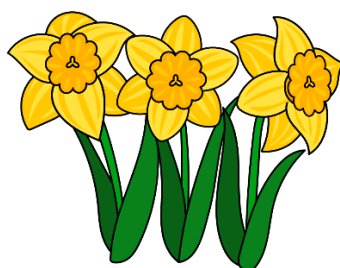


# NHS North Central London Integrated Care Board (NCL ICB)

## Complex Individualised Care Provider Newsletter – April 2023



**Welcome to the April edition of the  
NCL ICB CIC team newsletter**

### **This month's newsletter – at a glance!**

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## We want to hear from you!

Spring is finally here and as the days get longer it's great to enjoy lots of fresh air, light evenings and meet up with family and friends.

Perhaps over the early spring time, you could think about our newsletter? We would really appreciate you sending details of any upcoming events, good news, short stories or achievements. If you would like to share these more widely, we can add them to our monthly newsletter.

We are also keen to hear your thoughts on articles or features that you would like to see in future newsletters. Your contributions are welcomed, and we value our provider feedback and engagement.

We hope the upcoming warmer days will help put an extra spring in your step!

Please label your business's good news, stories, forthcoming events and updates under the relevant header and email to:

[nclimb.cicprovidercontracts@nhs.net](mailto:nclimb.cicprovidercontracts@nhs.net) or [nclimb.chcinvoice-queries@nhs.net](mailto:nclimb.chcinvoice-queries@nhs.net)

## Invoice team update

### **SBS payment dates**

Timetable of dates for April 2023.

	<b>BACS Payment Date</b>	<b>Day</b>	<b>Funds Clearing Date</b>	<b>Day</b>
Standard pay run date	03/04/2023	Mon	06/04/2023	Thu
Standard pay run date	06/04/2023	Thu	13/04/2023	Thu
Standard pay run date/Dom Care Invoices	11/04/2023	Tue	14/04/2023	Fri
Standard pay run date	13/04/2023	Thu	18/04/2023	Tue
Standard pay run date/Dom Care Invoices	18/04/2023	Tue	21/04/2023	Fri
Scheduled/PHB payments	20/04/2023	Thu	25/04/2023	Tue
Standard pay run date	25/04/2023	Tue	28/04/2023	Fri
Standard pay run date	27/04/2023	Thu	03/05/2023	Wed

## Billing information

Please send all invoice queries to the below email address to ensure a prompt response:  
[nclpcb.chcinvoice-queries@nhs.net](mailto:nclpcb.chcinvoice-queries@nhs.net)

## PROVIDERS – PLEASE NOTE THE NEW SBS BILLING ADDRESS

**This is where you must send your invoices, otherwise they will not reach the NCL ICB ledger:**

**Billing address for invoices:**  
**NHS NORTH CENTRAL LONDON ICB**  
**QMJ PAYABLES N155**  
**PO Box 312**  
**LEEDS**  
**LS11 1HP**

Please ensure this **billing address** is clear on all invoices when submitting to SBS or via Tradeshift. If you know the name of your Account Manager, you can also add;  
FAO: xxxxxxxx xxxxxxxx (Account Manager)

*Any supporting backing data/timesheets etc should be emailed to your Account Manager or the generic invoice team email address.*

Invoices naming the legacy organisation as CCG, using old payables code or any other invalid billing element, **will be rejected** by SBS.

Please also ensure that your invoices **do not include any patient identifiable data (PID)** as SBS will reject this invoice. If you would like a reminder of the do's and don'ts of PID, please contact us with your questions, or request a copy of the presentation slides we shared at a prior provider workshop.

