

Continuing NHS Healthcare

1. What is Continuing NHS Healthcare?



This document was written by the **Welsh Government**. It is an easy read version of **Continuing NHS Healthcare Information Booklet for Individuals, Families and Carers**.

October 2022

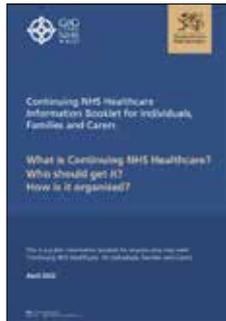
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About this booklet



This booklet is **part 1** of 5 easy read guides to Continuing NHS Healthcare.



It is based on a guide written by Welsh Government. You can read the original guide here: gov.wales/continuing-nhs-healthcare-chc-information-booklet-individuals-families-and-carers.

There are 5 easy read booklets all together:

- 1. What is Continuing NHS Healthcare**
- 2. An easy read guide to CHC assessments**
- 3. Who is eligible for CHC?**
- 4. How is CHC organised**
- 5. What happens if I'm not eligible for CHC?**



You can find them all here: gov.wales/continuing-nhs-healthcare-chc-information-booklet-individuals-families-and-carers.



This booklet was made into easy read by **Easy Read Wales**. To tell us what you think about this easy read version, [click here](#).



Please contact Welsh Government if you need this booklet in any other format.

Llywodraeth Cymru
Welsh Government



You can find information about Continuing NHS Healthcare on the Welsh Government website here: gov.wales/national-framework-nhs-continuing-healthcare.

Or you can contact Welsh Government for more information:



By post: Welsh Government
Cathays Park
Cardiff
CF10 3NQ



By phone: 0300 0604400

By e-mail: customerhelp@gov.wales



You can find contact information for your Local Health Board on **page 16** of this booklet.



Or you can find them on the NHS Direct Wales website: www.nhsdirect.wales.nhs.uk/localservices/localhealthboards.

What is Continuing NHS Healthcare?



Continuing NHS Healthcare is a package of on-going care. It is arranged and paid for by the NHS.

It is also called **CHC** for short. We will call it **CHC** throughout the rest of these easy read booklets.

CHC is for people who have care needs which are mostly health related. This might be because:



- you are disabled



- you have a long-term illness



- you have had an accident.

CHC can be provided wherever you live, like:



- your own home



- a care home



- a **hospice** – a place where people get specialist care and support when they are close to the end of their life.



- in prison.



CHC can be provided by a range of health and care workers. For example, a nurse, therapist, or personal assistant.



Your Local Health Board is responsible for checking if you are **eligible** for CHC.

Eligible means you have the right to get CHC because you meet the conditions.



There is only 1 condition you need to meet to be **eligible** for CHC. You must have a **primary health need**.



You might have lots of different needs. A **primary health need** means your care needs are mostly health related.



Your Local Health Board is responsible for doing an **assessment** to check if you have a **primary health need**.

The **assessment** is when health and social care professionals work together to decide what your needs are. And how your needs should be met.



For more information about **CHC assessments** please read **booklet 2**.



For more information about **eligibility** please read **booklet 3**.

Who pays for what?

If you have long lasting care needs, your care will either be the responsibility of:



- the NHS



- your Local Authority



- or both.

NHS



All NHS services are free. So, if you are **eligible** for CHC, the NHS will pay for all your health and social care.

If you live in your own home:



- The NHS will pay for all your healthcare services. Like nursing care and therapists.



- The NHS will pay for your social care needs. Like help with washing and dressing.



- The NHS will **not** pay for your rent or mortgage, food or general household costs.

If you live in a care home:



- The NHS will make a contract with your care home. This is a written legal agreement between the NHS and your care home.



- The NHS will pay your care home to provide **all** your health and social care services.



- **And** the NHS will pay your care home for your accommodation fees – like rent and food.



Your Local Health Board is responsible for planning and providing your CHC care package.

Local Authority



If you do **not** have a primary health need, your care and support could be provided by your Local Authority. Through Social Services.



This will happen if you mainly have social care needs.



These services are **means-tested**.

Means-tested means the amount of money you have can affect whether you get something for free. Or whether you must pay something towards it.



Your **means**, or your money, includes things like how much you earn, how much you have in savings and how much you own.



If the Local Authority provides your care and support, you may have to pay something towards it.

Do I need to pay towards my care home costs if I am eligible for CHC?

No, but you can choose to pay for some extra things, like:



- Extra services. For example, extra physiotherapy sessions, on top of those agreed in your care plan.



- Accommodation that costs more. For example, a bigger room.



The money you pay for extra things like this is sometimes called a **top-up fee**.



They are separate payments that you arrange with your care home provider.



These extra payments are completely your choice.



You should not pay for things because you do not get enough money from your Local Health Board or Local Authority to meet your needs.



