

NHS Continuing Health Care – A Guide for Surrey Carers





Carers and CHC – Foreword

As the Independent Carers Lead for Surrey Heartlands and a carer myself it gives me great pleasure to launch this third edition of our Surrey Carers and Continuing Health Care CHC Guide 2019. Nationally approximately 56,000 people a year qualify for CHC funding at a cost of £3 billion to the NHS but an aging population means thousands more people will be eligible. At the same time there is an £855 million target for cost savings in the CHC budget by 2020/21. Recognising that the pressures on the system are great this can create a perfect storm for carers and families navigating the health and social care system making it even more important that they know their rights and receive the best possible advice and information available.

Following feedback from carers we have now completed a full edit of our guide and we hope this makes it more user friendly. We have also included a new Carers Checklist and wish to offer our thanks and appreciation to our colleague Christine May for her hard work in developing this.

The welcome inclusion of carers rights in the Continuing Health Care Framework 2018 provides core principles around what carers and families should expect from CHC although we know almost one year on, a lot has yet to be realised both nationally and locally. This is partly because CHC eligibility criteria are complex and a lot is required nationally through key assessment tools but our Surrey Carers and CHC steering group continues to meet quarterly

and works hard with the service leaders to help improve the experience of CHC for carers and families.

For example, we know that CHC packages can be life changing for carers and families and we are pleased that the Surrey CHC team are progressing work to implement the Surrey Carers Pathway and Surrey Carers Prescription within their systems and processes.

We recognise for some the CHC process can be both combative & stressful. Carers have told us that they find it difficult to separate what is a health need as compared to a social care need and often feel caught up in a system where statutory providers argue who pays for what. Carers can feel vulnerable taking on the system and may have health and wellbeing needs themselves. Our new guide helps carers access the support they might need such as advocacy services or peer support.

Regardless of whether the person you care for is eligible for CHC or not, you as a carer have the right to receive support. The first step is often deciding whether to care or continue to care and this especially true where there has been an escalation of care needs. It is so important to consider what effect this will have on your every day life especially if you are juggling work with care or other commitments so please seek support. Once you have made your decision you may feel you need some further support to navigate the health and care system and this is available across Surrey through the statutory services and/or the independent voluntary sector details of which are contained within this guide.

Sue Tresman

NHS Continuing Health Care - A Guide for Carers

“CARERS look after family; partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid.” This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age. **(The term Carer does not mean a care worker or anyone providing care in a paid capacity).**

Background

There are 115,000 carers including an estimated 14,700 young - carers in Surrey who care for a loved one. Research by Carers UK & Leeds University shows that Carers in Surrey alone save the nation £1.8 Billion a year (Valuing Carers 2015¹). However, many of the caring situations could break down if there is not appropriate support; with a detrimental effect on carers’ health and resultant greater cost. Young carers need to be protected from having to undertake inappropriate caring responsibilities that could place carers at risk of harm.

¹ <http://www.carersuk.org/for-professionals/policy/policy-library/valuing-carers-2015>

The Continuing Health Care Guidance has to comply with various parts of Government legislation such as the

Compliance:

- [The Care Act 2014](#)
- [The Children and Families Act 2014](#)
- [NHS England – Commitment to Carers 2014](#)
- [NHS England – Commissioning for Carers Principles 2015](#)
- [NHS England – Carers Toolkit 2016](#)
- [NHS England – NHS Five Year Forward View](#)
- [Govt Carers Action Plan 2018-2020](#)

The national Carers Strategy '[Recognised, Valued and supported: Next steps for the Carers Strategy](#)'² contains a vision for carers with a strong expectation from Government that partners in each area will work together to ensure all carers receive the support they need. [The national Carers Action Plan 2018](#) states that carers are the experts-by-experience turning treatment plans into reality and are important in treatment success. To the people they help, carers are indispensable family members, friends, and neighbours that make each day possible, and they are vital partners, bridging the gap between local health and care services.

To this effect we have already begun looking at how we might support the delivery of improved identification and support for carers across

² <https://www.gov.uk/government/publications/recognised-valued-and-supported-next-steps-for-the-carers-strategy>

the health and social care services and promote good practice in supporting carers by implementing the principles in the Surrey Carers Memorandum of Understanding "[Together for Carers](#)"³. This requires a whole family approach.

