

All-age Complex and Continuing Care (AACCC)

Berkshire West Health Scrutiny Committee

June 2025

Daphne Barnett – Interim Associate Director of Nursing
Sarah Flavell – Associate Director of Nursing (AACCC)

All Age Complex & Continuing Care Executive Summary



**Buckinghamshire, Oxfordshire
and Berkshire West**
Integrated Care Board

All Age Complex and Continuing Care (AACCC) is an umbrella term that brings together Continuing Healthcare, (CHC) Children and Young Peoples Continuing Care (CYPCC) and Complex Care. Since the start of the year the ICB AACCC team have been working to develop and implement a hub and spoke model to align and bring constancy to the AACCC service under one strategic clinical leadership team, led by a Director of Nursing. This paper gives an update to the presentation made in December 2024 setting out the key priorities for each service line and the overall governance to enable review, improvement and reporting oversight.

CHC referral and eligibility.

The data in December showed that Berkshire West has variation when compared to other systems for referral and eligibility. Work is ongoing to review if the variation is warranted or unwarranted. Early indications are that the referral and eligibility rates have increased with Berkshire West being nearer to national benchmark quality standards. Further work is planned as we refine our delivery model working in collaboration with the LAs across East and West Berkshire.

CYPCC consistency in process

The ICB CYPCC team have developed jointly with the Local Authorities across West Berkshire a CYP funding panel that has been operating within Berkshire West since December 2024, early evaluation is positive with an ambition to take the learning into other place-based team to strengthen consistency. The pack includes slides provided by the Local Authority setting out the successes.

Complex Care

Processes are in development for interim and joint funding for individuals who do not meet the eligibility criteria for CHC or CYPCC, but have unmet health needs, not provided through core NHS service provision. A health care contribution policy has been developed and shared through Strategic partnership Board. Berkshire West have been part of the "testing" of this policy to gain learning with a view that a final policy will be taken to the next Strategic Partnership Board for sign off.

Governance

Each place base have partnership forums in place to develop and coproduce local neighbourhood services. It is recognised that there remains a need to strengthen relationships and communication at operational level to enable appropriate escalation through Strategic Partnership Board where issues cannot be resolved at operational level. The recent development of a disputes and health care contribution policy are good examples of where the Strategic Partnership Board can influence and enact change and improvement.

Standard CHC: Regional Data for Q4 2024/25

**Buckinghamshire, Oxfordshire
and Berkshire West**
Integrated Care Board

Number of new referrals for Standard CHC - per 50K Population



- In December 2024 we reported that Berkshire West regional data gave a value of **6.3** for new referrals for Qu1 2024/25. Following a review and alignment of our ICB internal processes Berkshire West has is reporting **10.1** at the end of Qu4, representing a marked increase in the numbers of referrals coming into the team.

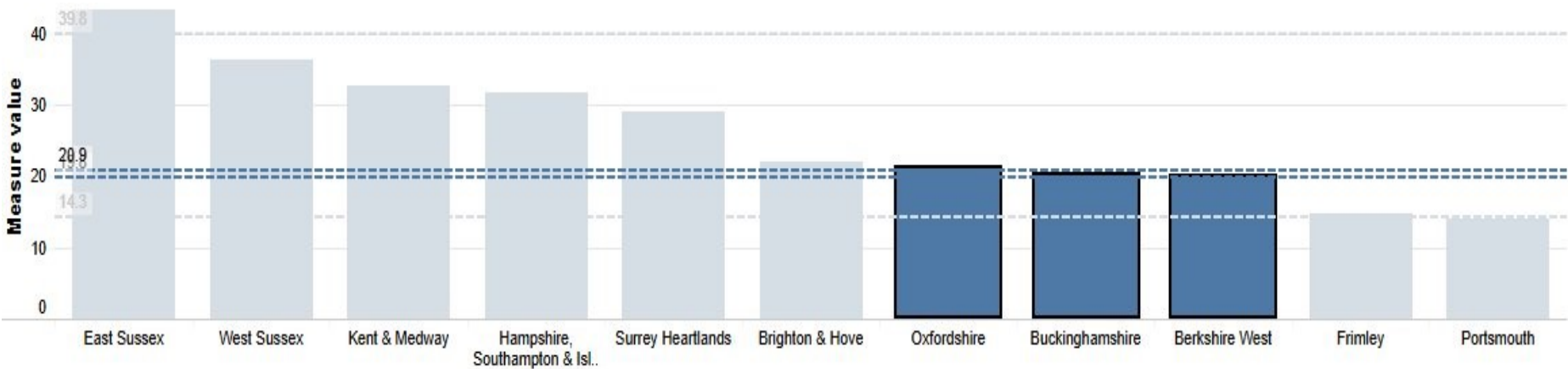
Number eligible at the end of the quarter for Standard CHC (Snapshot) - per 50K Population



