

What care and services are available?

Care can be provided by:

- **care homes with nursing**
 - ◇ this is the most reliable option for those requiring 24-hour care
- **private care agencies** (does not provide for 24-hour care)
 - ◇ either a live-in carer or care visits up to four times a day, as required
- **charitable sources**
 - ◇ these operate in certain geographical areas only
- **Marie Curie night sitting service**
 - ◇ this service is co-ordinated locally by the fast track team

A **personal health budget** (PHB) may be possible to fund your care. If this is something you wish to discuss, please ask your HCM.

If you wish to discuss any of the information in this leaflet, please call the team on 01865 904 174 and ask to speak to the duty health care manager. The team provides a service from 9am - 5pm, seven days a week.

Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the team or contact the Patient Advice and Liaison Service on freephone 0800 328 7971.

If you need the information in another language or format please ask us

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni

आपनि यदि এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরমেট) পেতে চান তবে দয়া করে আমাদেরকে বলুন

ਜੇ ਅਸਨੇ ਆ ਜਾਤਿਰੀ ਆਉਣੇ ਆਖਿਆ ਅਥਵਾ ਆਪਣੇ ਆਕਾਰਮਾਂ ਆਉਣੇ, ਤੇ ਕੁਝਾ ਕਰੀਨੇ ਅਸਨੇ ਖੁੱਛੀ
यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए हो तो कृपया हम से पूछें
若您需要本信息的另一种语言或格式的版本，请与我们联系

নেত্র ব্রতটুটি দিও মাতবলী বিসী হুনি বান্না না মবল কিত্তি বনিসী বই বং বিবনা বর বে মনু পুঙ্ক

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقے سے درکار ہیں تو ہمارے مہمانی ہم سے پوچھیں۔۔

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This service is part of our Older People Directorate.
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Continuing healthcare

Fast track pathway
for NHS continuing
healthcare funding

What is fast track funding and who is eligible?

Fast track funding enables you to access NHS continuing care funding quickly, so that care and support services can be put in place promptly and with no requirement to complete a **Decision Support Tool** (DST).

According to the *Department of Health National Framework for NHS Continuing Care* 2012:

“Individuals with a rapidly deteriorating condition that may be entering a terminal phase, may require ‘fast tracking’ for immediate provision of NHS Continuing Healthcare” (p32)

Who has referred me?

Referrals are made by an experienced, appropriate clinician who is familiar with your health needs, diagnosis, treatment and care.

Why have I been visited today?

Following a referral to the fast track team, you have been visited by a **health care manager** (HCM) who will assess your care needs and discuss your preferences regarding your future care provision.

What does the funding mean for me?

This funding pathway means that if you are eligible we can support you wherever possible in your preferred place of care.

This may be in your own home or a nursing home. The funding is not means tested and your HCM can adjust your care if your needs change.

Who decides what care I need?

Following confirmation of eligibility your HCM will complete a personalised care plan with you and your family, based on your care needs and preferences.

How long does this process take?

Once a care plan has been agreed, the HCM will approach Care Quality Commission (CQC) registered care providers in your area in order to source a care package for you. Care is commissioned as soon as the provider has availability to deliver a service.

How long is the funding for and what happens if my needs change?

This depends on how your condition progresses. Once care has begun you will be reviewed according to the process found in the national framework.

If your condition stabilises this process involves gathering information from other healthcare professionals involved with your care and a **multidisciplinary team** (MDT) completing a DST.

If you become unwell, your HCM will continue to review your needs and source any additional care necessary to meet your needs.

Who will monitor my care needs?

Your needs will be reviewed regularly by your health care manager who will be in contact with your district nurse, GP and possibly a community matron or specialist nurse.

The team may visit you face-to-face or contact you by telephone, which will enable us to have an understanding of how we can best support you.

What is a health care manager (HCM) and how are they qualified to assess me?

The health care managers who work in the fast track team are all experienced registered nurses from a range of clinical backgrounds with experience in palliative care.