

Continuing healthcare

A guide for patients, family and carers



An easy read guide

What is in the guide

This guide is for patients, carers and families in Norfolk. It tells you about

- ✓ Healthcare in Norfolk
- ✓ The choices you have in healthcare



Continuing healthcare means that you need healthcare for a long time.

Continuing healthcare

Continuing healthcare is for

- ✓ Adults who are over 18
- ✓ Adults who need healthcare for a long time, maybe for all their life.

Continuing healthcare is paid for by the **NHS** and does not depend on how much money or savings you have.





You can get continuing healthcare in your own home or in a care home.

You can read more about this on the **NHS website** and the **GOV.UK** website.



Checking to see if you can get this healthcare

A group of people decide if you can get continuing healthcare.

You might know some of the people on the group. For example, it might be a nurse or doctor that you know.

You can ask for a continuing healthcare assessment. Your doctor or nurse can ask for an assessment for you.

The assessment is done to find out what your health and care needs are. The assessment is about checking to see if you can get continuing healthcare.

You will be asked if you agree to having a continuing healthcare assessment.





They will ask you to sign a piece of paper to say you agree to an assessment.

You will get a copy of this piece of paper to keep safe.

The assessment does not mean you will get the money from the NHS to pay for your healthcare.

The assessment is to work out if you should be getting continuing healthcare.

Getting the full check

You will get a full health check to find out everything about your health and what you can and can't do.

The people at the assessment will talk to you and your carers. They will let you and your carers know about what is decided.

What happens next

A group of people called a **panel** will decide if you can get the **NHS** money to pay for your healthcare. A **panel** is the name for a group that decides about spending money on health and care.





The panel will

- Look at everything in your life to do with your needs
- Find out from you and your family about care you need
- Follow the law to do with treating disabled people in a good and fair way
- Look at any risks to your care so that you can be kept safe
- Look at how much care will cost and if this is the kind of care the NHS should pay for.



Not everything can be paid for in your **care package**. There is a list of the kinds of care the NHS can pay for.



If you need care that is not on the NHS list, then you might still be able to get it. But the money might have to come from somewhere else.



For example, you might want to get an additional service like a therapy that makes

you feel better. You need to check what the NHS will pay for before you pay for these kind of services. Or you could end up paying for them when you do not have to.



Living in a care home

If you live in a care home then you can only get the **NHS** to pay for healthcare if they have a contract with the home.

A contract is an agreement about working together.

We will tell you before your continuing healthcare assessment happens.

If your care home does not have a contract with the NHS, we might have to move you to another home.

Or you will need to find another way to pay for your health and care needs if you want to stay in the same home.

If you already get support to pay for healthcare from your local council, this might change if the assessment says the NHS should pay.

If you are very ill and do not have long to live, the **NHS** may pay for your healthcare. A nurse



or someone who gives you care can help to sort this out.



Getting care from family and friends

Some people get care from their families outside of the Norwich county area. This is still paid for by the **NHS**.

You will need to let us know if you are moving out of the area, so we can sort out healthcare for you in the area you move to. Your family or carers need to tell us about any changes as soon as possible.

Your family and friends are a big part of your care. Your **care plan** starts with the support you get from them. There is more about care plans on page 8.

We can give them training and equipment to help them care for you in the best way. If they cannot care for you anymore, they need to tell us.



What happens if the NHS will not pay for your healthcare



After the assessment you will get a decision about who will pay for your healthcare. If you do not get the money from the **NHS** then you can make an **appeal**. An **appeal** is when you say you are unhappy with the decision. You ask for it to be looked into.

You can send your **appeal** to this address



Appeals Department
Norfolk Continuing Care Partnership
Lakeside 400
Old Chapel Way
Broadland Business Park
Norwich
NR7 0WG

Planning your healthcare

The **NHS** and your care team will make a plan for you called a **care package**. The **care package** includes everything you need to get the right healthcare.

Your family and carers will help to put the **care package** together with you. Most people get their care at home. If this is not safe, then care



will happen somewhere else. Your healthcare team will decide what is best for you.



The team has to follow the law to keep you safe. The people and services who give you care must be checked by the NHS.

Other ways to stay well



We will ask you to think about other ways to stay well. There might be things you can do on your own or with support from your carer.

For example, you might want to take up a new hobby like swimming or going to the gym. We can help to pay for you to get support to be more active.



If you are an older person, you can get support to take part in activities in the community where you live. Your care plan will have information about the activities you enjoy.

Personal health budgets



What a personal health budget is

A **personal health budget** is money you can use to support your healthcare. You can use this money to pay for the healthcare that suits you.