What Carers can expect?

“Together for Carers” Surrey Memorandum for Carers states: Surrey should be a place where carers are recognised, valued and supported, both in their caring role and as an individual. Carers in Surrey should be able to expect to be identified as a carer as early as possible, be informed, respected and included by health and social care professionals

Core values and principles

Individuals being assessed for NHS Continuing Healthcare are frequently facing significant changes in their life and therefore a positive experience of the assessment process is crucial. The process of assessment of eligibility and decision-making should be person-centred. This means placing the individual at the heart of the assessment and care-planning process

There are many elements to a person-centred approach, including: a) ensuring that the individual and/or their representative is fully and directly involved in the assessment process; b) taking full account of the individual’s own views and wishes, ensuring that their perspective is incorporated in the assessment process; c) addressing

3

<http://carersworldradio.ihoststudio.com/carersnet/Together%20for%20Carers%20final.pdf>

communication and language needs; d) obtaining consent to assessment and sharing of records (where the individual has mental capacity to give this); e) dealing openly with issues of risk; and f) keeping the individual (and/or their representative) fully informed.

These are explained in the [Practice Guidance](#) note 4.

Access to assessment, decision-making and provision should be fair and consistent. There should be no discrimination on the grounds of race, disability, gender, age, sexual orientation, religion or belief, or type of health need (for example, whether the need is physical, mental or psychological). The Clinical Commissioning Group who manage health care in your area and their partner organisations are responsible for ensuring that discrimination does not occur and should use effective auditing to monitor this.

Assessments of eligibility for NHS Continuing Healthcare and NHS funded Nursing Care should be organised so that the individual being assessed and their family and/or friends understand the process and receive advice and information that will maximise their ability to participate in the process in an informed way. Decisions and rationales that relate to eligibility should be transparent from the outset for individuals, carers, family and staff alike.

When commissioning the care package, the individual's wishes and expectations of how and where the care is delivered should be documented and taken into account, along with the risks of different types of provision and fairness of access to resources. This may include the option of a Personal Health Budget (PHB).

What is NHS Continuing Health Care?

‘NHS Continuing Healthcare’ means a package of ongoing care that is arranged and funded solely by the NHS where the individual has been found to have a ‘primary health need’ as set out in this guidance. Such care is provided to an individual aged 18 or over, to meet needs that have arisen as a result of disability, accident or illness. Eligibility for NHS Continuing Healthcare is not determined by the setting in which the package of support can be offered or by the type of service delivery.

What is NHS-Funded Nursing Care?

‘NHS-Funded Nursing Care (FNC) is the funding provided by the NHS to homes providing nursing to support the provision of nursing care by a registered nurse. Since 2007 (FNC) has been based on a single band rate. In all cases individuals should be considered for eligibility for NHS continuing healthcare before a decision is reached about the need for NHS-funded nursing care.

Who is eligible?

To be eligible for NHS Continuing Health Care (NHS CHC), a person must be assessed as having a ‘primary health need’, which is more than could reasonably be provided by social services. This care can be provided by the Carer. (The guidance that all NHS and Local Authority staff must follow are published in a Department of Health document – [The National Framework for NHS Continuing Health Care and NHS – funded Nursing Care – Updated March 2018](#)) which came into effect in October 2018.

<https://www.gov.uk/government/publications/national-framework-for-nhs-continuing-healthcare-and-nhs-fundednursing-care>

People needing the care may find it helpful to have someone to support them through the process such as a family member/carer or an independent advocate or supporter.

The Framework guidance requires that in deciding a person's eligibility, the following four 'key indicators' must be explored.

- **Nature** – This describes the particular characteristics of an individual's needs (which can include physical, mental health or psychological needs) and the type of those needs. This also describes the overall effect of those needs on the individual, including the type ('quality') of interventions required to manage them.
- **Complexity** – This is concerned with how the needs present and interact (that means how various symptoms and needs affect each other) to increase the skill required to monitor the symptoms, treat the condition(s) and/or manage the care. This may arise with a single condition, or it could include the presence of multiple conditions or the interaction between two or more conditions. It may also include situations where an individual's response to their own condition has an impact on their overall needs, such as where a physical health need results in the individual developing a mental health need
- **Intensity** – This relates both to the extent ('quantity') and severity ('degree') of the needs and to the support required to meet them, including the need for sustained/ongoing care ('continuity').
- **Unpredictability** – This describes the degree to which needs fluctuate and thereby create challenges in managing them. It also relates to the level of risk to the person's health if adequate and timely care is not provided. Someone with an

unpredictable healthcare need is likely to have either a fluctuating, unstable or rapidly deteriorating condition.

