

A decorative graphic on the left side of the slide, consisting of several parallel diagonal stripes in various shades of blue, ranging from dark to light.

Generic Personal Health Budget (PHB)  
Processes

Mental Health PHB Process

Learning Disabilities and Autism PHB  
Process

Children's PHB Processes

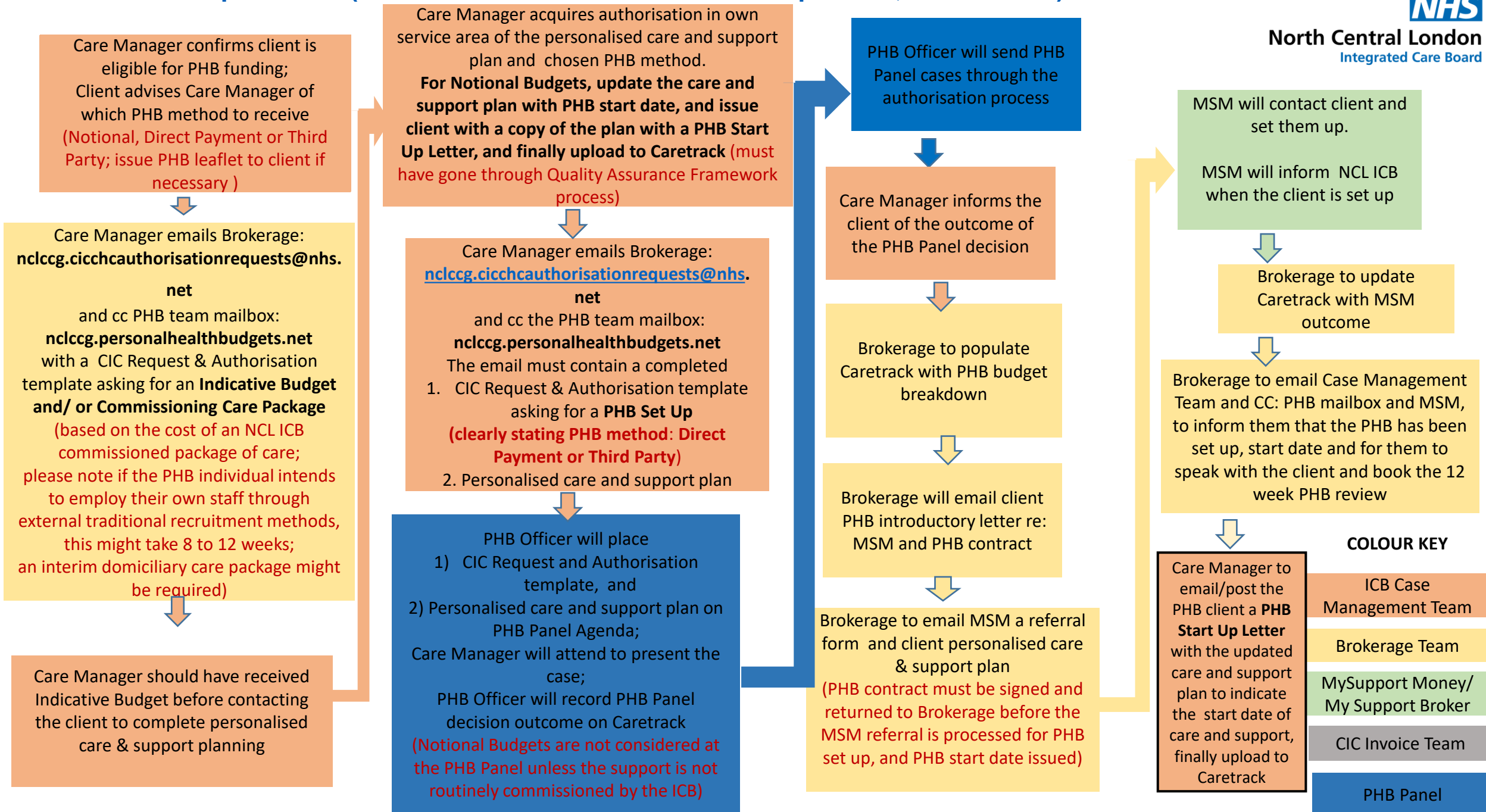
# Purpose

The Generic PHB processes in this slide deck, provides a guide to ICB service areas on how to set up, manage and monitor PHBs. An assumption has been made that the eligibility process would have been completed with the ICB service user before setting up a PHB. Please also check in your own service area, if you have a specific PHB process that is followed.

## **Contained in this slide deck:**

- Generic PHB Set Up Process
- PHB Set Up Process for When Care is Already in Place (Generic)
- Commissioning External PHB Care and Support Planning and Brokerage (Generic)
- Change to PHB Delivery Method Process For Direct Payment and Third Party Budgets (Generic)
- Change to PHB Delivery Method – From Direct Payment or Third Party to Notional Budgets (Generic)
- Suspension of PHB Process (Generic)
- Termination of PHB Process (Generic)
- Generic PHB Quarterly Money Management Monitoring Process
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- Mental Health PHB Process
- Learning Disabilities and Autism
- Children's PHB Process

# Generic PHB Set Up Process (Please follow own service area PHB process, if one exists)



Care Manager confirms client is eligible for PHB funding; Client advises Care Manager of which PHB method to receive (Notional, Direct Payment or Third Party; issue PHB leaflet to client if necessary)

Care Manager emails Brokerage: [nclccg.cicchcauthorisationrequests@nhs.net](mailto:nclccg.cicchcauthorisationrequests@nhs.net) and cc PHB team mailbox: [nclccg.personalhealthbudgets.net](mailto:nclccg.personalhealthbudgets.net) with a CIC Request & Authorisation template asking for an **Indicative Budget and/ or Commissioning Care Package** (based on the cost of an NCL ICB commissioned package of care; please note if the PHB individual intends to employ their own staff through external traditional recruitment methods, this might take 8 to 12 weeks; an interim domiciliary care package might be required)

Care Manager should have received Indicative Budget before contacting the client to complete personalised care & support planning

Care Manager acquires authorisation in own service area of the personalised care and support plan and chosen PHB method. **For Notional Budgets, update the care and support plan with PHB start date, and issue client with a copy of the plan with a PHB Start Up Letter, and finally upload to Caretrack (must have gone through Quality Assurance Framework process)**

Care Manager emails Brokerage: [nclccg.cicchcauthorisationrequests@nhs.net](mailto:nclccg.cicchcauthorisationrequests@nhs.net) and cc the PHB team mailbox: [nclccg.personalhealthbudgets.net](mailto:nclccg.personalhealthbudgets.net) The email must contain a completed

- CIC Request & Authorisation template asking for a **PHB Set Up (clearly stating PHB method: Direct Payment or Third Party)**
- Personalised care and support plan

PHB Officer will place

- CIC Request and Authorisation template, and
- Personalised care and support plan on PHB Panel Agenda;

Care Manager will attend to present the case; PHB Officer will record PHB Panel decision outcome on Caretrack (Notional Budgets are not considered at the PHB Panel unless the support is not routinely commissioned by the ICB)

PHB Officer will send PHB Panel cases through the authorisation process

Care Manager informs the client of the outcome of the PHB Panel decision

Brokerage to populate Caretrack with PHB budget breakdown

Brokerage will email client PHB introductory letter re: MSM and PHB contract

Brokerage to email MSM a referral form and client personalised care & support plan (PHB contract must be signed and returned to Brokerage before the MSM referral is processed for PHB set up, and PHB start date issued)

MSM will contact client and set them up.