If you are concerned that your invoices may have been mislaid, but your invoices were definitely sent to SBS, please email SBS to raise your uploading / missing invoice enquiries:  
[sbs.apinvoicing@nhs.net](mailto:sbs.apinvoicing@nhs.net)

If you have any queries relating to **Trade-shift** please contact Trade-shift directly on:  
Tel: **0303 123 1177** or via email: [SBS-W.e-invoicingqueries@nhs.net](mailto:SBS-W.e-invoicingqueries@nhs.net)

## Personal Health Budget (PHB) team update

This month saw the newly recruited lived experience member volunteers come together as a group. The members received ICB training and induction for their role on the personal health budget procurement project. Since then, they have developed terms of reference, work plans and system logs to record progress.

In addition to this, they have reviewed the service user feedback on PHB and Direct Payment delivery, to inform the creation of the service specifications for the upcoming PHB procurement exercise.

Details of the PHB procurement exercise and opportunities for providers will be made available to you shortly. Please keep an eye out on a future date to join our drop-in session when the PHB team will be able to tell you more about the procurement.

Any questions regarding this project, please feel free to contact the PHB Team on:  
[nclibc.personalhealthbudgets@nhs.net](mailto:nclibc.personalhealthbudgets@nhs.net)

### Provider drop-in session timetable

Our provider drop-in sessions are held fortnightly with guest speakers presenting on a variety of topics. We would highly recommend you attend or nominate a deputy as this will provide further insight on projects and programmes that we are currently undertaking as an organisation. You will also have an opportunity to raise any questions you may have with our team members.

Date	Time	Topic
05 April 2023	4pm – 4:30pm	Proud to Care
19 April 2023	4pm – 4:30pm	Digital Social Care Record

### **Next provider drop-in session**

**19 April 2023, 4pm**

[Click here to join the meeting](#)

### Market information

Thank you for those who were able to attend NCL Complex Care Homes Co-production Workshop on 22 March 2023. The presentation slides and information pack are now available to anyone who was unable to attend. Please email [nclibc.barnetpmo@nhs.net](mailto:nclibc.barnetpmo@nhs.net) if you would like a copy.

The presentation included information on many topics including with Palliative Advice Team Flyer – displayed below for your attention.

Our next NCL Complex Care Homes Co-production Workshop will be held on **10 May 2023 from 3pm to 4.15pm**. Should you wish to include topics for discussion or attend this workshop, please send an email to: [nclibc.barnetpmo@nhs.net](mailto:nclibc.barnetpmo@nhs.net)

## Introducing the North Central London - Palliative Advice Team (NCLPAT)

North  
London  
Hospice



North Central London  
Integrated Care Board

North London Hospice (NLH) as lead provider and in partnership with the North Central London (NCL) Integrated Care Board (ICB) are pleased to launch the NCL Palliative Advice Team (NCLPAT).



### What is it?

Launching on 1 February 2023, the North Central London Palliative Advice Team (NCLPAT) is a telephone service providing out of hours advice and support to palliative care patients living in the London boroughs of Barnet, Enfield, Haringey, Camden, and Islington.

### Who is it for?

Patients, families, carers, and professionals

### How does it work?

The telephone service will operate out of hours, Monday-Sunday between 20:00-08:00

### How do I access the service?

Call 020 8152 3252  
between 20:00-08:00  
Monday to Sunday  
from 1 February 2023.

### Any questions?

Visit [northlondonhospice.org](https://northlondonhospice.org)

North Central  
London -  
Palliative  
Advice Team  
020 8152 3252



## Funded Nursing Care (FNC) funding changes

Increased funding for nursing in care homes.

**The rate payable to care homes for NHS-funded nursing care (FNC) is to rise by 5% for 2023/24.**

**The standard weekly rate per person eligible for FNC increased from £209.19 to £219.71 from 1 April 2023.**

Increased funding for care homes providing nursing will support tens of thousands of care home residents with nursing needs following confirmation that the government will increase the rate by 5% for 2023/24, including those with learning and physical disabilities.

The standard weekly rate per person provided for NHS-funded nursing care will increase by 5% from £209.19 to £219.71 from 1 April 2023 with funding paid by the NHS directly to care homes who provide nursing care. For the higher rate, it will increase from £287.78 to £302.25. This allows care home residents with specific healthcare needs to benefit from direct nursing care and services.