The decision must be made on the basis of a person's overall health care needs, not their diagnosis, so each person must be assessed individually. As well as nursing care needs, physical, mental, psychological and emotional needs will be assessed.

The initial checklist assessment is known as a [NHS Continuing Healthcare Checklist](#) and can be completed by a nurse, doctor, other healthcare professional or social care practitioner. The patient should be told that they're being assessed and be asked for their consent. Depending on the outcome of the checklist the patient will either be told that they don't meet the criteria for a full assessment of NHS Continuing Healthcare and are therefore not eligible, or they'll be referred for a full assessment of eligibility.

Being referred for a full assessment doesn't necessarily mean they'll be eligible for NHS Continuing Healthcare. The purpose of the checklist is to enable anyone who might be eligible to have the opportunity for a full assessment.

The professional(s) completing the checklist should record in writing the reasons for their decision, and sign and date it. The patient should be given a copy of the completed checklist.

You can download a copy of the [NHS Continuing Healthcare Checklist](#)

If the patient or their carer is unhappy with a decision that they do not meet the criteria for a full assessment of the service; or any other aspect of the service they have received, they can request a checklist review.

Full assessment for NHS Continuing Healthcare

Full assessments for NHS Continuing Healthcare are undertaken by a "multidisciplinary team"(MDT) which ideally should be made up of staff members from both health and social care services who are already involved in the patient's care – the minimum being one from each service or two professionals from different healthcare professions. If social care decline to attend, the MDT will consist of a nurse assessor and the staff member at the nursing home. Or a second nurse assessor of the patient is in their own home. Patients and their carers should be informed who is co-ordinating the NHS continuing healthcare assessment.

The team's assessment will consider the patient's needs under the following headings:

1. Breathing
2. Nutrition
3. Continence
4. Skin Integrity
5. Mobility
6. Communication
7. Psychological & Emotional needs
8. Cognition
9. Behaviour
- 10 Drug therapies and medication
11. Altered states of consciousness
12. Other significant care needs.

These needs are given a weighting marked "priority", "severe", "high", "moderate", "low" or "no needs".

If the patient has at least one priority need, or severe needs in at least two areas, this may indicate they may be eligible for NHS Continuing Healthcare. They may also be eligible if they have a severe need in one area plus as number of other needs, or a number of high or moderate needs, depending on their nature, intensity, complexity or unpredictability. In all cases, the overall need, and interactions between needs, will be taken into account, together with evidence from risk assessments, in deciding whether NHS Continuing Healthcare should be provided.

The assessment should take into account the patient's and carers' views.

You can download a copy of the [NHS Continuing Healthcare Decision Support Tool](#)

End of Life Care and the Fast Track Pathway

A person who is rapidly deteriorating condition that may be entering a terminal phase, may require 'fast tracking' as an immediate provision of NHS Continuing Healthcare, wherever they choose to be cared for – at home, or in a hospice or a nursing home, if they are eligible and it is suitable for them. An appropriate clinician can complete a document known as a '[Fast-track Pathway Tool](#)'. Surrey Downs CCG on behalf of the Surrey based Clinical Commissioning Groups will then make a decision whether to accept the clinicians' recommendation so that the services can be put in place.

If the person you are caring for has a rapidly deteriorating condition that may be entering a terminal phase a Fast Track Assessment may be used

Not everyone who is approaching the end of their life will be eligible for NHS CHC – just those who meet the criteria.

NHS Funded Nursing Care

NHS Funded Nursing Care (FNC) is different to NHS CHC. FNC is funded by the local NHS (Called the Clinical Commissioning Group CCG) and paid directly to a care home with nursing for care provided, supervised or planned by a registered nurse employed by the home. The rest of the care such as social care needs, accommodation, food, care provided by nursing assistants etc. may be paid by social services (if this has been agreed following a financial assessment) or by the resident themselves if they are self-funding.

