

..... complaint received regarding continuing healthcare assessment in NHS Ashford Clinical Commissioning Group

**Complaint regarding the amount of time it has taken to respond to a continuing healthcare assessment and the request for it be reviewed, which began as current and is now retrospective.**

The NHS Continuing Healthcare (CHC) team have reviewed the records that they have relating to your late mother. Although an application for CHC was made in October 2012, a decision about eligibility was not made as your mother had been admitted to the care home for a period of assessment and I understand that she would not have been charged for this period of care.

The CHC team would have expected the referrers to make a new application for CHC at the time of her discharge from the assessment bed, as an updated assessment would have been required that identified her needs at the time. However, it appears that no further application was made for eligibility for NHS CHC until her condition significantly deteriorated at the end of her life. I understand that your mother's care was funded via the fast track CHC route between 15<sup>th</sup> May 2013 and 29<sup>th</sup> May 2013 at [REDACTED] Nursing Home.

As a decision was not made regarding your mother's eligibility for CHC, your letter cannot be treated as an appeal as there is no decision to appeal. The CHC team have confirmed that they will, however, review your mother's care needs between the date that she was discharged from the care home until 15<sup>th</sup> May 2013, the date that fast track eligibility was agreed.

In order to complete this review, the CHC team will need to recall care home and medical records. I note from your letter that you already have these records and I wonder if you would be prepared to share them with the team to expedite completion of the review.

This matter will now be managed directly by the CHC team and it would be helpful if you could contact Paula Ashmore at Kent House on 01233 618168 regarding the possibility of sharing the records that are in your possession. The team will now communicate directly with you and are hopeful that the review can be completed within 3 months of receipt of the records.