Registered nurses provide support to people eligible for NHS-funded nursing care with a variety of needs, including people with learning disabilities; those living with enduring physical or mental health needs; and various conditions associated with old age. This type of nursing requires a range of skills and training, with the extra funding supporting this important role.

The funded nursing care rate helps cover the costs of nursing care, ensuring the vital service can continue to support the needs of residents within nursing homes. The uplift for the 2023/24 financial year is based on adult social care data which is quality assured and independently verified.

Providing this nursing care also helps reduce the pressure on hospitals, ensuring the government's record funding can be used to help discharge medically fit patients into social care settings.

The government is making available up to £7.5 billion in additional funding over 2 years to support adult social care and discharge – with up to £2.8 billion available in 2023/24 and up to £4.7 billion in 2024/25.

This historic funding boost will put the adult social care system on a stronger financial footing and help local authorities address waiting lists, low fee rates and workforce pressures in the sector.

The government is committed to ensuring the adult social care sector is fit for the future and is improving the lives of people requiring care and support. It will publish a plan in spring, which will set out next steps for social care reform.

*Source: [Increased funding for care homes providing nursing - GOV.UK \(www.gov.uk\)](https://www.gov.uk)*

## Outline of the Brokerage placement approach Adult Complex Individualised Commissioning (CIC)

### **What is Adult Complex Individualised Commissioning (CIC)?**

Once an individual has been assessed by a clinical team as eligible for Health/NHS funding via the following means:

- Fast Track
- Discharge to Assess (D2A)
- Interim health (non CHC) funded
- Continuing Health Care (CHC)
- Joint packages where NHS North Central London Integrated Care Board (NCL ICB) is responsible for commissioning an agreed component of the package
- Amendments to existing Health/NHS funded care package or placement due to change in individuals' need.

Once a domiciliary or care home provider has been sourced, the package or placement cost is sent to the individual, families, providers, and clients current place of care (if not usual address) such as acute trust, rehab unit or hospice.

### CIC has two primary functions.

The brokering pathway which sources and authorises packages of care or placements and the approval pathway which generates Service User Provider Agreements (SUPA) and supports the uploading of new, and changes to existing, packages of care or placements to support payment of agreed care being provided.

CIC are guardians of the public purse, and care commissioned by NCL ICB is free to the individual in receipt of that care.

The provision of care aims to be fair and equitable across NCL's eligible population. NCL ICB seek to support the "home first" principal for all individuals providing it is safe to do so.

NCL ICB principles of commissioning include:

- patient/family choice
- timely placements made
- provision of safe care
- ensuring that care commissioned supports outcomes for individuals
- promotes equality
- delivers efficiencies and quality through robust risk, contract and performance management
- achieves value for money including utilisation of block contract beds.

The NCL ICB CIC team works closely with all NCL system partners including local authorities, acute, community, mental health trusts, private care providers and voluntary services to ensure a quality, cost effective care provision is commissioned that meets the individuals' care needs whilst providing accountability to NCL ICB for all matters relating to adult commissioning.

**How do the Adults CIC team commission packages of care or placements?**

1. The brokerage team ensures there is a daily identification of capacity within the system utilising information uploaded by providers to the capacity tracker, care pulse system, or by following the fair market share rotation of providers registered with NCL ICB.
2. Brokers consider any clinically recommended care provider or placement.
3. Brokers speak to the family/individual to identify their wishes and preference for area or provider.
4. The Choice Policy is also applicable, and consideration is given to meet the individual's needs whilst ensuring value for the public purse.
5. Where there is no current care provision in place and there is no clinical recommendation, or expressed wish from the individual/family nor other suitable block bed, then a wider provider search initially starting closer to the clients home is undertaken, starting with providers on the Any Qualified Provider (AQP) framework.

