



CHC  
Consultancy  
Services



# Effective delivery of Continuing Healthcare (CHC) services presents a national challenge.

With an increasing number of citizens qualifying for CHC support, costs are growing and so is media scrutiny of the service being delivered.

In their search for efficiencies, many commissioners are adopting new models of care for CHC services. With a stronger focus on CHC performance from NHS England, the pressure to deliver quality, cost effective services has never been greater. Even generously resourced operations can struggle to effectively deliver all of the knowledge and experience required.

Arden & GEM provides CHC consultancy services that deliver the expertise and capacity required to resolve all of your continuing healthcare challenges. Our experienced specialists work with your in-house team to help you to deliver effective services for patients, remain compliant with the national framework and locate financial efficiencies to ensure best value.

## Taking care of all your CHC needs

Our CHC consultancy service is flexible and responsive, and can be tailored to meet your individual needs. We provide dedicated CHC expertise for either specific projects or as an ongoing consultancy service - delivering efficiency by ensuring you only buy the services you need at the time you need them.

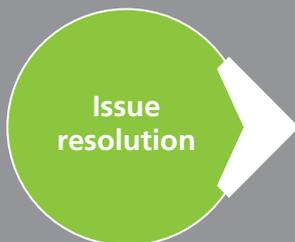
We already support both Clinical Commissioning Groups (CCG) and Commissioning Support Units (CSU) spanning eighteen counties. Our scale gives you access to an unrivalled range of specialists who have a wealth of knowledge and direct experience of overcoming CHC challenges.

# Our services give CCGs and CSUs support and assistance in three key areas:

## Service reviews and diagnostics



## CHC delivery



## Cost efficiency



# Service Reviews & Diagnostics

## Diagnostic visits and process reviews

Whether you require a full operational review or scrutiny of an isolated area of concern, our diagnostic service will investigate and provide recommendations for change. Our vast experience of CHC processes and operational delivery ensures we are ideally placed to review and provide guidance to make your service more efficient whilst maintaining safety, compliance and financial viability.

## Case review flow evaluations

Many CHC operations have a backlog of overdue case reviews. Our evaluation service can help you to establish why, compare delivery against industry best practice and then utilise Lean methodology to recommend how to make your processes and service more efficient.



# CHC Delivery

<b>Capacity planning</b>	Accurate capacity planning for CHC reviews, Funded Nursing Care (FNC) reviews and fast tracks can be very complex. Combining our market knowledge with the analytical expertise of KPMG, we have developed a capacity planning tool that analyses your caseloads to calculate your optimum staffing levels and bandings. Our unique algorithms are proven to deliver effective capacity modelling and therefore create an achievable strategy for change.
<b>Issue resolution</b>	Even in the most effective CHC operations, there will inevitably be disputes between health and social care commissioners. We can help you with advice, arbitration and resolution of issues based on our experience and best practice from across the sector. With both face-to-face and phone based solutions available, we can support you to resolve issues quickly, fairly and effectively.
<b>Change management</b>	Improving and transforming services often requires radical change. From embedding new policy or operating procedures through to centralising services from multiple sites, we have the expertise to support you. We can help you to effectively manage CHC service change so that potential benefits are fully delivered in the shortest possible timeframe.
<b>Case backlog support</b>	Many CCGs have growing case backlogs without the nursing capacity required to meet this demand. Through our extensive CHC operation, we have established a framework of providers offering support throughout the UK. We provide nursing capacity on a 'cost per case' basis to help you to manage or eliminate your backlog.
<b>Quality compliance support</b>	The CHC quality assurance framework is complex. Remaining compliant requires specialist experience and understanding. We deliver CHC compliance support to ensure you operate within national guidelines. Our deep understanding of the framework ensures you remain safe and up to date with all the latest policy developments.
<b>CHC back office support</b>	Through our extensive CHC operation, we have developed administrative hubs that deliver effective back office support. Our at-scale services deliver cost efficiencies across CHC administration including: receipt of referral, processing referrals, scheduling of nurse visits (assessments & reviews), patient communications, data reporting, care provider brokerage, provider procurement/market management, contract management, quality management, invoice processing, submitting benchmarking data, out of area work and policy development (provision and application).
<b>Specialist advice service</b>	Continuing healthcare services cover a broad remit and can be incredibly complex. Even large CHC operations can struggle to afford all the expertise required to deliver effective and efficient care. We provide advice services that draw on expertise and experience gained across multiple and diverse geographies, including a national PUPoC support service commissioned by NHS England. Whether you require face-to-face or remote access to our team of experts, we offer cost effective solutions to support both lead nurses and commissioners.
<b>PHB advice and support</b>	The recent extension of Personal Health Budget (PHB) eligibility criteria has created many new challenges for CCGs. As an extension to our existing CHC services, we utilise experience and best practice learning to support you in the effective delivery of PHBs. From operational diagnostics and policy development through to provider and quality management, we can support you at every stage in the development of your PHB service.

