

07 October 2024

Laycock PDC

Laycock Street

London

N1 1TH

0203 198 9743

northcentrallondon.icb.nhs.uk

Dear

**Re: Continuing Healthcare Eligibility Decision for**

**Decision: Not Eligible for Continuing Healthcare**

Following your assessment and completion of a Decision Support Tool by a multidisciplinary team on **ENTER DATE**, North Central London Integrated Care Board (NCL ICB) has considered your eligibility for fully funded NHS Continuing Healthcare. We are now in a position to advise you that based on the available evidence and your present level of need, the ICB have made the decision that you are not currently eligible to receive NHS Continuing Healthcare.

NCL ICB's role in accordance with the National Framework for NHS Continuing Healthcare and Funded Nursing Care July 2022 (Revised) is to consider the recommendation by the multidisciplinary team to decide whether or not you are eligible to receive Continuing Healthcare, which is fully funded by the NHS.

NCL ICB considered the National Framework's key characteristics for eligibility, those of nature, intensity, complexity and unpredictability. It must be recognised that the application of these characteristics relies on the clinical judgement of the multidisciplinary team. Taking account of your care requirements as a whole the ICB considered that either the nature, intensity, complexity or unpredictability of your needs are not of a level which indicates that you have a primary health need and therefore you are not eligible for NHS Continuing Healthcare funding.

We can confirm that Funded Nursing Care (FNC) was considered although as you currently do not reside in a care home with nursing, it was determined that a decision on eligibility for this contribution was not required at this time.

Further information on NHS Continuing Healthcare and Funded Nursing Care can be found online at:

<https://www.england.nhs.uk/healthcare>

**What you need to do next**

You continue to be entitled to access the full range of primary, community, secondary and other health services. In accordance with the Care Act 2014, the local authority may make arrangements

to assess your care needs and undertake a financial assessment to determine if and how much you may be required to pay towards the cost of your care.

### **What to do if you are unhappy with this decision**

If you wish to appeal against this decision, there is a statutory time limit of six months from the date of this letter to notify the Continuing Healthcare team. Once we have received your request, we will be in contact within 10 working days to confirm next steps and any further detail required of you. (Please see addendum to this letter for the appeals process.)

I understand that this outcome may not meet your expectations and if there is any further explanation required, please contact the Continuing Healthcare Service local to your area on 020 3198 9743 or by email using the details below.

Borough CHC service	Email address
Barnet, Camden or Enfield CHC Team	<a href="mailto:Nclcb.chc@nhs.net">Nclcb.chc@nhs.net</a>
Haringey CHC Team	<a href="mailto:whh-tr.continuingcare1@nhs.net">whh-tr.continuingcare1@nhs.net</a>
Islington CHC Team	<a href="mailto:continuingcare3@nhs.net">continuingcare3@nhs.net</a>
NCL CHC Appeals Team	<a href="mailto:nclcb.chcappeals@nhs.net">nclcb.chcappeals@nhs.net</a>

Yours sincerely,

Assistant Director of Complex Care (Professional Lead: CHC)  
NHS North Central London ICB

cc

If you are copied into this letter and wish to receive a copy of the Decision Support Tool / assessment form (providing you are entitled to a copy under the Data Protection Act) please send a written request to the Continuing Healthcare Service.

### **Advocacy arrangements**

If you feel you would like an advocate to be part of any interaction with the Continuing Healthcare Services, including assessments and reviews, please contact your local borough Continuing Healthcare Team on the contact details provided or you can contact the following borough-based

North Central London ICB Chair: Mike Cooke  
North Central London ICB Chief Executive Officer: Frances O'Callaghan

Advocacy services directly.

Borough	Service	Contact details
Barnet	POhWER	Tel: 0300 456 2370 Email: <a href="mailto:pohwer@pohwer.net">pohwer@pohwer.net</a> Website: <a href="http://www.pohwer.net/">www.pohwer.net/</a>
Camden	Rethink	Tel: 0300 7900 559 / 07483 431771 Email: <a href="mailto:camden.advocacy@rethink.org">camden.advocacy@rethink.org</a> Referral Email: <a href="mailto:advocacyreferralhub@rethink.org">advocacyreferralhub@rethink.org</a> Website: <a href="http://www.rethink.org">www.rethink.org</a>
Enfield	POhWER	Tel: 0300 456 2370 Email: <a href="mailto:pohwer@pohwer.net">pohwer@pohwer.net</a> Website: <a href="http://www.pohwer.net/">www.pohwer.net/</a>
Haringey	VoiceAbility	Tel: 0300 303 1660 Email: <a href="mailto:helpline@voiceability.org">helpline@voiceability.org</a> Website: <a href="http://www.voiceability.org">www.voiceability.org</a>
Islington	Rethink	Tel: 0300 7900 559 Referral Email: <a href="mailto:advocacyreferralhub@rethink.org">advocacyreferralhub@rethink.org</a> Website: <a href="http://www.rethink.org">www.rethink.org</a>

### **NHS Continuing Healthcare Assessment for Eligibility Process: Experience Survey**

NCL ICB wished to ask questions about your experience of the NHS Continuing Healthcare assessment processes. By giving us this feedback, we can identify opportunities to improve and find out where individuals are having good experiences.

Taking part in this survey is optional and what you tell us is confidential. Your answers will remain anonymous and only be used for the purposes of improving services. Please DO NOT include any personal data that identifies you or someone else, such as names, address, and contact emails or phone numbers. Any personal details will be deleted from the survey responses.

This survey does not form part of any NCL ICB complaints or appeals process. If you disagree with the eligibility decision that has been made or have any concerns, please contact the service or complaints team on the contact details included on the letter.

The survey can be completed by clicking on the link below.

<https://nhs.quiqcloud.com/url/L7P0K1>

Alternatively, if you wish to receive a paper copy of this survey, please send the request to the CHC service and this can be sent to you.

**North Central London Integrated Care Board (NCL ICB)**  
**Appeal Process**

If you wish to appeal the outcome of a full Continuing Healthcare assessment / Decision Support Tool, the following process will need to be followed.

- Your appeal must be lodged, in writing, with the relevant borough CHC service (see letter for contact details) within six months from the date on the decision letter.  
Only in exceptional circumstances would an appeal be considered outside of this timeframe.
- NCL ICB will respond with a written acknowledgement and the details of the allocated case manager, who will be the main point of contact throughout the appeal process.  
Also included will be an appeal pack which includes a consent form and a reason for appeal form, both will need completing and returning to the CHC service.
- The consent form will need to be completed and returned by you or your representative with appropriate authority, to give consent for the appeals team to access the patient's records and share details with other members of the Multi-Disciplinary Team.
- The person(s) appealing must submit the reasons for the appeal including any supporting information.
- Once received an informal meeting will take place between yourself and the case manager to discuss the appeal and attempt to resolve any matters raised before the need to move to formal resolution.
- If your appeal remains unresolved after the informal discussion, then a formal local resolution panel will be convened. The purpose of a local resolution panel is to discuss the appeal, the level of needs and the content of the assessment. After the panel, eligibility for Continuing Healthcare will be considered.
- There are 3 possible outcomes of a local resolution panel.
  - The original recommendation is upheld.
  - The original recommendation is overturned.
  - New and relevant information was presented and a request for a review or new assessment is made.

If, following the Local Resolution Panel, you remain unhappy with the outcome then you are able to request an Independent Review Panel with NHS London. Further details will be provided in the appeal outcome letter. In all but exceptional circumstances a Local Resolution panel and outcome must be completed prior to an Independent Review being considered.