MSM will inform NCL ICB when the client is set up

Brokerage to update Caretrack with MSM outcome

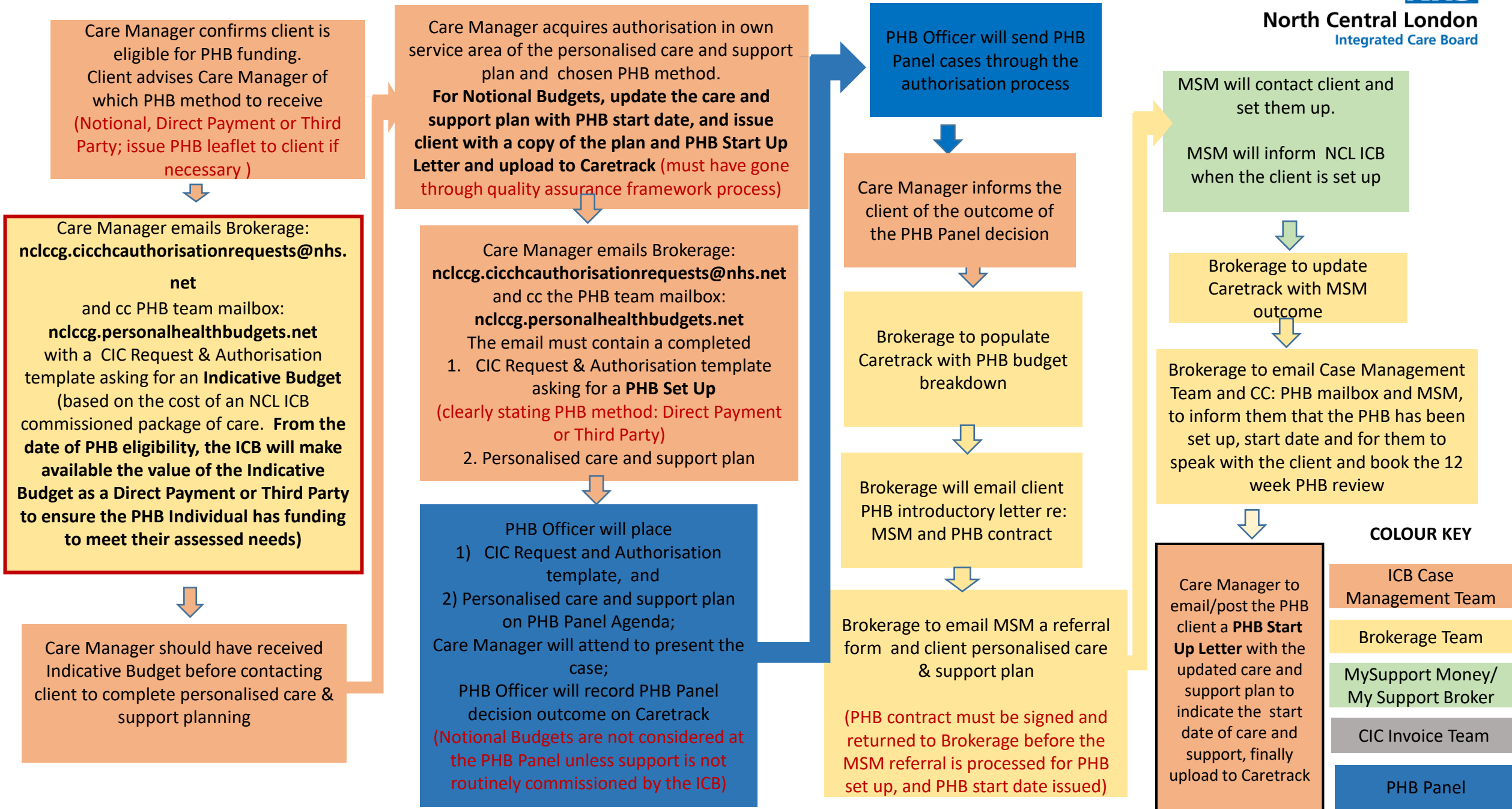
Brokerage to email Case Management Team and CC: PHB mailbox and MSM, to inform them that the PHB has been set up, start date and for them to speak with the client and book the 12 week PHB review

Care Manager to email/post the PHB client a **PHB Start Up Letter** with the updated care and support plan to indicate the start date of care and support, finally upload to Caretrack

