

CHC Review Partnership

A collaborative approach to enhancing Efficiency and Care Quality



308 CHC reviews completed



Strengthened policy-making



The Challenge

NHS Nottingham and the Nottinghamshire Integrated Care Board (ICB) wished to proactively assure themselves of the timeliness and quality of NHS Continuing Healthcare (CHC) reviews.

Recognising the importance of timely assessments, they sought a partnership with Liaison Care to ensure that individuals received the appropriate package of care.



The Solution

Our experienced team remotely conducted 106 Standard CHC, 189 Joint Funded, and 13 1:1 case reviews in a person-centred, framework-compliant manner. By setting clear timelines, we enabled the ICB to focus on timely and accurate clinical verification at a manageable pace.

Each review was conducted with a commitment to quality and engaging individuals, representatives, care providers, and local authorities. This collaborative approach not only upholds high standards, but centres on each person's unique circumstances. When appropriate, we facilitated MDT meetings to reassess eligibility using the National Decision Support Tool, ensuring reliable outcomes through careful evidence gathering.



The Outcomes

- **Comprehensive Reviews & Care Optimisation:** Completed **308 reviews** centred on individuals' needs, with 125 resulting in reduced care requirements for more effective resource use.
- **Strengthened Policy-making:** Joint Fund reviews led to the ICB's introduction of a Healthcare Contributions Policy to enhance clarity and decision-making.

This successful collaboration demonstrates a strong commitment to enhancing CHC care delivery and ensuring that resources are used effectively to benefit both individuals and the wider system.



The foundation of any thriving relationship lies in the dedication to understanding and supporting each other, and one of the standout qualities of our collaboration is the consistent and effective communication we've maintained throughout the relationship.

Regular updates, prompt responses, and a shared commitment to keeping each other informed have been instrumental in the delivery of our projects.

Sally Dore,
Assistant Director of Nursing and Quality



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