Registered nursing care for eligible nursing home residents is funded by the NHS, with the standard weekly rate per patient currently set at **£158.16** (Or at the date of publication for printed leaflets)

If the patient is eligible for FNC, the CCG will pay the care home directly as a contribution towards funding the registered nursing element of their care costs.

Care and support planning

If the person you care for is eligible for Continuing Healthcare Funding the next stage is to contact the Continuing Healthcare Team to arrange a care and support package that meets their assessed needs.

The Continuing Healthcare team would give options on home care and nursing home placements. It may not always be suitable for someone to remain at home but if they can, they can wither chose to opt for a Personal Health Budget or have care organised for them. The team will give a number of options for nursing home placements. The nursing homes option would all be Care Quality Commission approved.

Depending on their situation, different options could be suitable, including support in their own home and the option of a [Personal Health budget \(PHB\)](#). If it's agreed that a care home is the best option for the person you care for, there could be more than one local care home that's suitable.

Your CCG should work with the person needing care and the carer(s) and consider your views when agreeing a care and support package and the setting where it will be provided. However, they can also take other factors into account, such as the cost and value for money of different options.

To find out more about Personal Health Budgets in Surrey [click here](#)

What you can expect of the assessment process

If the Initial Screening Tool shows that a full assessment is needed, this will be completed by a multidisciplinary team. The assessment will be done using the NHS CHC assessment guidance, by

completing a Decision Support Tool. As the carer you should be invited to attend the assessment with the consent of the person you care for, if they are able to give it. The assessment should take your views and the views of the person you look after into account. Following the assessment, the person you care for will be sent a letter telling them of the decision, the reasons for the decision, together with a copy of the completed Decision Support Tool document.

If the person you care for is not capable of communicating their wishes, or giving their consent, then the NHS will make a decision within the [Mental Capacity Act](#) what information they may share with you.

[A Lasting Power of Attorney \(LPA\)](#) is a legal document that lets you (the donor) appoint one or more people (known as attorneys) to help you make decisions or to make decisions on your behalf; This gives you more control over what happens to the person you care for if they were unable to make their own decisions due to lack of mental capacity.

There are two types of LPA

- Health and Welfare
- Property and financial affairs

Alternatively you may have an Enduring Power of Attorney granted before October 2007; or you have been appointed by the court as the person's Deputy for Health and Welfare decisions, you are entitled to be given the same information that the person would be given, if they had mental capacity.

Once a decision has been made about who will fund the care, you should be given contact details of the team in charge of the funding

for the person you care for so that if you have any day to day enquiries about the care package, you know who to contact.

If NHS CHC funding is agreed, the team will discuss the options available for the person with you. You will be given all the details of the care provider but if you have any concerns about the care being delivered you should contact the NHS Continuing Healthcare Team – Surrey.

CHC Reviews

NHS Continuing Healthcare is reviewed at 3 months is conducted to evaluate an individual's current care needs to establish if they are being met by a care provider. It will establish the following.

- If an individual is eligible for the NHS-funded \nursing Care contribution
- If a carer or eligibility review is required
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The frequency of the reviews are annually. However if it is felt there has been a change in the patients health needs between reviews then a new review can be requested.

Surrey Carers Prescription Service

Whatever the outcome of the CHC assessment a carer should expect to be identified and offered support. In Surrey, health professionals can refer a carer for support using the Surrey Carers Prescription Service. This online referral will put you in contact with services

which can support your needs including a statutory carer's assessment subject to your consent being provided. If this has not been offered to you, it is worth requesting one by simply asking your health practitioner. Alternatively you can self refer to Action for Carers Surrey whose details you can find at the end of this guidance.

Additionally health staff can provide you with a Surrey Carers Information Pack. This contains lots of information about services which can support you in your caring role.

What can I do if I am not happy about the CHC assessment?

There is an established Appeals process and details of this will be sent to the patient by the Surrey Downs CCG. Email: SDCCG.Appeals@nhs.net

If you feel the person you care for is eligible for either NHS Continuing Health Care or NHS Funded Nursing Care; and they are registered with a GP in Surrey; and you are unhappy with any aspect of the service you have received, then you need to contact the NHS Continuing Healthcare Team – Surrey

Please write / call or e-mail:

NHS Continuing Healthcare Team Cedar Court,
Guildford Road,
Leatherhead,

Surrey,
KT22 9AE

or call: **01372 201645** e-mail: SDCCG.Referrals@nhs.net

If you would like someone to assist you with this you can ask to be referred to NHS Patient Experience Service or an independent advocacy services. Advocates can provide additional support to you throughout the process. Action for Carers Surrey can offer advice on advocacy services available.