# PHB Set Up Process for Cases Where Care is Already in Place (Generic)



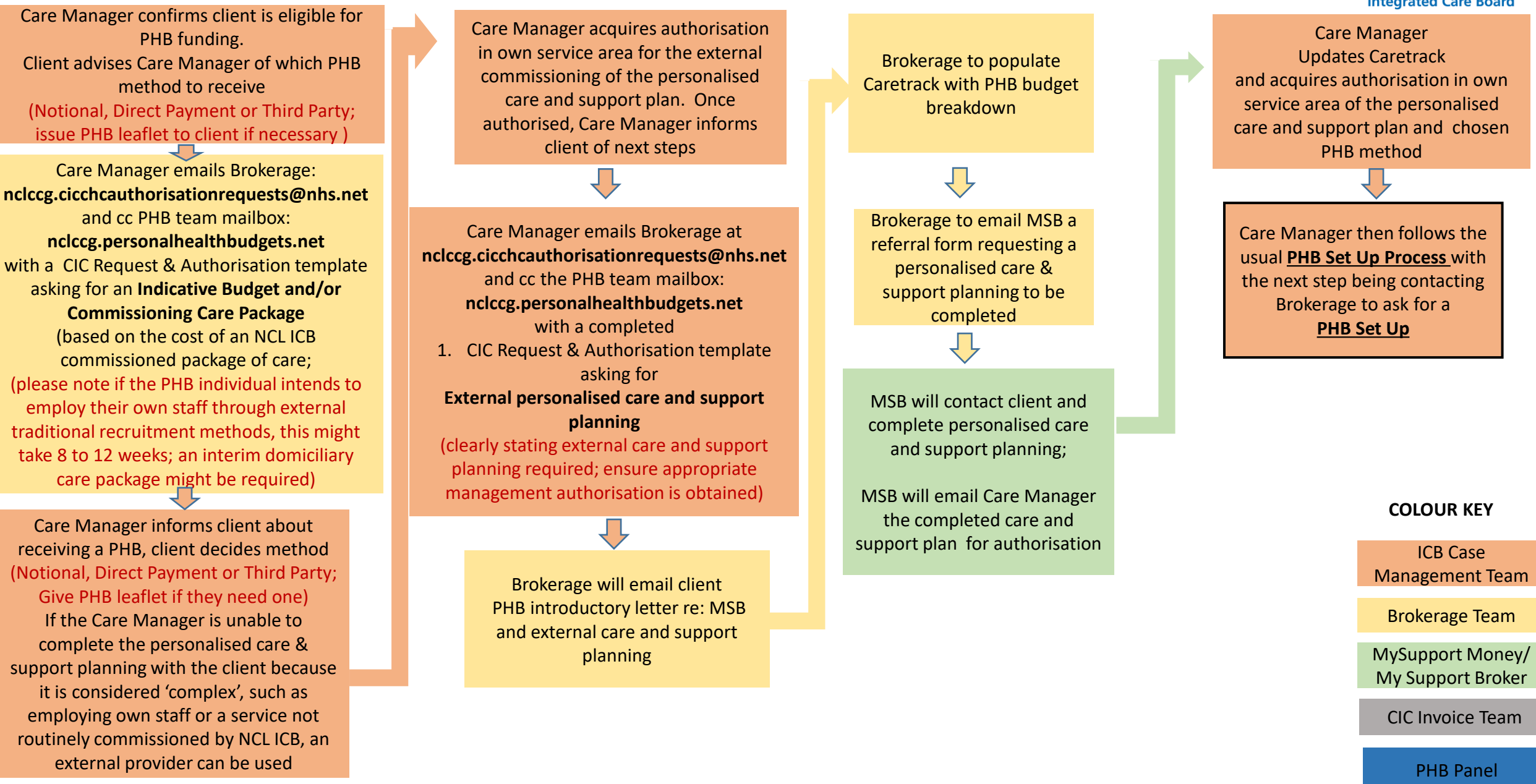
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Integrated Care Board



# Commissioning External PHB Personalised Care and Support Planning and Brokerage (Generic)



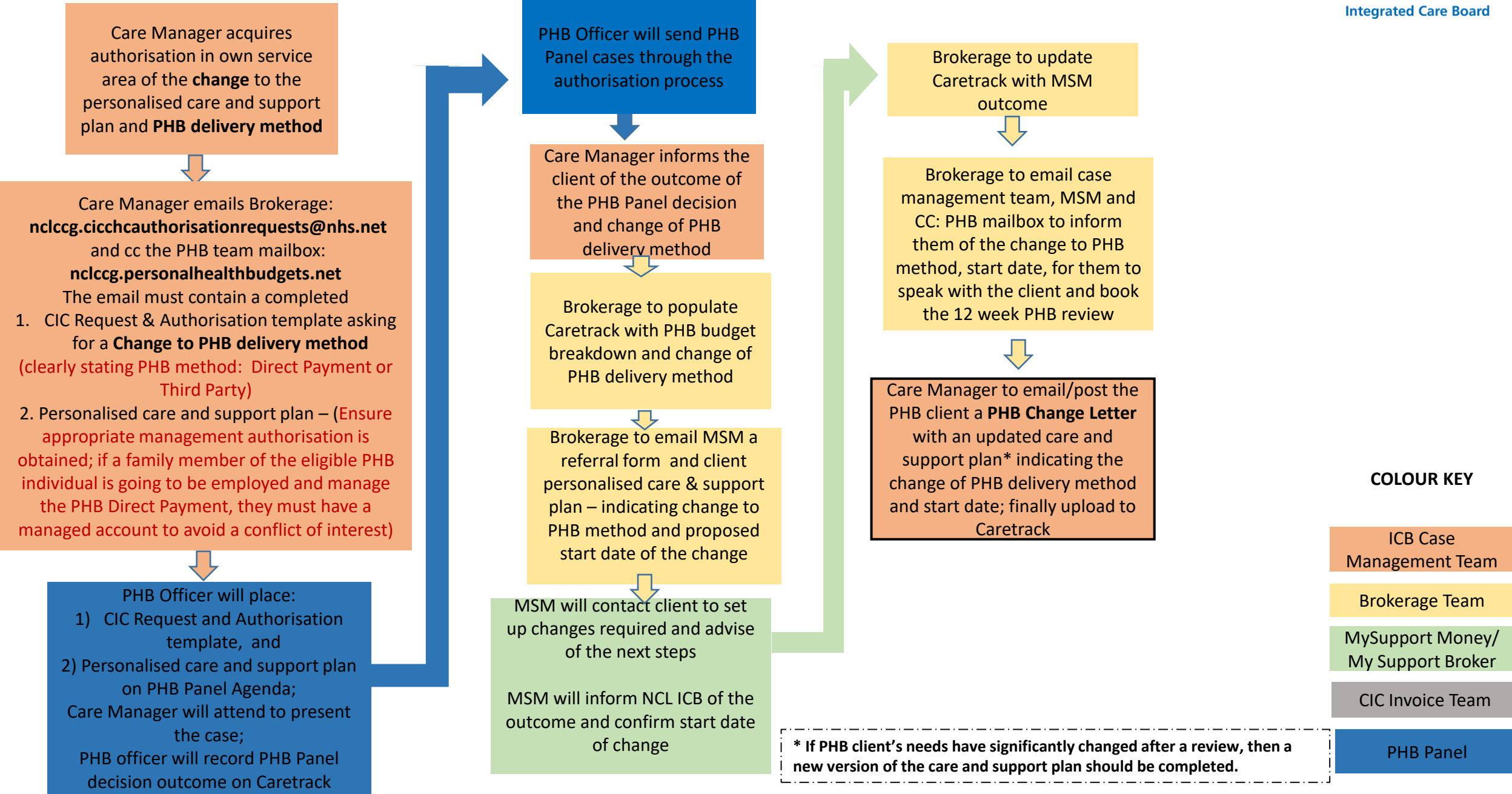
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## COLOUR KEY

- ICB Case Management Team
- Brokerage Team
- MySupport Money/ My Support Broker
- CIC Invoice Team
- PHB Panel

