

**Questions from the Public**  
**NHS North Norfolk CCG Governing Body in Public**  
**27 November 2018**

**1) How is the reablement service at Benjamin Court impacting on NHS care in North Norfolk? How is the CCG monitoring the effectiveness of this service in relation to health care?**

Benjamin Court is paid for and commissioned by Norfolk County Council, who retain primary responsibility for monitoring the effectiveness of the service. As a result of this, the primary aim of Benjamin Court is to help people go back to their own homes, not into residential care, and to maximise their independence.

Given the positive impact this has on the NHS, we do remain an interested party and we are pleased to highlight most of the referrals into Benjamin Court come from the hospitals (88%) and mainly from the Norfolk and Norwich University Hospital, rather than from the community. Benjamin Court is therefore helping with the flow of people from the hospitals.

Of the people who have been through Benjamin Court to date, approximately:

- 62% then went home with home based reablement. In general (i.e. not just the people who have been to Benjamin Court) 93% of people who have been through home based reablement are still at home after 91 days and about 67% of people do not need any ongoing formal services.
- 14% went home with no further services
- 13% went back to hospital
- 5% went home with their existing care provider
- 4% went to residential care
- 2% went into Housing with Care

All 18 beds at Benjamin Court are now open.

**2) What will be the impact on NNCCG of the decision to have one management team for all five Norfolk CCGs?**

As you are aware, the five NHS Clinical Commissioning Groups (CCGs) in Norfolk and Waveney have decided to create one single team of management and staff. The CCGs would remain statutory bodies and focus on local clinical commissioning. However a single team of management and staff would make commissioning NHS services across Norfolk and Waveney more consistent and efficient.

It is the CCGs' chairs' view that having one single management team, with one Chief Officer, one team of Executive Directors and one team of staff all working together will lead to greater coherence and consistency and a commissioning system acting as one when required, but acting with a local focus where more appropriate.

It should be noted this is already successfully in place in NHS North Norfolk and NHS South Norfolk CCGs, where there is one management and staff team, and two Governing Bodies. Therefore it is anticipated to have a positive impact and will create efficiencies in the local health system.