What to do in an Emergency

In a medical emergency always contact EMERGENCY services first.

If there is a problem with the NHS CHC package of care during weekday working hours 9-5pm, you should contact the placements team first Telephone: 01372 201645 or email:

SDCCG.Placements@nhs.net

If this does not resolve the problem you should contact the NHS Continuing Healthcare Team – contact details above.

If the problem happens outside of normal office hours you should contact your local community nursing team or the provider's emergency out of hour's number.

Useful Contacts

An organisation called Beacon gives free independent advice on NHS continuing healthcare (up to 90 minutes free advice from trained staff). Visit the Beacon: <http://www.beaconchc.co.uk/> (for those not reading this on line call the free helpline on 0345 548 0300)

CHC & Carers Guidance

The new National Framework for NHS Continuing Health Care and NHS Funded Health Care 2018 comes into effect 1st October 2018 and provides new guidance with Sections 323 to 330 relating to carers. [Click here](#) for further information.

The important role played by carers is recognised by both central and local government, irrespective of how the cared-for individual has their care funded. Clinical Commissioning Groups (CCGs) and local authorities have a joint responsibility to identify, and work in partnership with, carers and young carers so that they can be better supported to continue with their caring role, if they are willing and able to do so.

A carer is anyone who, usually unpaid, looks after a friend or family member in need of extra help or support with daily living, for example, because of illness, disability or frailty.

Section 324 of the CHC guidance states:-

Healthcare professionals and social care practitioners should be proactive in identifying carers and be sensitive to the level of support they need and desire. This empathetic approach should be reflected in any Checklist and/or full assessment of eligibility for NHS Continuing Healthcare with carers and family members involved where appropriate.

Section 325 states:-

When a CCG is supporting a home-based package where the involvement of a family member or friend is an integral part of the care plan, it should agree with the carer the level of support they will provide. It should also undertake an assessment of the carer's ability to continue to care, satisfying themselves that the responsibilities on the carer are appropriate and sustainable, and establish whether there is an 'appearance of need for support', which would mean that the carer should be referred for a carer's assessment (see paragraph 329 below).

Section 329 states:-

The CCG may need to provide additional support to care for the individual whilst the carer(s) has a break from his or her caring responsibilities and will need to assure carers of the availability of this support when required. This could take the form of the CCG providing the cared-for person with additional services in their own home or providing the necessary support to enable them to spend a period of time away from home (e.g. a care home). The CCG should also give consideration to meeting any training needs that the carer may have to carry out this role.

Carers should have a single point of contact with the CCG to facilitate communication about any aspect of the care and support arrangements. CCGs should also work collaboratively with carers to agree contingency plans should the carer be unexpectedly unable to continue their caring role. This should include information on who to contact out of hours.

Consideration should also be given to making a referral for a separate carer's assessment by the relevant local authority. Under the Care Act 2014, all NHS bodies have a reciprocal duty to cooperate with local authorities in exercise of their respective functions relating to carers. Of particular relevance is the local authority's duty to conduct a carer's assessment 'on the appearance of need for support'. This means that where on the basis of the steps above the CCG believes that there may be a need for support, a referral should be made. This may be particularly relevant where the carer has needs in relation to education, leisure or work (unrelated to their caring role) as these fall outside the scope of NHS Continuing Healthcare but can be addressed through Care Act 2014 provisions.

In May 2016, NHS England published *An Integrated Approach to Identifying and Assessing Carer Health and Wellbeing* to help health and social care organisations work together in identifying, assessing and supporting carers. The Children and Families Act 2014 also includes duties for the assessment of young carers and parent carers of children under 18.

Care for the Carers

Many people who are caring for someone at home try to do everything themselves and can become very tired or even ill. It is important that the carer looks after their own health and gets enough rest for their own sake as well as for the person they care for. Many carers receive help from friends and relatives as well as health professionals but other help is available.