# Change to PHB Delivery Method Process For Direct Payment and Third Party Budgets (Generic)

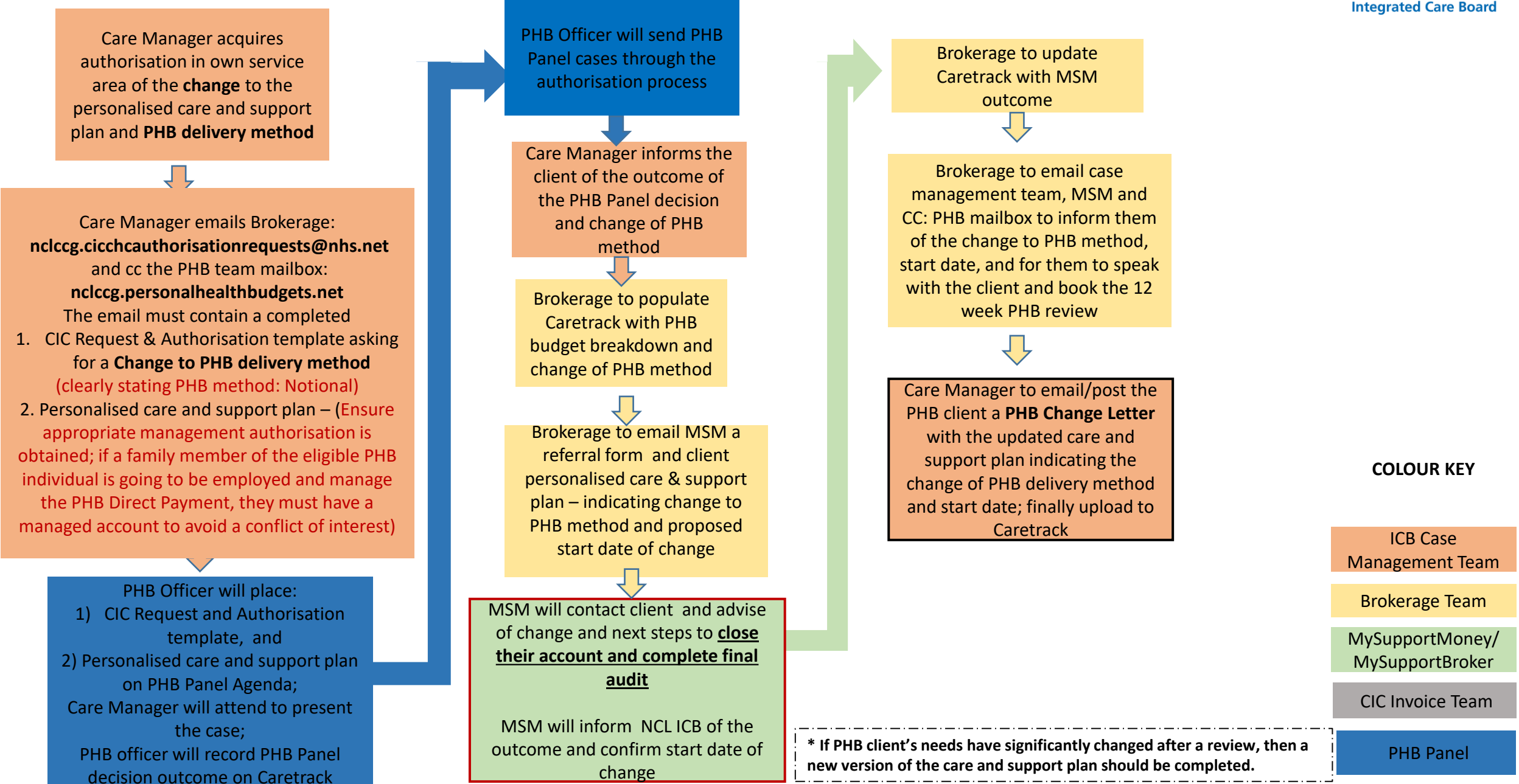


\* If PHB client's needs have significantly changed after a review, then a new version of the care and support plan should be completed.

**COLOUR KEY**

- ICB Case Management Team
- Brokerage Team
- MySupport Money/ My Support Broker
- CIC Invoice Team
- PHB Panel

# Change to PHB Delivery Method – From Direct Payment and Third Party to Notional (Generic)

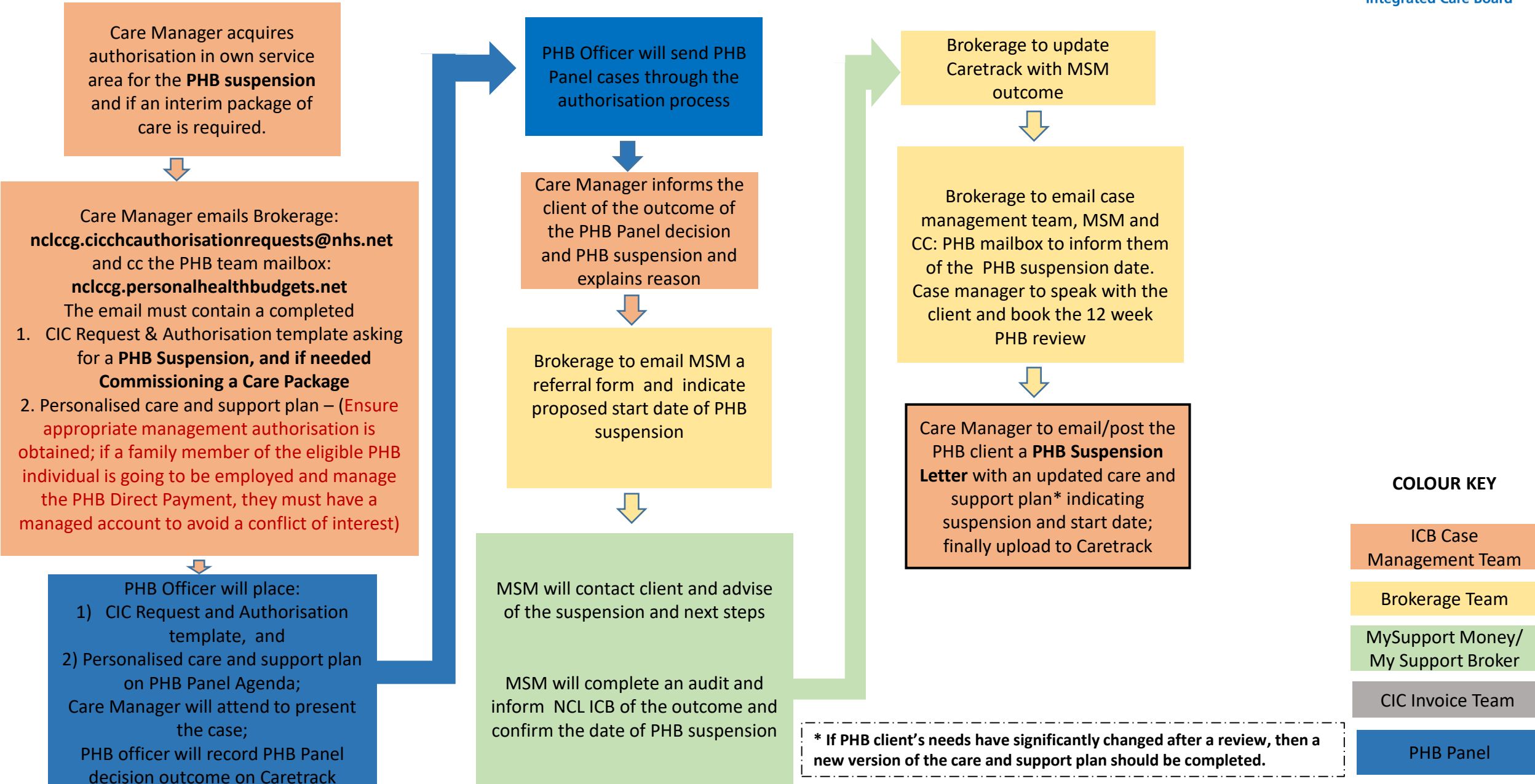


**COLOUR KEY**

- ICB Case Management Team
- Brokerage Team
- MySupportMoney/ MySupportBroker
- CIC Invoice Team
- PHB Panel

\* If PHB client's needs have significantly changed after a review, then a new version of the care and support plan should be completed.

