What is Continuing NHS Healthcare?

Leaflet 1: A step by step guide

This is an Easy Read version of ‘Continuing NHS Healthcare for Adults In Wales: Public Information Leaflet’

July 2014
How to use this document

This is an Easy Read version. The words and their meaning are easy to read and understand.

You may need help and support to read and understand this document. Ask someone you know to help you.

Some words may be difficult to understand. These are in bold blue writing and have been explained in a box beneath the word.

If any of the words are used later in the booklet they are shown in normal blue writing. If you see words in normal blue writing, you can look up what they mean in Hard words on page 22.

Where the document says ‘we’, this means NHS Wales.

To get more copies of this Easy Read version please contact:

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Introduction

This leaflet is about money from the NHS to pay for your care and support.

The NHS or National Health Service looks after our physical and mental health – our bodies and our minds.

The NHS provides services like:

- hospitals
- clinics
- health centres
- Community Mental Health Teams.

Most NHS services are free.
Social Services provide support to live in the community. For example, support with washing or cooking.

You may have to pay towards this support.

It is usually easy to work out if your support should come from Social Services or the NHS. Sometimes you may need support from both.
What is Continuing NHS Healthcare?

Some people need a lot of support with their health because they:

- are very ill
- have had an accident
- are disabled.

Some of the things they may need help with include:

- breathing
- eating and drinking
• taking medicines

• walking

• their memory or thinking.

If you have a lot of health needs, you may be able to get **Continuing NHS Healthcare (CHC)**.

**Continuing NHS Healthcare** means the NHS will pay for your care and support. The care and support is free.

You can get **Continuing NHS Healthcare** if you live at home or in a Care Home.
In a Care Home it pays for all of your Care Home fees.

At home it can pay for your care and support. For example:

- help with washing and dressing

- help with using any equipment that you need.

It cannot be used to pay for things like food or rent.

If you are over 18 and have a lot of health needs, you can be assessed for Continuing NHS Healthcare.

An assessment gathers lots of information so we can understand something better. It helps us make better decisions.

For example, if different people share information about your health, they will have a better understanding of your needs.
How will my health be assessed?

When you are assessed we will look at 4 things:

1. What are your health needs? For example:
   - you may need help getting around
   - or you may need help with your mental health.

2. How much support do you need? And how often?

3. How difficult it is to meet your support needs? For example, only staff with the right skills may be able to support you.

4. Do your health needs change over time? And if they do, what do we need to do to make sure you get the right support?
Step 1: Before the assessment

You will be given a Care Co-ordinator.

The Care Co-ordinator will help you through the assessment. They will make sure you have the information you need. They will answer any questions you have.

The Care Co-ordinator will:

- talk to you about the assessment
- ask if you want to be assessed
- explain how Continuing NHS Healthcare funding will affect your benefits.
You do not have to be assessed and you can stop the assessment at any time.

If you are not assessed things will carry on as they are. The NHS will not pay for all of your care and support.

If you are offered Continuing NHS Healthcare but do not take it:

- your care can come from Social Services and the NHS
- you may have to pay towards your support from Social Services.
Step 2: The assessment

The Care Co-ordinator will ask different people about your health needs and how they affect you.

They will talk to doctors, nurses, therapists or social workers who work with you.

They need to know:

- about your illness or disability
- how much support you need
- if you need someone with special skills or training to look after you
- if you need support around the clock – day and night
- if your health needs stay the same or change from day to day

- if your health gets worse very quickly. For example, if you suddenly stop breathing or choke a lot.

All of the information will be put in a report.

You can ask for an advocate to help you.

An advocate explains things to you. They can help you speak up for yourself or speak up for you if you want them to.

The Care Co-ordinator can help you find an advocate.
Step 3: The meeting

You will be invited to a meeting to talk about the assessment.

Your advocate or Care Co-ordinator will go through the report with you.

People at the meeting will see if you should get Continuing NHS Healthcare.

They will tell the NHS what they think.
Step 4: The decision

The **NHS** has the final decision. They will tell your **Care Co-ordinator** if you can have **Continuing NHS Healthcare**.

**Yes:** If you get **Continuing NHS Healthcare**, you will help to write a care plan to meet your needs.

After 3 months the **Care Co-ordinator** will see if your care plan is working.

Your care plan will then be looked at once a year, or if your health needs change.
No: If you do not get Continuing NHS Healthcare:

If you live at home:

Your care and support may be provided by both the NHS and Social Services. You may have to pay for support from Social Services.

If you live in a Care Home:

You will be assessed by Social Services to see how much you have to pay for your care.

If you live in a Nursing Home:

If you need care from a nurse, you can get Funded Nursing Care.

Funded Nursing Care is extra money to pay for nursing care if you live in a Nursing Home.
Step 5: What can I do if I get turned down?

If you do not agree with the decision, talk to your Care Co-ordinator or the health staff who support you.

If you are not happy with:

- how the decision was made or
- how the assessment was done,

you can ask your Local Health Board to look into it.

The Local Health Board is in charge of health services in your area.

For more information on Local Health Boards go to:

www.wales.nhs.uk/directory.cfm
If you are still not happy, you can complain to the NHS.

If you are still not happy, you can write to the **Public Services Ombudsman**.

The **Public Services Ombudsman** looks at complaints against the NHS in Wales.

For more information go to: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk).

For more information on **Continuing NHS Healthcare** and **Funded Nursing Care** in **Braille** and on CD, contact your **Local Health Board**.

Go to: [www.wales.nhs.uk/directory.cfm](http://www.wales.nhs.uk/directory.cfm)

**Braille** is information for people who are blind or have difficulty seeing.
Continuing NHS Healthcare: A step by step guide

Step 1: Before the assessment

You will be given a Care Co-ordinator.

They will talk to you about the assessment.

They will explain how Continuing NHS Healthcare funding will affect your benefits.

Step 2: The assessment

Your Care Co-ordinator will ask lots of people about your care and support needs.

Step 3: The meeting

You will be invited to a meeting to talk about the assessment.

People who assessed your needs will be there.

They will tell the NHS if you should have Continuing NHS Healthcare. You will get a copy of this.
Step 4: The decision

If the NHS agrees to pay for your care and support, you will help to write a care plan.

This will be checked after 3 months and every year after that.

Step 5: What can I do if I get turned down?

If the NHS will not pay for your care, you can ask them why.

If you do not agree with how they made their decision, you can ask the Local Health Board to look into it.

If you do not agree with how the assessment was done, you can ask the Local Health Board to look into it.

You can also complain to the NHS or to the Public Services Ombudsman for Wales.
Advocate
An advocate explains things to you. They can help you speak up for yourself or speak up for you if you want them to.

Assessment
An assessment gathers lots of information so we can understand something better. It helps us make better decisions. For example, if different people share information about your health, they will have a better understanding of your needs.

Braille
Braille is information for people who are blind or have difficulty seeing.

Care Co-ordinator
The Care Co-ordinator will help you through the assessment. They will make sure you have the information you need. They will answer any questions you have.

Continuing NHS Healthcare
Continuing NHS Healthcare means the NHS will pay for your care and support. The care and support is free.

Funded Nursing Care
Funded Nursing Care is extra money to pay for nursing care if you live in a Nursing Home.

Local Health Board
The Local Health Board is in charge of health services in your area.

NHS
The NHS or National Health Service looks after our physical and mental health – our bodies and our minds.

Public Services Ombudsman
The Public Services Ombudsman looks at complaints against NHS services in Wales.