valuable information to enable health and social care staff deliver services that are consistent with the CHC national framework and Sheffield's policies and procedures.

The procedure will be introduced in July 2019 with frontline workers from health and social care attending awareness events on the procedures purpose, aims and how to best to utilise the document, along with their responsibilities for delivering services compliantly.

CHC Awareness Toolkit

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The CHC Awareness Toolkit is currently being developed with the aim of improving knowledge and understanding for people about to go through the assessment process or people already in receipt of services.

The tool kit will launch in July 2019 and will include:

- A video describing the process
- A slide deck providing easy read guidance