## Suspension of PHB Process (Generic)



Care Manager acquires authorisation in own service area for the **PHB suspension** and if an interim package of care is required.

Care Manager emails Brokerage: **nclccg.cicchcauthorisationrequests@nhs.net** and cc the PHB team mailbox: **nclccg.personalhealthbudgets.net**  
The email must contain a completed

1. CIC Request & Authorisation template asking for a **PHB Suspension, and if needed Commissioning a Care Package**
2. Personalised care and support plan – (Ensure appropriate management authorisation is obtained; if a family member of the eligible PHB individual is going to be employed and manage the PHB Direct Payment, they must have a managed account to avoid a conflict of interest)

PHB Officer will place:

- 1) CIC Request and Authorisation template, and
- 2) Personalised care and support plan on PHB Panel Agenda;

Care Manager will attend to present the case;  
PHB officer will record PHB Panel decision outcome on Caretrack

PHB Officer will send PHB Panel cases through the authorisation process

Care Manager informs the client of the outcome of the PHB Panel decision and PHB suspension and explains reason

Brokerage to email MSM a referral form and indicate proposed start date of PHB suspension

MSM will contact client and advise of the suspension and next steps

MSM will complete an audit and inform NCL ICB of the outcome and confirm the date of PHB suspension

Brokerage to update Caretrack with MSM outcome

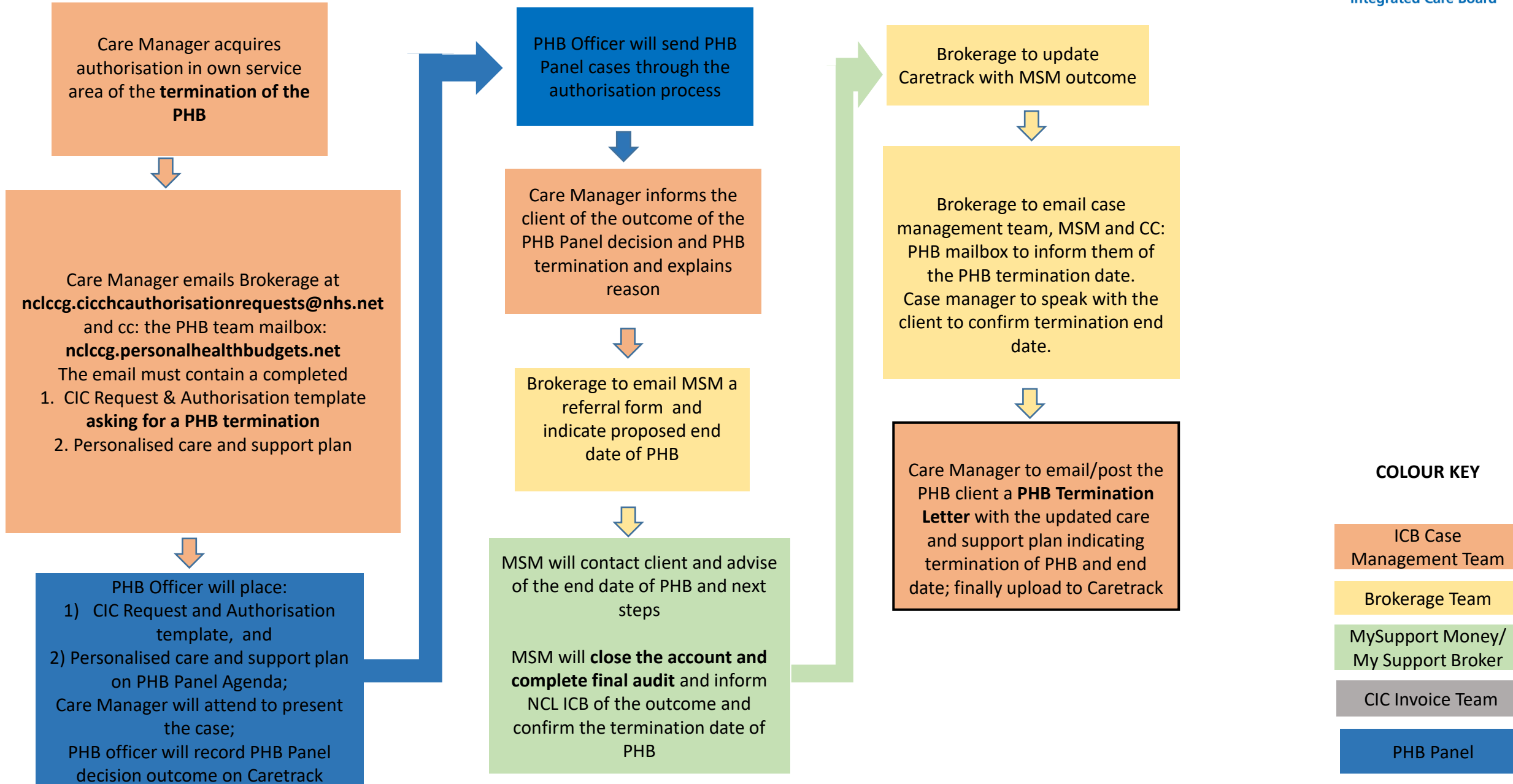
Brokerage to email case management team, MSM and CC: PHB mailbox to inform them of the PHB suspension date. Case manager to speak with the client and book the 12 week PHB review

Care Manager to email/post the PHB client a **PHB Suspension Letter** with an updated care and support plan\* indicating suspension and start date; finally upload to Caretrack

