

CHC Audit Review

CHC review contract provides peace of mind for ICB



CHC reviews audited



Provided reassurance to ICB



Person-centred, framework compliant approach

The Challenge

Our team of Continuing Healthcare (CHC) experts were contracted to undertake CHC 3- and 12-month reviews, in line with the NHS CHC Framework.

As part of any contract, we routinely check that the ICB's CHC processes and reviews are framework compliant, and that they meet the high performance expectations of the ICB.



The Solution

Of the total cases reviewed, only 7% triggered a Multi-Disciplinary Team (MDT) meeting, proving the rigour of the ICB's continuing healthcare processes. Our experience suggests that for most ICBs, usually around 20-25% of cases trigger a MDT meeting.

The reviews and MDTs were completed by our expert team of registered nurses and social workers, who have extensive experience of undertaking person-centred CHC reviews to ensure that the right care package is in place to meet the individuals' current needs.



Benefit to ICB

In working with the ICB, we found that their CHC processes were being well adhered to, and for those requiring packages of care, their needs were being appropriately met, which is a great credit to the organisation and provides peace of mind to ICB leaders.

The reviews have provided Liaison Care with valuable NHS national data which we can use to further support other ICBs, and data which shows that Dorset ICB is performing to a well above average standard, reinforcing that the team are applying the NHS CHC Framework appropriately and consistently.



Collaborative working from the start to mobilise the project was key to its successful delivery. It was one of the smoothest projects I have had the pleasure of co-designing and delivering.

Sara McCarthy
Head of Continuous Improvement, Performance & Support, NHS Dorset



The Dorset ICB team were professional and responsive. We were impressed with the quality of their work, and their operating processes were exemplary. It was a great example of a successful programme and the power of a true partnership approach.

Kathrine Sherrington
Chief Operating Officer, Liaison Care



To find out more about Liaison Care's CHC solutions and how they could benefit your ICB, please get in touch on 0845 603 9000 or email info@liaisongroup.com