You agree this budget with the NHS. You can use it to pay for

- ✓ Different services
- ✓ Care staff
- ✓ Other people or places that give you healthcare support



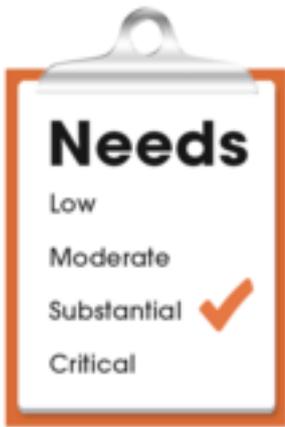
Who can get a personal health budget

If you live in your own home you can get an **NHS personal health budget**.

The NHS will check to see if you have healthcare needs that they will pay for.

If you get a personal budget then you need to write a **support plan**. The **support plan** says





what support you need and how you are going to spend the money.

The support plan is checked and signed by the NHS. You will need to agree the date the plan starts. You will need to write a **care plan** too. The **care plan** says what you need from your carers.



A **personal health budget** is different from other budget money like a **direct payment**.

Spending your personal health budget

You can spend your **personal health budget** in different ways to help you with your healthcare. For example, you could spend it on

- Paying for a carer
- Activities to help you do things
- Getting care to make your life more comfortable





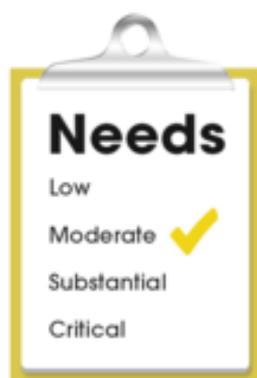
You cannot spend the money on rent, food or bills.

Reviewing your healthcare



We will need to **review** your healthcare needs after 3 months. After this time we will check on you every year.

A **review** means we will look at your healthcare plans to see if they are still working. If your health needs are changing a lot, then we might check more often to make sure you are getting the right healthcare.



Your family, friends or carers need to tell us if anything changes. After the check, we might decide you do not need all or some of the healthcare support anymore. Or we might decide you need more support.



We are part of an agreement called the **Harwood Charter**. NHS services across Norfolk have signed up to this agreement. Patients can use this charter to say what they think about healthcare services.

To find out more or to ask us about how we decide things, please write to this address



**Norfolk Continuing Care Partnership
Lakeside 400
Old Chapel Way
Broadland Business Park
Thorpe St Andrew
Norwich
NR7 0WG**

If we decide your healthcare money stops, you might



- Still get your healthcare paid for by the council
- Pay for it yourself.

To find out about Continuing Health Care please call this number



01603 257243

Or you can write to the address on page 17.



Telling us what you think

We want you and your carers to tell us what you think about your healthcare. You can tell us what is good and what is not so good. You can write to us or send an email.

If something is not so good, you can make a complaint. You need to email your complaint to this address



nelcsu.angliacomplaints@nhs.net

You can also get in touch with the **Care Quality Commission**.



Post **CQC**
National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone **03000 616161**

Keeping people safe

We hope that everyone is kept safe when they get healthcare. If you think someone is not



safe in Norfolk, you need to call this number. It is open 24 hours a day.

0344 800 8020

If someone is not safe in an area outside Norfolk, then contact the local council.

Getting in touch

If you have any other questions you can

Email **information@norfolk.gov.uk**

Telephone

0344 800 8020

You can call this number Monday to Friday
9am - 5pm

You can send a text message to this number

07767 647670

You can send a text from Monday to Friday
9am - 4.45pm





Or you can write to this address

**Norfolk County Council
County Hall
Martineau Lane
Norwich
Norfolk
NR1 2DH**



If you want to find out more about **NHS** healthcare you can get in touch by writing to this address

**Norfolk Continuing Care Partnership
Lakeside 400
Old Chapel Way
Broadland Business Park
Thorpe St Andrew
Norwich
NR7 0WG**

You can send an email to this address

**[mailto:Norwich
CGC.CHCClinicalTeam@nhs.net](mailto:CGC.CHCClinicalTeam@nhs.net)**

Or you can call this number

01603 257 243



For anything to do with getting healthcare in the past, write to this address



**Norfolk Continuing Care Partnership
Lakeside 400
Old Chapel Way
Broadland Business Park
Thorpe St Andrew
Norwich
NR7 0WG**

Email



<mailto:NELCSU.RetrospectiveClaims@nhs.net>

Telephone

01603 257 284

Thank you to Photosymbols for the pictures.

www.photosymbols.com



Thank you to Easy and Clear for writing and checking the words.

www.easyandclear.com