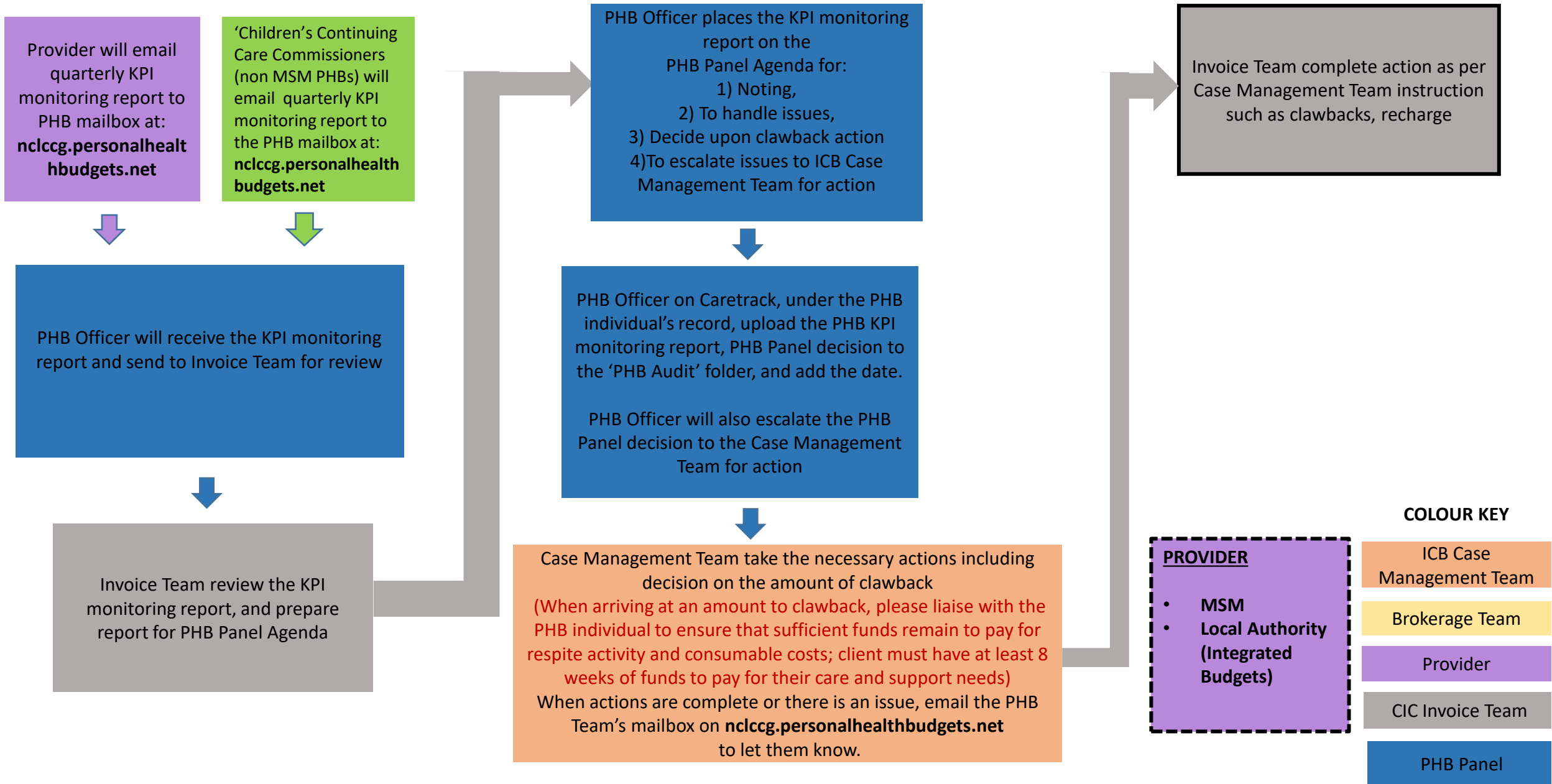
*\* If PHB client's needs have significantly changed after a review, then a new version of the care and support plan should be completed.*



## Termination of PHB Process (Generic)



# Generic PHB Quarterly Money Management Monitoring Process



**COLOUR KEY**

<b>PROVIDER</b> <ul style="list-style-type: none"> <li>MSM</li> <li>Local Authority (Integrated Budgets)</li> </ul>	ICB Case Management Team
	Brokerage Team
	Provider
	CIC Invoice Team
	PHB Panel

# Contact

**If you have any questions about the generic PHB processes or would like to explore delivering PHBs to your patient cohort groups, please contact the PHB Team on:**

**[nclimb.personalhealthbudgets@nhs.net](mailto:nclimb.personalhealthbudgets@nhs.net)**

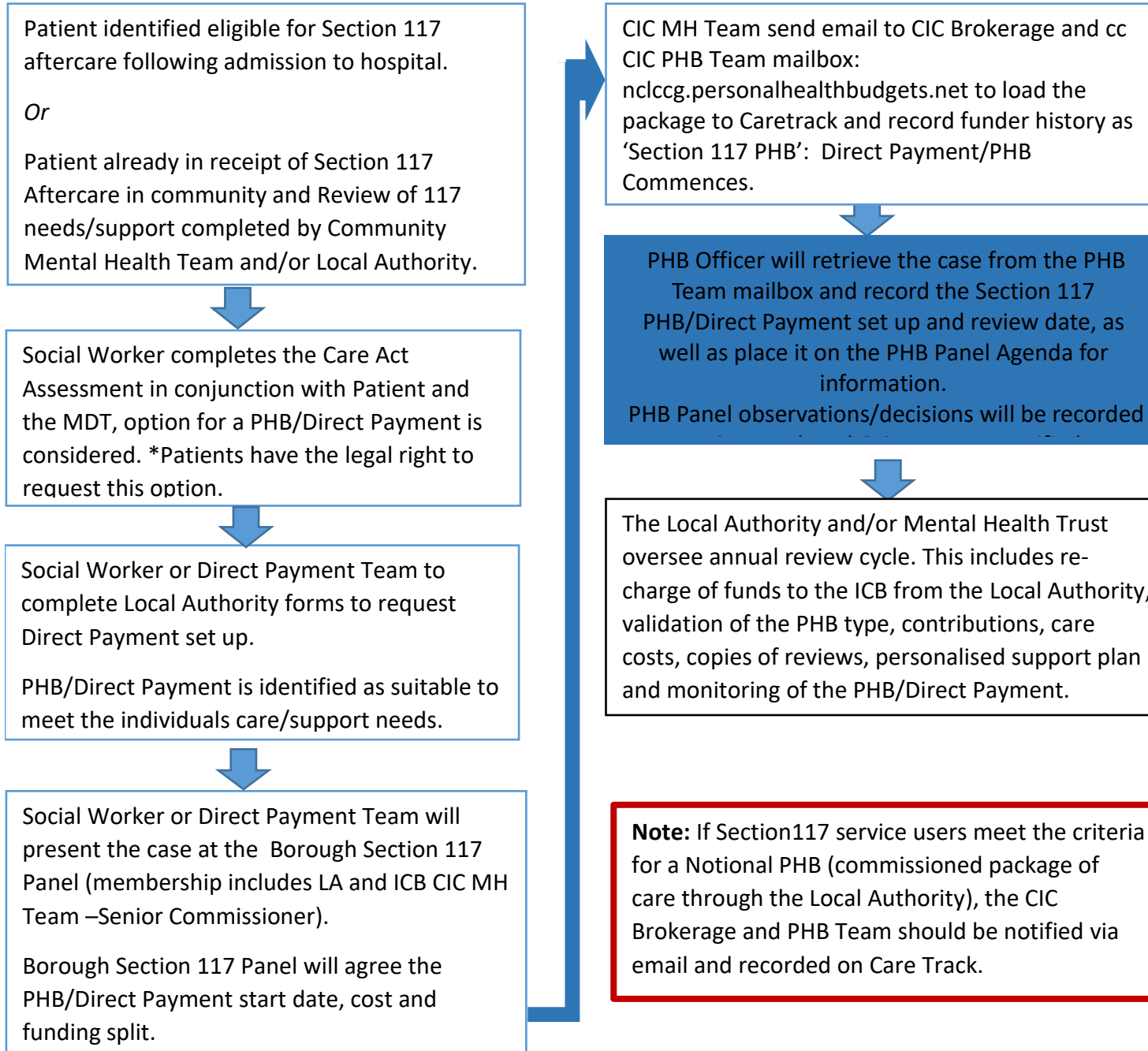
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**Mental Health PHB Process**