If your care home asks you to pay for extra services that you have not agreed to, contact your Local Health Board straight away.



You can find the contact details for your Local Health Board on **pages 16 to 20**.



Or you can find them on the **NHS Direct Wales** website: www.nhsdirect.wales.nhs.uk/localservices/localhealthboards.

How to contact your Local Health Board

Swansea Bay University Health Board

About CHC:

Post: Retrospective Claims Administrator
Long Term Care Team Block A,
Neath Port Talbot Hospital
Baglan Way
Port Talbot
SA12 7BX

Phone: 01639 684561

General contact:

E-mail: sbu.inquiries@wales.nhs.uk

Phone: 01639 683344

Website: [Swansea Bay University Health Board](#)



Aneurin Bevan University Health Board

About CHC:

Post: Complex Care
Cwmbran House
Mamhilad Park Estate
Pontypool

Phone: 01495 332173

General contact:

Phone: 01873 732732

E-mail: abhb.enquiries@wales.nhs.uk

Website: [Aneurin Bevan University Health Board](#)



Betsi Cadwaladr University Health Board

About CHC:

Post: Block 5
Carlton Court
St Asaph Business Park
St Asaph
LL17 0JG

General contact:

Phone: 01248 384 384

E-mail: info.bcu@wales.nhs.uk

Website: [Betsi Cadwaladr University Health Board](#)



Cardiff and Vale University Health Board



About CHC:

Post: Retrospective Continuing Care
Retrospective CHC Team
South East Locality
Cardiff Royal Infirmary
Glossop Terrace
Cardiff
CF24 0SZ

E-mail: Retro.Chcadmin@wales.nhs.uk

Tel: 02920 335509

General contact:

Phone: 029 2074 7747

E-mail: Intranews@wales.nhs.uk

Website: [Cardiff & Vale University Health Board](#)

Cwm Taf Morgannwg University Health Board

About CHC:



Post: Geraldine Thomas
Registered Nurse Reviewer
Cwm Taf LHB Headquarters
Ynysmeurig House
Unit 3 Navigation Park
Abercynon
Rhondda Cynon Taf
CF45 4SN

General contact:

Phone: 01443 744800

E-mail: CTHB_Concerns@wales.nhs.uk

Website: [Cwm Taf Morgannwg University Health Board](#)



Hywel Dda University Health Board

About CHC:

Post: Aldyth King – Long Term Care
Hywel Dda University Health Board
Block 6 Prince Philip Hospital
Bryngwynmawr, Dafen
Llanelli
SA14 8QF

General contact:

Phone: 01267 235151

Contact: [On-line Feedback Form](#)

Website: [Hywel Dda University Health Board](#)



Powys Teaching Health Board

About CHC:

Post: Complex Care Team
Room 90
Neuadd Brycheiniog
Cambrian Way
Brecon, Powys
LD3 7HR

General contact:

Phone: 01874 711661

E-mail: geninfo@powyslhb.wales.nhs.uk

Website: [Powys Teaching Health Board](#)



Other useful contacts

These groups and organisations can help you:



- understand what NHS healthcare you have the right to



- complain if you are not happy.



[NHS Wales complaints and concerns: Putting Things Right](#)



If you have worries about your care or treatment, talk to the staff involved with your care as soon as possible.



They will try to solve your worries straight away.



If this does not help, or if you do not want to speak to the staff, you can contact your health board or trust's complaints team:

gov.wales/nhs-wales-complaints-and-concerns-putting-things-right#section-49684

Public Services Ombudsman for Wales



If you are not happy with the reply from your health board or trust, you can contact the **Public Services Ombudsman for Wales**:

Post: 1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

Call: 0300 790 0203

Equality and Human Rights Commission



Call: 02920 447710

E-mail: wales@equalityhumanrights.com



Community Health Councils

Community Health Councils can help you complain about NHS services:

Call: 02920 235 558

E-mail: enquiries@waleschc.org.uk

Citizens Advice



Citizen's advice can help you understand your rights, and give you advice and support:

Call: 03444 77 20 20

Advocacy Support Cymru



Advocacy Support Cymru can provide you with an advocate – this is someone that can help you have your voice heard, and can speak up for you:

Call: 029 2054 0444

E-mail: info@ascymru.org.uk

Carers Direct



Support for carers:

Call: 0300 123 1053

Carers UK



Support for carers:

Call: 0800 808 7777

Family Action



Support for parents and carers:

Call: 0808 802 6666

Text: 07537 404 282

Email: familyline@family-action.org.uk

Hard words

Assessment

The assessment is when a group of health and social care professionals work together to decide what your needs are. And how your needs should be met.

Eligible

Eligible means you have the right to get CHC because you meet the conditions.

Means-tested

Means-tested means the amount of money you have can affect whether you get something for free. Or whether you must pay something towards it.

Your means, or your money, includes things like how much you earn, how much you have in savings and how much you own.