

## Appeal a decision regarding eligibility for Continuing Health Care Funding.

### 1. What is NHS Continuing Healthcare (CHC)?

NHS Continuing Healthcare is a package of care funded entirely by the NHS for individuals with significant ongoing health needs. It can be provided in any setting, including a care home or your own home.

Health and Social Care professionals involved in your care provide information about your care needs and complete a document called a Decision Support Tool (DST) and make a recommendation if you are eligible for Continuing Health Care (CHC).

### 2. What if I Disagree with the Continuing Health Care (CHC) recommendation?

The professionals involved in this process may make a recommendation that they feel your care needs do not indicate eligibility for Continuing Health Care (CHC) funding.

If you, or someone you care for, have been assessed for Continuing Health Care (CHC) funding and disagree with the outcome that you do not meet the criteria for this funding, you have the **right to appeal the decision.**

### 3. Common Reasons for Appeals

- You believe the decision does not reflect your needs.
- You feel the assessment process was incomplete or unfair.

### 4. Steps You Can Take

#### 1. Appeal the decision.

A letter will be sent from the NHS Integrated Care Board (ICB) advising you that a decision has been made that you are not eligible for Continuing Health Care (CHC) funding. You will need to respond to this letter in writing within **6 months** of receiving the decision to advise the NHS Integrated Care Board (ICB) you are appealing this decision and the reason why. When you send the letter you will need to ask for a copy of the Decision Support Tool (DST).

#### 2. Invite to Attend a Local Resolution Meeting.

When the NHS Integrated Care Board (ICB) have received your letter, you will be invited to attend a Local Resolution Meeting with the NHS Integrated Care Board (ICB). In this meeting you can discuss where you feel the Decision Support Tool (DST) is incorrect or provide further information for the NHS Integrated Care Board (ICB) to consider.

#### 3. Refer to NHS England (if unresolved)

Following the Local Resolution Meeting, if you are still not in agreement with the recommendation regarding eligibility for Continuing Health Care (CHC) funding, you can ask

NHS England to review your care needs independently. The contact details for NHS England will be provided by the NHS Integrated Care Board (ICB) in a letter following the Local Resolution Meeting.

#### 4. Contact the Ombudsman (if unresolved)

Following the meeting with NHS England, if you still disagree with the outcome, you can contact the Parliamentary and Health Service Ombudsman to review the information and decision made. The contact details will be in the letter from NHS England.

### 5. Where to Get Help

#### NHS Integrated Care Board (ICB)

Contact your local NHS Integrated Care Board (ICB) to escalate or seek clarification. Contact them on 01642 746848

#### Independent Advocacy Services

Free and confidential support is available to help you understand the process and make your case; your social worker will be able to advise you of services.

#### Legal Services

You **do not need** to engage any legal service to support you through this process. However there are some legal services who will represent you. You will be charged a fee for their services.

#### Complaints and Ombudsman

If you're unhappy with how the dispute was handled, you can contact the **Parliamentary and Health Service Ombudsman**. Website: <https://www.ombudsman.org.uk/>

### 6. Top Tips

**Keep everything in writing** – always request written confirmation of decisions and send written responses.

**Gather medical information** – letters from GPs, specialists, or care providers can strengthen your case.

**Ask questions** – you are entitled to clear explanations at every stage.

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Office hours: Monday to Thursday: 8.30 am - 5.00 pm and Friday: 8.30 am - 4.30 pm. If you need help in emergency when our offices are closed, you can contact the Emergency Duty Team: 01642 524552.	