- Berkshire West reported a value of **9.7** for eligibility at the end of quarter for the first quarter of 2024/25 this is now **11.5** at the end of Qu4 (remaining below the 5th percentile for the region). This figure continues to reflect lower than expected eligibility per 50K population compared to other organisations in the region however shows an increase in individuals found eligible at Qu4.

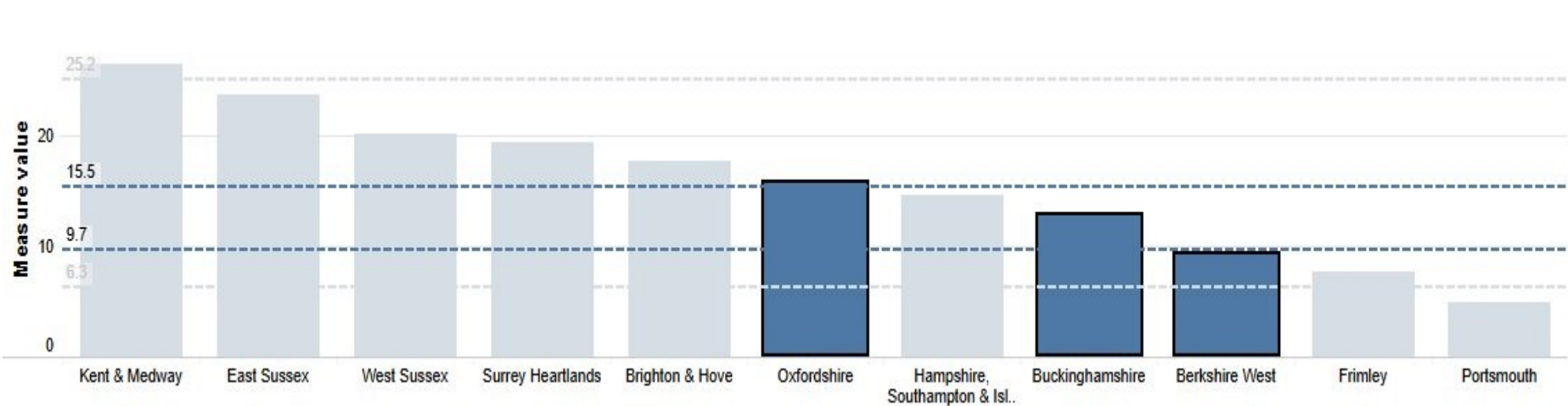
Fast Track: Regional Data for Q4 2024/25

Number of new referrals for Fast Track - per 50K Population



- In December 2024 we presented that Berkshire West was reporting a value of **18.6** for new referrals for the first quarter of 2024/25. As at Qu 4 this metric has increased to **19.8**. This figure reflects a position in line with the average referral rates per 50K population compared to other organisations in the region.

Number eligible at the end of the quarter for Fast Track (Snapshot) - per 50K Population



- Berkshire West reported a value of **8.0** for eligibility at the end of Qu1 2024/25. This figure is now at **9.3** for Q4. This figures reflects expected eligibility per 50K population compared to other organisations in the region.

Berkshire West (CYPCC) Joint Funding Panel



**Buckinghamshire, Oxfordshire
and Berkshire West**
Integrated Care Board

The CYPCC (Children and Young People's Continuing Care) funding panel is a collaborative initiative involving Wokingham, Reading, and West Berkshire councils.

The panel aims to streamline the funding process for continuing health care, ensuring timely and effective support for individuals with complex health needs.

Key Objectives:

- Improve joint working and funding arrangements across the three local authorities.
- Enhance the decision-making process for CYPCC funding applications.
- Address historical backlogs and streamline case progress.

Panel Structure:

- Jointly chaired by local authority service directors and representatives from BOB Integrated Care Board (ICB).
- Regular pre meetings to review assessment and approve CHC funding applications.
- Collaborative approach involving health commissioners and acute trust representatives.



