

Reference:	FOI.16906.25
Subject:	Outsourcing of NHS Continuing Healthcare (CHC) reviews and assessments
Date of Request:	20 March 2025

Requested:

1. Procurement & Contracting

Please provide information on all private companies contracted to conduct CHC reviews, fast-track decisions, and full CHC assessments within the last 5 years:

- The name of each company contracted for CHC reviews/assessments.
- The contract start and end dates.
- The total value of each contract.
- Whether the contract was awarded via a competitive tender process, direct award, or framework agreement.
- Whether the contract was cost per case or a shared benefit agreement.
- The name of the procurement framework used, if applicable.
- The organisation that provided procurement advice for awarding the contract.
- The job title of the individual who signed the contract on behalf of the and whether they had budget-setting responsibilities at the time.
- A copy of the Key Performance Indicators (KPIs) set for the provider and details of how their performance is measured.
- Confirmation of whether the contract was awarded via the NHS Standard Contract.

2. Due Diligence & Regulatory Compliance

To ensure the suitability of the providers, please provide:

- Copies of any due diligence reports conducted before awarding the contract.
- Confirmation of whether the Health board reviewed the provider's Companies House registration, SIC codes, and financial standing prior to appointment.
- Details of how the ICB verified the provider's compliance with NHS CHC Framework requirements.
- Confirmation of whether the provider is registered with the Care Quality Commission (CQC) and, if not, why this was not a requirement.
- A copy of any risk assessments conducted before outsourcing CHC assessments to the provider.
- Copies of any internal audit reports or governance reviews relating to outsourced CHC assessments.

3. CHC Assessment Outcomes & Financial Impact

To understand the impact of outsourcing on CHC eligibility and costs, please provide:

- The total number of CHC assessments (reviews, fast tracks, and full assessments) conducted by outsourced providers, broken down by year and assessment type.
- The percentage of assessments that:
 - Maintained CHC eligibility – please breakdown by standard CHC and fast tracks.
 - Were converted to Funded Nursing Care (FNC).
 - Resulted in a transfer to local authority/social care funding.
- Any reported cost savings attributed to outsourcing, including how savings were calculated (e.g., reductions in care package costs, transfers to social care, or other).

4. Appeals, Complaints & Disputes

- The total number of complaints received about outsourced CHC assessments.
- The total number of CHC eligibility appeals related to outsourced assessments.
- The number of ICB decisions overturned on appeal, and the body responsible for the decision (e.g., NHS England, independent review panels).
- The number of interagency disputes (e.g., between board and local authorities) resulting from outsourced assessments.

5. Data Sharing & Patient Notification

To understand how patient data was managed when outsourcing CHC assessments:

- Was patient data shared with the outsourced provider? If so, please confirm:
 - The legal basis under which patient data was shared.
 - The types of data shared (e.g., clinical records, care plans, financial assessments).
 - Whether the provider was required to comply with NHS Data Security and Protection Toolkit (DSPT) standards.
- How were patients informed that their data would be shared with the outsourced provider?
 - What information was provided to patients (e.g., privacy notices, consent forms)?
 - Please provide copies of all patient-facing communications related to data sharing, including letters, leaflets, emails, or any other notification methods.
 - How much notice were patients given before their data was shared?
- A copy of any Data Protection Impact Assessment (DPIA) conducted before sharing patient data with an outsourced provider.

6. Equality Impact & Patient Consultation

- Please provide a copy of any Equality Impact Assessment (EIA) conducted in relation to the outsourcing of CHC assessments.
- Has the Health Board consulted patient groups, advocacy organisations, or families regarding the outsourcing of CHC assessments? If so, please provide copies of any consultation reports or feedback summaries.

Response:

Hywel Dda University Health Board (UHB) regrets to inform you that it does not hold the requested information as the UHB does not outsource CHC reviews and assessments.