It may be very difficult to accept strangers into your home to give you care and support - but it can allow you and the person you are caring for, to spend more time together doing things that you both want to do, and things that nobody else can do for you.

Surrey has a wide range of support on offer for carers including carers breaks, support for carers who wish to continue working, back care and manual handling training, support for young carers aged under 18 years and many others. Many are provided through voluntary sector organisations and operate an open referral system. To learn more about what is available go to [the Action for Carers Website](#)

Or contact Action for Carers Surrey. Contact details are available on a separate sheet in the back of this information booklet.

Social Care Support for Carers

If NHS CHC is provided at home, local social services may still have the same responsibilities to assess the carer's needs and the same duties to provide the carer with support services, as in any other caring situation. It is also possible to receive 'mixed' packages of care, where some services are funded by the NHS and some by social services. Where local social services fund the social care needs, they will usually do a financial assessment to decide whether there is any financial contribution to be made by the person you care for.

Social services can suggest services to help such as assistance with shopping or prepared meals. If following a Carer's Needs Assessment you are eligible for carers services, Adult Social Care will respond to these eligible needs if they have not already been

provided within the funded health care package. Carers may find it helpful to think about what is provided for the patient in a hospital setting as this will be provided by health in a community setting. Further assistance to the carer will be assessed by social care.

Young Carers (Under the age 18 years)

When a referral is made it's essential that any young carer who is involved in caring is identified and referred to appropriate support. Surrey has a young carers' service operated by Action for Carers (Surrey) which provides advice, information and advocacy as well activities for young carers and operates an open referral process: To find out more go to this website:

[Surrey Young Carers website](#)

Or call Surrey Young Carers on: **01483 568269**

Email: syc@actionforcarers.org.uk

Support for carers who care for a person in a care/nursing home.

If you live or care for someone in Surrey, Action for Carers Surrey can still give you support advice and information as a carer. (Contact details are available on a separate sheet in the back of this information booklet.)

If you need information and advice about organising a place in a care or nursing home contact Adult Social Care or the NHS Continuing Healthcare Team . Further advice can be provided by the [Surrey Care Association](#).

Carers' Organisations and Support Services.

A number of organisations provide a range of services for people who are caring for someone at home. Contact details are available on [the Action for Carers Website](#)

Telephone numbers are available on a separate sheet in the back of this information booklet.

Even if you do not live with the person you care for, or live outside their geographical area, and even where they might be in a care home, you are still their carer, providing emotional support; looking out for their best interests; or organising their care. Support is available in all areas. To find out what carers support services are available in your area go to the [NHS Care and Support Guide website](#)

Or call Carers Direct on: **0800 8020202**

Carers Breaks

If you are looking after someone, whether you are an adult or young Carer, it is really important for your health to be maintained not only for your benefit but for the person you look after. You may have other responsibilities; for example you maybe a parent carer with other children and again this is another reason why it's important to look after yourself. Having a break from caring from time to time is really essential. Within Surrey there are a number of schemes that exist to help you take a break, through your GP surgery and through Crossroads Care Surrey. If you feel tired,

stressed or anxious about your role as a Carer it is worth having a chat with your GP to see if they can help in any way.

Crossroads Care Surrey can offer you support to take a break by providing replacement care in your own home. To arrange a Crossroads Care assessment please contact their main office.

Tel: 01372 869970

Email: enquiries@crossroadscare Surrey.org.uk

End of Life Carers Support

For carers who are caring for someone with an end of life diagnosis Crossroads Care Surrey can provide you with a rapid response service. Please contact their main office.

Tel: 01372 869970

Email: enquiries@crossroadscare Surrey.org.uk

Counselling / Talking Therapies

Caring can be stressful. If you feel you might benefit from receiving counselling type services including a talking therapy called IAPT, in the first instance talk with your GP. You can self refer to an IAPT service by contacting Mind Matters **Tel: 0300 330 5450** Email: rxx.mindmatters-surrey@nhs.net

Website: <https://www.mindmattersnhs.co.uk/>

Alternatively the British Association for Counselling and Psychotherapy can provide information on counsellors, including those with specialist training in helping people with cancer and other illnesses. Phone: **01455 883300** or visit: [bacp](http://bacp.co.uk)

Spiritual support

You may wish to contact a local minister or religious leader for spiritual support. They are usually happy to help, even if you were not previously actively involved with a religious group.