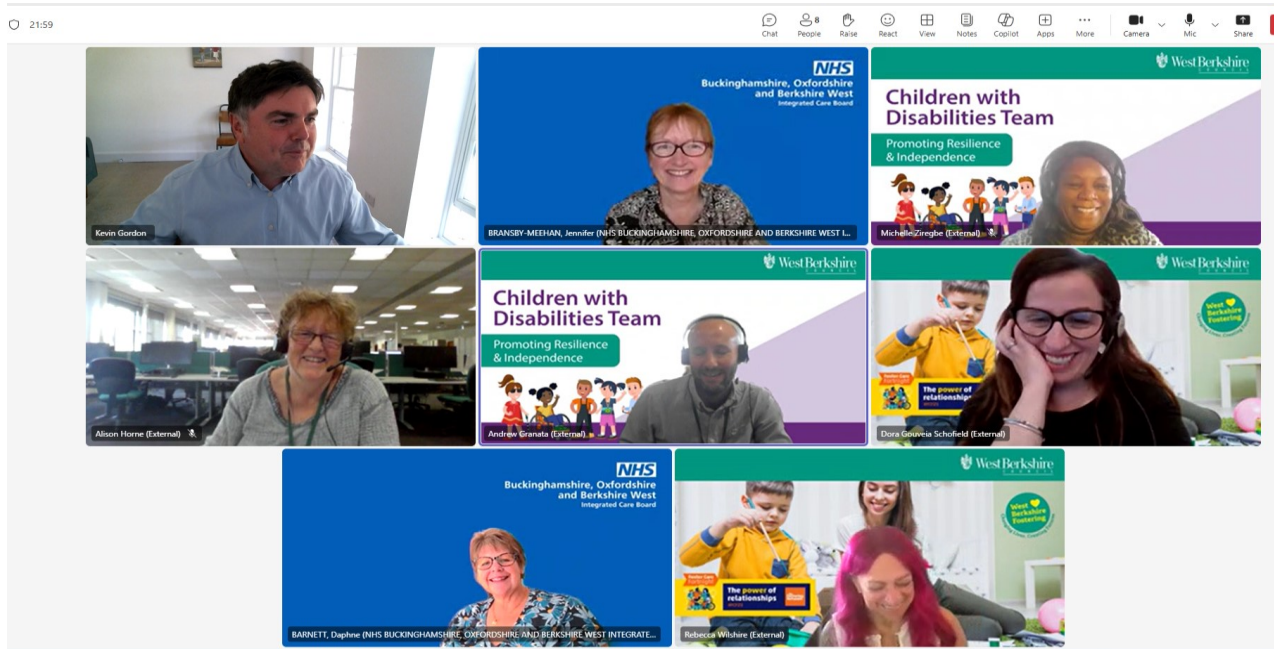
Success

Improved Collaboration: The panel has fostered a culture of collaborative working among the three local authorities and health partners.

Efficient Decision-Making: Streamlined processes have led to quicker decision-making and reduced delays in funding approvals.

Addressing Backlogs: Significant progress in resolving historical backlogs, ensuring timely support for individuals in need.

Test and Learn Approach: The panel has adopted a 'Test and Learn' approach, continuously refining processes based on feedback and outcomes.



Impact

Enhanced Support: Individuals with complex health needs receive timely and appropriate care, improving their quality of life.

Positive Feedback: The initiative has received positive feedback from stakeholders, highlighting the benefits of joint working and efficient funding processes.

Future Plans: Ongoing commitment to refining the panel's processes and expanding collaborative efforts to further improve CHC funding and support.

As AACCC navigates its way through the current national change programme the team remain committed to work collaboratively and alongside the Local Authorities to ensure that we meet the needs of individuals with complex and continuing care needs to include the following action points.

- Executive level oversight and leadership with strategic partnership boards chaired by ICB CEO
- Aligning consistency in process across the ICB and with our neighboring ICB in Frimley
- Establishing a pilot to consider the unmet health needs for children and young people who do not meet the threshold for CYPCC.
- Desk top review of historical disputed cases.
- Agreed disputes policy in place.
- Trialing of joint funding / health care contribution process for individuals not eligible for CHC.
- Pathway development for complex care with clear protocols for decision making, patient review and evaluation.
- Continued working with Beacon advocacy service to improve the experience of individuals accessing CHC services.
- Developing joint training for health and social care teams.
- Development of a central “hub” for quality assurance verification process to enable peer review check and challenge to decision making working “with regard” to the National Framework.
- Phase 1 central process for Appeals, PUPOC and Ratification to go live 1st July 2025
- Phase 2 central process for Fast Track, Referrals and Disputes to go live 1st September 2025 .