



Department
of Health &
Social Care

NHS
England

Dealing with requests for unassessed periods of care

Asking the NHS whether they should pay for care you had in the past

Easy Read guide



This is an Easy Read version of:
NHS Continuing Healthcare previously unassessed periods of care.
Dealing with requests for assessments of previously unassessed periods of care from 1 April 2012.



**Easy
Read**

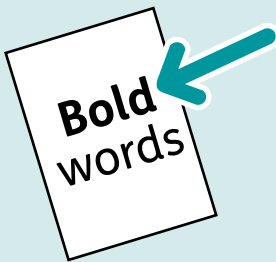
Easy Read



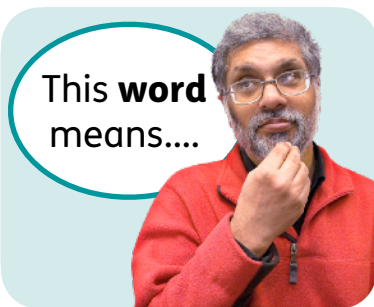
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

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About this guide



People who need extra support in their day to day lives can get some help from their local council, called social care.



But some people need extra support and care that cannot be given by their local council.



This is because they need a lot of help because of their health.

They may:



- Be disabled.



- Have had an accident.



- Have an illness.



Instead, their care and support should be paid for by the NHS. This is called **NHS Continuing Healthcare**.



You can find out where to find Easy Read information about NHS Continuing Healthcare on page 23 of this guide.



People need an **assessment** to check if they should get NHS Continuing Healthcare.



An **assessment** is when you meet with a health professional or social worker to work out what care or support you need.

The guide



This guide is about what happens if you did not get an assessment for NHS Continuing Healthcare in the past when you think you should have.

You will have had to pay for your own care and support during that time.

The guide will tell you:



- What to do if you did not get an assessment for NHS Continuing Healthcare when you think you should have.



- What the NHS should do about it.



In this guide, we are only talking about time after 1 April 2012.

What to do if you did not get an assessment when you think you should have

Please check



If you think you should have had an assessment but did not get one, you can ask the NHS to check.

Request for an assessment of a previously unassessed period of care.

This is called a **request to assess a previously unassessed period of care.**



It means you are asking the NHS to check if you should have had an assessment in the past.



This is for the time after 1 April 2012.



If the NHS agrees that you should have had an assessment in the past, they will do one now.



This assessment will look at the time in the past.



The assessment might find that you should have got NHS Continuing Healthcare in the past.



If it does, you can get back the money you paid towards your care in the past.

How to make a request



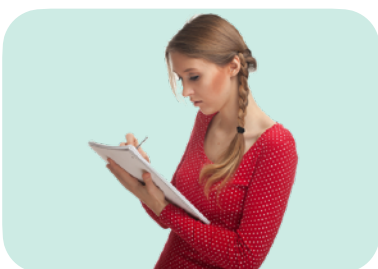
To make a request, you need to contact your local **ICB**. You can find your local ICB and relevant contact details here: www.nhs.uk/nhs-services/find-your-local-integrated-care-board



ICB stands for **Integrated Care Board**. ICBs plan and pay for health and care services in their local area.



Your local ICB will send you a form to fill in.



The form will ask you about when you think you should have got an assessment for NHS Continuing Healthcare.



You can fill in the form for yourself, or for someone else.



If you are making a request for someone else, you must be able to show that you are allowed to.



You can have a member of your family, a friend or **advocate** help you.

An **advocate** is someone who helps you to speak up or speaks up for you.



This includes helping you to fill out the form.



The form needs to be sent back to the ICB.



You will also need to send any **proof** that shows why an assessment should have been done in the past.

Proof is showing that something is true or correct.

Proof could include things like:



- Receipts for care or support that you paid for.



- Copies of information from doctors or health professionals about your health condition or illness.

What the NHS should do



ICBs must look into any requests to check if someone should have had an assessment in the past.



They should talk or write to the person who is making the request in a way they can understand, like Easy Read.



First, the ICB will check that you are making the request to the right ICB.



If the request should be looked into by another ICB, they should talk or write to you and tell you.



They will also tell the other ICB about the request so that they can look into it.

Looking at whether the request is right



Next, the ICB will check whether the right NHS assessments were carried out in the past.