***Note: The above is an outline of our current approach but may be subject change or review from time to time.***

**Engaging with Adults CIC**

Communication to our team is via email [nclpcb.cicchccommissioning@nhs.net](mailto:nclpcb.cicchccommissioning@nhs.net)



## [CIC contracts team update](#)

April is the start of the new contract year. This year, NCL ICB are issuing a 2-year NHS Standard Contract (2023-25), to providers with current placements. If you are an existing provider, you should have received an email from the CIC Contracts Team notifying you of any new information that is required to draft the contract. New providers will be asked to supply the full range of information.

A signed NHS Standard Contract is a mandatory requirement for all provider organisations with current placements, therefore we urge providers to assist the CIC Contracts Team by supplying the requested information and signing the contract promptly. Some of the benefits of having a contract include: that roles, responsibilities, and expectations of how the service is to be run are clearly listed.

Webinars will be available in April to discuss contracting with NCL ICB for the coming year, and will enable attendees to ask questions to the team.

Webinar Topic	Webinar Date	Webinar Time	Registration Link
Webinar - Contracting with NCL ICB in 2023 - Updates and Information	Tuesday 4 April 2023	16:00 - 16:45	<a href="#">Book Here To Attend</a>
Webinar - Contracting with NCL ICB in 2023 - Updates and Information	Thursday 13 April 2023	15:00 - 15:45	<a href="#">Book Here To Attend</a>
Webinar - Contracting with NCL ICB in 2023 - Updates and Information	Monday 17 April 2023	11:00 - 11:45	<a href="#">Book Here To Attend</a>

The CIC Contracts Team meet with providers on a regular basis via **Contract Review Meetings (CRMs)** to discuss activity and monthly reporting. Providers receive a reminder prior to the relevant month to book their CRM. [Book CRM page](#)

If you have any questions relating to contracting with NCL, please contact us via email [nclicb.cicprovidercontracts@nhs.net](mailto:nclicb.cicprovidercontracts@nhs.net)

Alternatively, join the team at the end of each month for a Question and Answer session to discuss any queries.

**The next contracts Q&A drop-in session is on Thursday 27 April 2023, 11am – 11.30am.** Please [book here](#) to if you wish to attend.

## Article Stress Awareness Month April 2023

### Dealing with stress

Stress is something everyone feels at times, especially when dealing with change or life challenges, such as money worries, work issues or relationship problems.

A little stress can be a good thing, as it helps us to get things done or focus on something that needs our attention.

How we manage stress can make a big difference to our mental wellbeing, and the first step to managing it is to know how it affects us and why.

Find out about common symptoms of stress and possible causes. Plus get advice on stress relief, and a personalised plan of self-care tips.

#### **What is stress?**

Stress is the body's reaction to feeling threatened or under pressure.

When we are stressed, our body releases a hormone called adrenaline (often called the "fight or flight" hormone), which usually gives us a boost or motivates us to act quickly.

But too much stress can affect our mood, our body and our relationships – especially when it feels out of our control. It can make us feel anxious and irritable, and affect our self-esteem.

Experiencing long-term stress or severe stress can lead to feeling physical, mental and emotional exhaustion, often called "burnout".

#### **Signs and symptoms of stress**

Stress can affect our emotions and we may:

- be irritable, angry or tearful
- feel worried, anxious, hopeless or scared
- struggle to make decisions, have racing thoughts or feel overwhelmed.

The physical symptoms of stress include:

- stomach problems, stress headaches and other odd pains including muscle pain
- skin reactions, like stress rashes and hives
- feeling dizzy, sick or faint.

Sometimes, stress causes high blood pressure and chest pains – but these symptoms should stop when your stress goes. If you have any symptoms that you are worried about, or feel you have more severe stress, see a GP.

Stress can also make us behave differently, especially around:

- how much we eat or exercise
- our habits around drinking, smoking or taking other substances
- how much we see people or do things we used to do or enjoy (avoidance).