Welfare Advice

Being awarded NHS Continuing Healthcare / Funded Healthcare may impact on other welfare benefits. For further information / advice please contact your local carers support organisation.

Useful telephone numbers

Surrey County Council Contact Centre	03456 009009
Adults	0300 200 1005
Children	0300 200 1006
Out of hours	01483 517898
NHS 111 Service	

Adult Carers Support

Adult Carers Support is provided by Action for Carers Surrey. They provide advice, information, advocacy, training and access to other information to support you in your caring role.

The service offers flexible range of support by telephone, face to face meetings where needed, local carers meetings, support groups and workshops. This is complimented by a range of digitally based resources as well as paper-based information.

In addition, there are carers support advisors in the county's five main hospitals (East Surrey, Royal Surrey, Epsom General, Frimley Park and Ashford St Peters)

The service provides consistent local delivery across the county with all referrals coming into the Carers information centre to get you the help you need and put you in touch with the right people

Tel: 0303 040 1234

SMS: 07714075993

Email: CarerSupport@actionforcarers.org.uk

Website:

<https://www.actionforcarers.org.uk/what-we-do/adult-carer-support/>

Moving and Handling

Specialist moving and handling back care advisers can provide one to one advice to you as a carer on moving and handling the person you care for in your own home.

Carers can contact these services direct or ask their GP to refer them.

Action for Carers Surrey Moving and Handling Team covers:
Guildford and Waverley, Mole Valley, Reigate and Tandridge

Tel: 01483 533645

Email: MovingandHandling@actionforcarers.org.uk

White Lodge Centre Moving and Handling Team Covers:

Spelthorne, Woking, Surrey Heath, Runnymede, Elmbridge and Epsom and Ewell

Tel: 01932 577992

Email: MHadvisors@whitelodge.co.uk

The CHC Checklist

Some people with long-term complex health needs qualify for free social care arranged and funded solely by the NHS. This is known as NHS continuing healthcare (CHC).

Where can NHS continuing healthcare be provided?

NHS continuing healthcare can be provided in a variety of settings outside hospital, such as in your own home or in a care home.

Is the person I care for eligible for NHS continuing healthcare?

NHS continuing healthcare is for adults. Children and young people may receive a "continuing care package" if they have needs arising from disability, accident or illness that can't be met by existing universal or specialist services alone. .

To be eligible for NHS continuing healthcare, you must be assessed by a team of healthcare professionals (a multidisciplinary team). The team will look at all your care needs and relate them to:

what help you need

how complex your needs are

how intense your needs can be

how unpredictable they are, including any risks to health if the right care isn't provided at the right time

The checklist can be used as prompts and it is not supposed to be the definitive list. You may just use it to remind you of things you need to know or use it as a prompt when you are seeing someone about the care of the person you care for.

- Do I have contact details of the CHC team and staff member supporting us?
- Have I received a written carer's assessment by the Surrey CHC or social care team: Date / outcome?
- Do I know the Action for Carers Support Number?
- How do I get the carers news letter.
- Have I asked my GP to register me as a carer
- If I want to attend a carers group locally, can I get support?

Have I been told about voluntary agencies that can help support us?

Do I understand the legal issues around Mental Capacity and consent?

- Have we considered the need for a making a will or Lasting Power of Attorney
- What are the positive and negatives of a Personal Health Budget
 - Can the CHC funding be a mix of both Personal Health Budgets (PHB) and commissioned care - that is CHC organise and pay directly for some of the care, but we have some money directly to buy our own care?
- Surrey Independent Living Council can help me with the budget and recruitment of staff – what are their contact details?
- The agency providing support: I need name of manager, contact details and out of hours contact.
- Do I know who to contact if equipment is needed
- What are the hours of my local pharmacy – will they deliver?
- Can I complain if we are not happy with the care provided or believe the budget is not enough for the care needed YES? (Best done in writing).
- Can I ask for an early review if the care needs for me the carer or cared for person has changed? – YES
- What is an advance care plan and a Do not resuscitate instruction
- Who can I talk with if death is a likely outcome of a loved one.

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This Guide was co-authored by members of the Surrey Carers and CHC Steering Group. Our special thanks to:

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