If the ICB finds out that the right assessments were done, they will tell you that:



- The right assessments were done in the past.



- **No more assessments are needed** to look at the time you are asking about, and



- Their check is complete.



You can tell them you do not agree with this and ask them to look again.



In some cases, they may decide to look into the decision again.



If the ICB finds out that you **did not have** the right assessments at the time, they will look into the request further.



The ICB should let you know how long it will take to look into your request.



It should not take longer than 1 year.

Looking into your request



The ICB will find out whether an assessment should have been done during the time you have asked about.



If the ICB finds out there was no assessment, they will ask for information from different places.



They could ask you, your family or advocate, or other organisations like health and social care services.



They will fill in a form called a checklist.



You can ask for a copy.



They will ask you if you have any questions.

The checklist will help the ICB to decide what to do next. There are 3 options:

1. **Option 1** - the ICB will decide that:



- It was right that you did not have an assessment in the past, and



- **No assessment is needed** to look at the time you are asking about.



2. **Option 2** - the ICB will decide that you **should have an assessment** to look back at **some** of the time you are asking about.



3. **Option 3** - the ICB will decide that you **should have an assessment** to look back at **all** of the time you are asking about.



The ICB should write to you to let you know what they have decided.



The ICB should also send you a copy of the checklist they used to decide.



If you do not agree with the decision, you can ask the ICB to look into the decision again.

Doing an assessment



If the ICB decides that an assessment should be done for all or some of the time, it will be done by a team of at least 2 people. This team is called the **Multi-Disciplinary Team**.



The **Multi-Disciplinary Team** is a group of health and social care workers looking at your information together.



The Multi-Disciplinary Team will discuss how big your health and care needs were.



They will fill in a long form called the **decision support tool**.



The **decision support tool** is the form that is used by the Multi-Disciplinary Team to help them see if you should have got NHS Continuing Healthcare in the past.



You can find out more about the decision support tool on the government website here:

www.gov.uk/government/publications/nhs-continuing-healthcare-decision-support-tool

The information is not in Easy Read.



The team will then tell the ICB what they think after the assessment.

The final decision

After the assessment, the ICB will make a decision. There are 2 options:

1. Option 1:



- The ICB decides you **should have got** NHS Continuing Healthcare for all or some of the time you are asking about.



- The ICB **will pay** you back for the money you spent on care and support during that time.

2. Option 2:



- The ICB decides you **should not have got** NHS Continuing Healthcare during the time you are asking about.



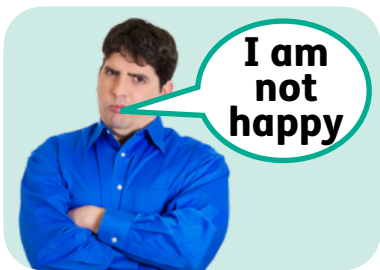
- The ICB **will not pay** any money back to you.



The ICB must write to you to tell you about the decision and why they made it.



If the ICB has agreed to pay you back, they should do this quickly.



If the ICB says 'no' to paying for your health and care in the past and you are not happy with that, you can say so.



You can ask them to look at all the information again. This is called a **review**.



1. **Stage 1** - the ICB will look at their decision again and choose whether to change or keep its decision.



If you are still not happy after Stage 1, you can ask for the review to move on to Stage 2.



2. **Stage 2 - NHS England** will look into the decision and say whether the ICB should change or keep its decision.



NHS England works with other health and care organisations to run the NHS, including NHS Continuing Healthcare.



If you are still not happy after Stage 2, you can ask for the review to move on to Stage 3.



3. **Stage 3 - the Parliamentary and Health Service Ombudsman (PHSO)** will look into the decision.



The **PHSO** helps make sure you get the right support and checks if the NHS made mistakes.



The PHSO will make a final decision about your complaint.



For more information, look at the Easy Read information from PHSO here:

www.ombudsman.org.uk/making-complaint/before-you-come-to-us/complain-change/information-for-people-learning-disability-Easy-Read

Find out more



You can look at the full guide which is not in Easy Read here:

www.gov.uk/government/publications/continuing-healthcare-previously-unassessed-periods-of-care



You can find the Easy Read National Framework for NHS Continuing Healthcare and NHS-funded nursing care here:

www.gov.uk/government/publications/national-framework-for-nhs-continuing-healthcare-and-nhs-funded-nursing-care-easy-read

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