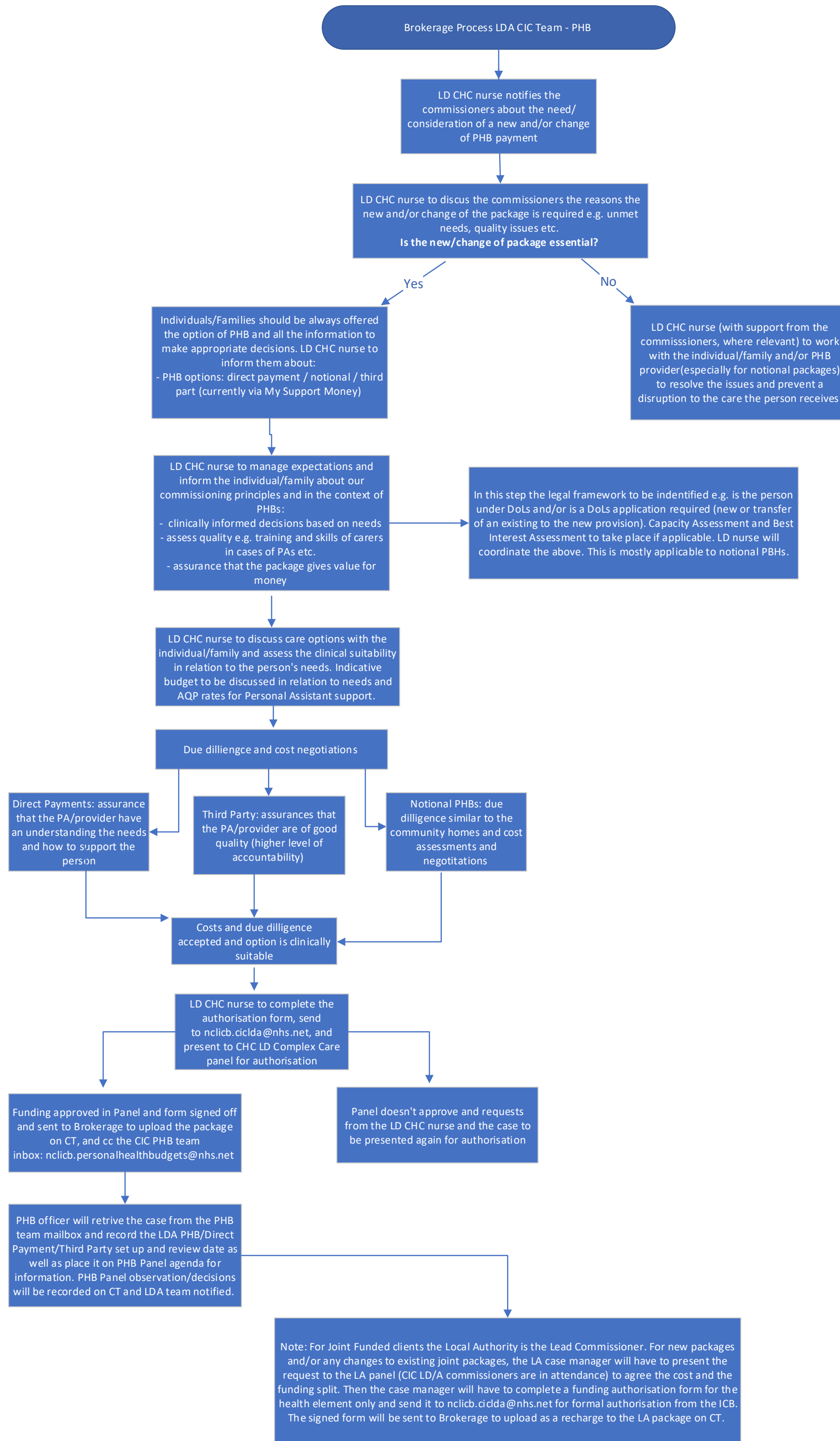
**Learning Disabilities and Autism PHB  
Process**

**Children's PHB Process**

# Mental Health PHB Process



**Note:** If Section 117 service users meet the criteria for a Notional PHB (commissioned package of care through the Local Authority), the CIC Brokerage and PHB Team should be notified via email and recorded on Care Track.



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# Children's Personal Health Budget (PHB) Processes

# Content

1. Children's PHB Set Up
2. Children's Ad Hoc PHB Set UP
3. Suspension of Children's PHB
4. Termination of Children's PHB
5. Children's PHB Quarterly Money Management Monitoring