### What causes stress?

The things that cause stress vary from person to person.

The level of stress you are comfortable with may be higher or lower than that of others around you. Stressful feelings typically happen when we feel we do not have the resources to manage the challenges we face.

Pressure at work, school or home, illness, or difficult or sudden life events can all lead to stress.

Possible causes of stress include:

- our genes, upbringing and experiences as children or adults
- personal problems like [relationship issues](#)
- life changes, like moving house, having a baby or [bereavement](#)
- [money worries](#), housing issues or job problems
- health issues, either for you or someone close to you
- pregnancy and parenting
- [loneliness](#) or feeling unsupported.

## Tips on managing stress

Try these practical self-care tips, as they might make a big difference.



### Try self-help techniques

Our short videos and practical guides to cognitive behavioural therapy (CBT) can help you deal with stress by working through problems in new ways and building resilience. Try our [self-help CBT techniques](#)



### Try positive thinking

Positive thinking can help with stress relief, so take time to think about the good things in your life. Each day, list 3 things you're thankful for, however small.



### Talk to someone

Trusted friends, family and colleagues, or contacting a helpline, can help us when we are struggling. Check out our [video on social connection](#).



### Split up big tasks

You might feel less stressed if you can take practical steps, such as breaking a task down into easier, more manageable chunks. And give yourself credit when you finish a task.



### Be more active

Being active regularly can help you to burn off nervous energy, so it could be a way for you to deal with stress. Exercise might also help you manage or reduce stress. Try our [Better Health: Home workout videos](#).



### Plan ahead

Planning ahead for upcoming stressful days or events – creating a to-do list, planning your journey and listing things you need to take – can really help to relieve stress.

## Resources to support a healthy Ramadan



The National NHS Muslim Network has published [guidance for staff, managers and colleagues](#) on how to support those who are observing Ramadan. While aimed at NHS staff, the information in the guide may also be useful to others.

Information about [staying healthy during Ramadan](#) and [video guides about managing diabetes during Ramadan](#) are available on the NCL website.

The London Association of Directors of Public Health have published a list of [many more resources](#).

## Skills for care

Skills for care is a great resource for training, articles, blogs, news and latest developments in the ever-changing world of social care: [Home - Skills for Care](#)

You can sign up for their newsletter below or access their website above <https://id.skillsforcare.org.uk/Account/RegisterCreate>

## Margaret Butterworth Care Home Forum

MBCHF is a forum for discussion and learning focused on dementia care in communal settings such as nursing homes, care homes and extra care housing.

The Forum was set up shortly after the death of Margaret Butterworth (1922-2002) who set up CRAC Dementia (Council of Relatives to Assist in the Care of Dementia), a group of carers who talked to medical, psychology and nursing students to improve future professionals' understanding of people with dementia.

The Forum provides an opportunity for staff, carers and others with an interest in this area to gather and discuss means of improving the quality of care and life for people with dementia living in care homes.

[Margaret Butterworth Care Home Forum \(kcl.ac.uk\)](http://kcl.ac.uk)



## CIC Directorate employee spotlight



### **Caron Buckingham** **Business Services Commissioner (Adults)**

Hi, I'm Caron and have recently joined the NCL ICB Complex Individualised Commissioning (CIC) team as Business Services Commissioner for Adults. My role is to support CIC with the day-to-day running of business administration functions across the service.

I am enjoying my new role and the opportunity of working alongside experienced and dedicated professional colleagues who all bring their unique skills and knowledge to this fast-paced NCL ICB commissioning environment for patients with complex health needs.

## Provider Feedback



*“Good afternoon Kirstie,*

*Thank you for your swift, prompt and professional response in trying to resolve this. It really is appreciative.*

*Thanks again and have a lovely day.*

*Kind regards,*

*Threen House Nursing Home”*

Threen House  
Nursing Home

## [Your ICB contacts: our staff are here to support you!](#)

Please note that some invoice account manager alphabetical responsibilities have changed.  
Do take a note of their name, if this change affects your business.

