

Children and Young People's Continuing Care

An Information Leaflet



What is Children and Young Person's Continuing Care?

Continuing care is required when a child or young person's health needs cannot be met by existing universal or specialist services. NHS Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (CCG) aims to provide high quality care and support for children with complex care needs by providing Children and Young People's Continuing Care packages, equipment, and personal health budgets. The service is offered to children and young people who meet the continuing care criteria, following assessment of their health needs.

In order to meet the continuing care criteria, a child or young person must have needs arising from disability, accident or illness that are not currently being met by universal or specialist health services.

Families of children or young people eligible for continuing care have a 'right to have' a personal health budget; covering the part of their care package which would be provided by the NHS (please refer to Personal Health Budget leaflet).



What is the Children and Young People's Continuing Care process?

There are seven clear stages to the children's continuing care process:

1. Your child is referred to the Children's Complex Care Team.
2. An assessment of your child's health needs is carried out. This is a joint assessment where possible.
3. A recommendation is made and prepared for the Children and Young Person's Continuing Care panel. This is a multi-agency panel with representatives from health and care.
4. The panel considers the recommendations and decides whether your child is eligible for a continuing care package.
5. You, your child and the referrer are informed of the decision.
6. If your child is eligible for a NHS Continuing Care package, the CCG in conjunction with yourself set up the package.
7. The CCG will review your child's continuing care needs, initially at three months and then yearly.

How is a referral made?

A request for a Continuing Care assessment must come from a health, education or social care professional who works with your child and knows their health and care needs well. They will complete the CCG's Referral form. You must agree to the referral and give your consent.

How is a child assessed for continuing care?

A Children's Nurse will arrange to come to your home and assess your child's needs against a nationally agreed criteria. The assessment can be done with other professionals involved in your child's care such as a Social Worker or Lifetime Nurse.

The assessment covers ten care domains which are:

- Challenging Behaviour
- Communication
- Mobility
- Continence or Elimination
- Nutrition – Food & Drink
- Skin & Tissue Viability
- Breathing
- Drug Therapies & Medicines
- Psychological & Emotional Needs
- Seizures.

Once the assessment has been completed, the Children's Nurse will make a recommendation to the multi-agency Continuing Care Panel. The process from referral to decision should not take longer than 6 weeks.

If my child is eligible, what happens next?

The CCG aims to give you a decision about your child's Continuing Care within 6 weeks after the initial referral. You will receive the decision in writing and a copy of the letter will be sent to the referrer.

What happens if my child's needs change?

A Continuing Care review will be carried out three months after the care funding/package starts and then annually so that any changes to your child's needs will be highlighted. If necessary, suggested changes to your child's funding will be discussed at the next Children's Continuing Care panel.

Can I appeal?

Yes, you have a right to appeal if:

- You believe that your child's continuing care assessment was not completed accurately and/or it has not been explained to you properly.
- You believe that the Decision Support Tool does not reflect your child's health needs.
- You believe you have not been offered sufficient health funded care.

If you wish to appeal a decision on any of the above grounds you must do so within 28 calendar days of the date of the Continuing Care decision letter. Please write, giving the reasons for your appeal and provide any additional information that you wish to be considered to:

Associate Director of Quality (CHC)

NHS Bristol, North Somerset and South Gloucestershire CCG South Plaza

Marlborough Street

Bristol

BS1 3NX

The CCG will do everything they can to ensure your appeal is acted on fairly and resolved quickly.

Complaints

Should a child/young person and/or their family wish to complain about a package of care or a service already being provided or commissioned, they should make this known to the CCGs Customer Service team. The team can be contacted by completing the [online contact form](#), or by using the following contact details:

Tel: 0117 900 2655 or 0800 073 0907 (free phone)

Email: bnssg.customerservice@nhs.net

Write to:

Customer Services Team

NHS Bristol, North Somerset and South Gloucestershire CCG

South Plaza

Marlborough Street

Bristol

BS1 3NX

Further Information

You can find more information about Children and Young People's Continuing Care in the 2016 National Framework for Children and Young People's Continuing Care (<https://www.gov.uk/government/publications/children-and-young-peoples-continuing-care-national-framework>).