# Cost Efficiency

## Procurement support

Effective procurement is essential in delivering efficiency whilst maintaining the quality of care provided to patients. Our CHC procurement service delivers value from both care home and domiciliary care providers. From Any Qualified Provider (AQP) which drives consistency to open frameworks which bring competition, we provide CHC procurement that removes cost inefficiencies and delivers against your individual objectives.

## Provider management

The actual cost of care represents over 90% of the expenditure associated with CHC. We can help you to deliver efficiency through the effective management of care providers. Our services help to ensure patients and commissioners receive value for money whilst maintaining care which is safe and compliant with the latest legislation.

## Cost reduction programmes

In our experience, most CCGs have a small number of CHC cases that account for a large proportion of the overall cost of delivering the service. We have already reduced expenditure and improved quality for patients via the effective review of high cost cases. For example, auditing care providers to ensure they have the resources necessary to deliver one to one care, or applying strict application of CHC policy to individual financial allocations. Both consultancy and risk share models are available to effectively deliver the savings you require.



# The benefits

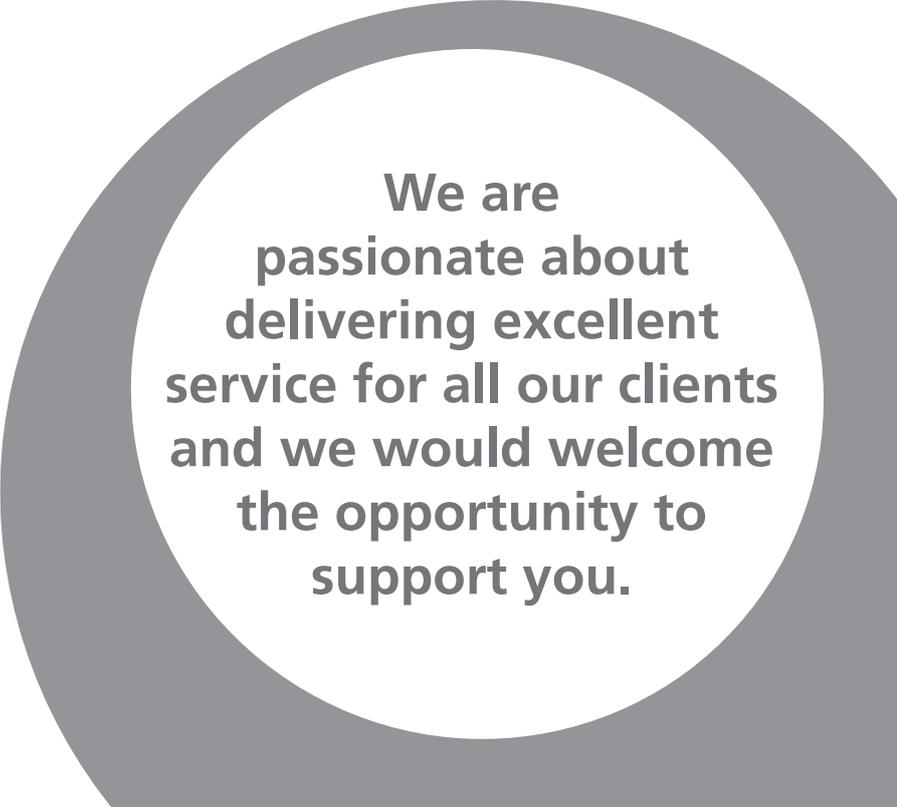
- Realistic and cost effective prices that remove or reduce the need for expensive in-house resources.
- Peace of mind that you have access to the expertise required to maintain an effective and efficient CHC service.
- Flexible and mobile resources that provide the capacity required to manage spikes in demand.
- Operational efficiency by only buying the resources required as and when you need it.
- Access to learning and best practice developed across multiple and diverse locations.

## Why Arden & GEM?

**We are passionate about delivering excellent service for all our clients and we would welcome the opportunity to support you.**

With over 1,500 members of staff spanning multiple geographies, our services offer visible, embedded support and flexible capacity to meet your needs. As one of the largest providers of CHC services we bring an established and very practical understanding of the specific requirements and standards of the National Framework. Our vast experience of operating at scale in terms of our processes and effective use of technology also means that we are able to deliver significant cost efficiencies and share best practice.

**Whatever your continuing healthcare challenges, we look forward to working with you.**



**We are  
passionate about  
delivering excellent  
service for all our clients  
and we would welcome  
the opportunity to  
support you.**



For details about our full range of services, please contact us:

email: [contactus@ardengemcsu.nhs.uk](mailto:contactus@ardengemcsu.nhs.uk)

website: [www.ardengemcsu.nhs.uk](http://www.ardengemcsu.nhs.uk)

twitter: [@ardengem](https://twitter.com/ardengem)

If you require this brochure in an alternative format please contact us at [www.ardengemcsu.nhs.uk](http://www.ardengemcsu.nhs.uk)  
Please note that there may be a small charge for some formats such as braille and alternative languages.

Copyright © 2016 NHS Arden & GEM Commissioning Support Unit.