<b>MDT</b>	<b>Katherine Paddock Yusuf Hussain</b>	<b>Assistant Director of Market and Business Development Transformation Interim MDT Programme Transformation Lead</b>
<b>Invoice (MDT)</b>	<b>Amandeep Rai Francoise Deveden James Crossley Temporary cover by James Crossley Kyaw Hein Kirstie Gorry Kia Shenton Lara Ogunyemi</b>	<b>Senior Processing &amp; Reporting Manager Finance Business Manager (LA invoices) Reconciliations Manager A-C Invoice Account Manager  D-G Invoice Account Manager H-N Invoice Account Manager O-Q Invoice Account Manager R-Z Invoice Account Manager</b>
<b>PHB/BI (MDT)</b>	<b>Steven Deller  Jennie DeLord Fiona Atkinson  Asad Rehman Theodora Nakpodia</b>	<b>Personal Health Budget &amp; CareTrack Specialist (Business Transformation) Business Intelligence and Systems Manager Interim Personal Health Budgets (PHB) Programme Manager Interim CIC Performance Lead Personal Health Budget Officer</b>
<b>Contracts (MDT)</b>	<b>Tina Akande Aaron Kiss Cleo Woodward Ann Stapley</b>	<b>Senior Contracts Manager CIC Contracts Manager CIC Contracts Manager CIC Contracts &amp; Admin Officer</b>
<b>Brokerage</b>	<b>Barbara Korszniak Melanie Pettitt  Nyarai Imafidon Bakison Kansinde Mitra Unmar Sue Munemo Munir Abdullahi Esther Amos Dean Hounslow Donald Ikpeama Erica Bassett Cynthia Shoyemi Vicky Cox</b>	<b>Assistant Director CIC (Adults) Head of Service Complex Individualised Commissioning (CIC) Adults Senior Commissioner Commissioner Commissioner Commissioner Senior Commissioning Officer Commissioning Officer Commissioning Officer Commissioning Officer Commissioning Officer Commissioning Officer Senior Commissioning Officer</b>

**Ann Moorhouse**  
**Khansa Shaukat**  
**Madrina Denys**  
**Janice Mclean**  
**Liridona Banjica**  
**Caron Buckingham**

**Commissioning Officer**  
**Commissioning Officer**  
**Commissioning Officer**  
**Commissioning Officer**  
**Commissioning Officer (mat leave)**  
**Business Services Commissioner**

### Useful NCL ICB contact information

Invoice Team: [nclib.chcinvoice-queries@nhs.net](mailto:nclib.chcinvoice-queries@nhs.net)  
 Brokerage Team: [nclib.cicchcommissioning@nhs.net](mailto:nclib.cicchcommissioning@nhs.net)  
 Brokerage Approved Packages: [nclib.cicchapprovedpackagesofcare@nhs.net](mailto:nclib.cicchapprovedpackagesofcare@nhs.net)  
 Brokerage (SUPA – patient/client agreement): [nclib.ciccontracts@nhs.net](mailto:nclib.ciccontracts@nhs.net)  
 Contracts Team (NHS Standard Contract – organisation): [nclib.cicprovidercontracts@nhs.net](mailto:nclib.cicprovidercontracts@nhs.net)

**NCL ICB website:**  
[www.nclhealthandcare.org.uk](http://www.nclhealthandcare.org.uk)

### Sudoku Puzzle

	3			1			6	
7	5			3			4	8
		6	9	8	4	3		
		3				8		
9	1	2				6	7	4
		4				5		
		1	6	7	5	2		
6	8			9			1	5
	9			4			3	

We welcome your feedback, please share your thoughts with the team members directly or via the team email address, and don't forget to give us your permission to publish your comments in our next newsletter:

[nclib.chcinvoice-queries@nhs.net](mailto:nclib.chcinvoice-queries@nhs.net)

## April celebrations