# Children's Continuing Care Direct Payment/Third Party PHB Set Up Process (Includes Integrated Budgets)



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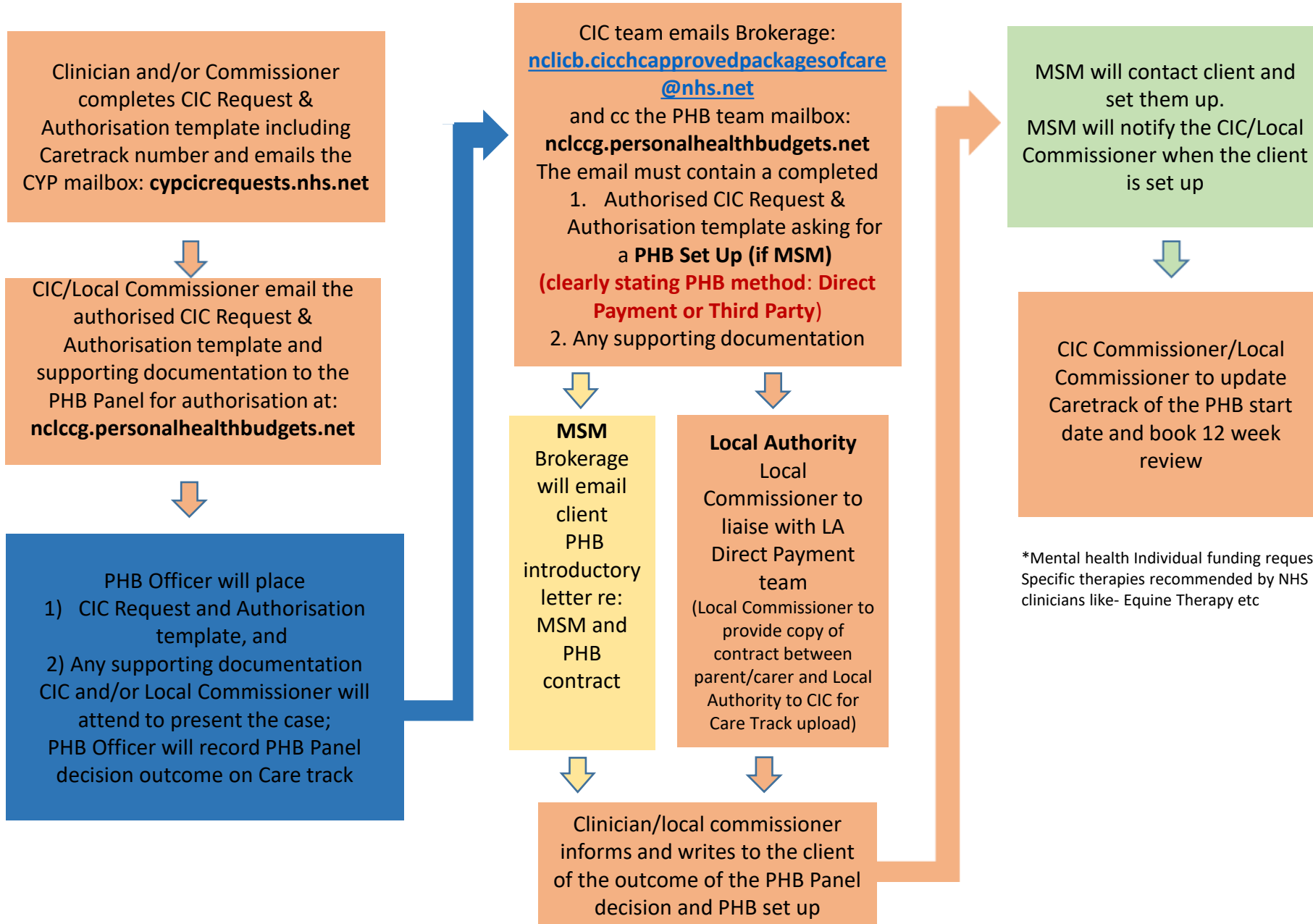


\*\*or any other agreed third party support planning organisations, on PHB framework

### COLOUR KEY

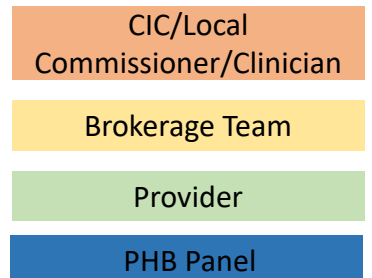
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- Brokerage Team
- Provider
- PHB Panel

# Children's Ad Hoc\* PHB Set Up Process (Includes Integrated Budgets)

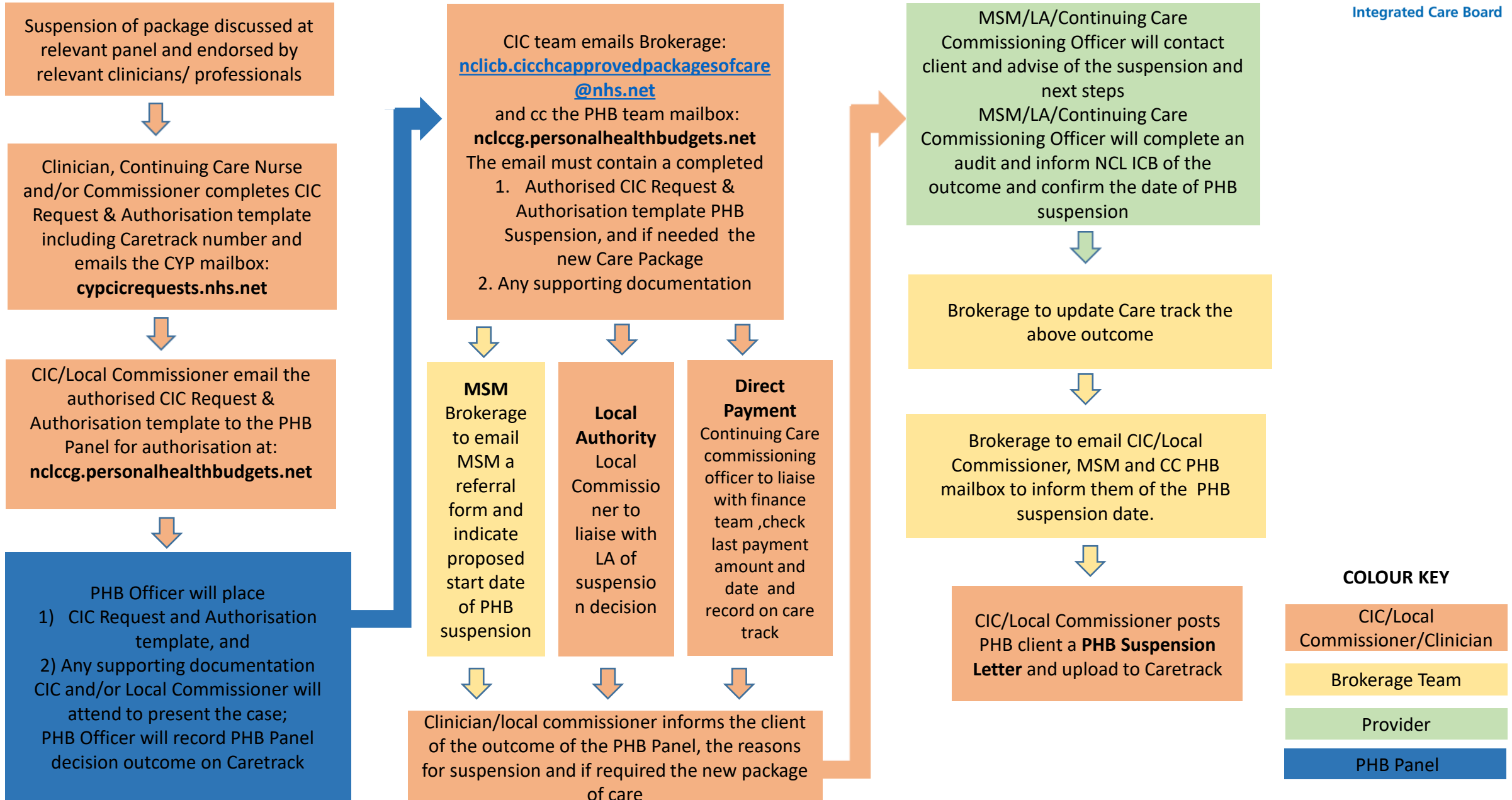


\*Mental health Individual funding request, Specific therapies recommended by NHS clinicians like- Equine Therapy etc

## COLOUR KEY



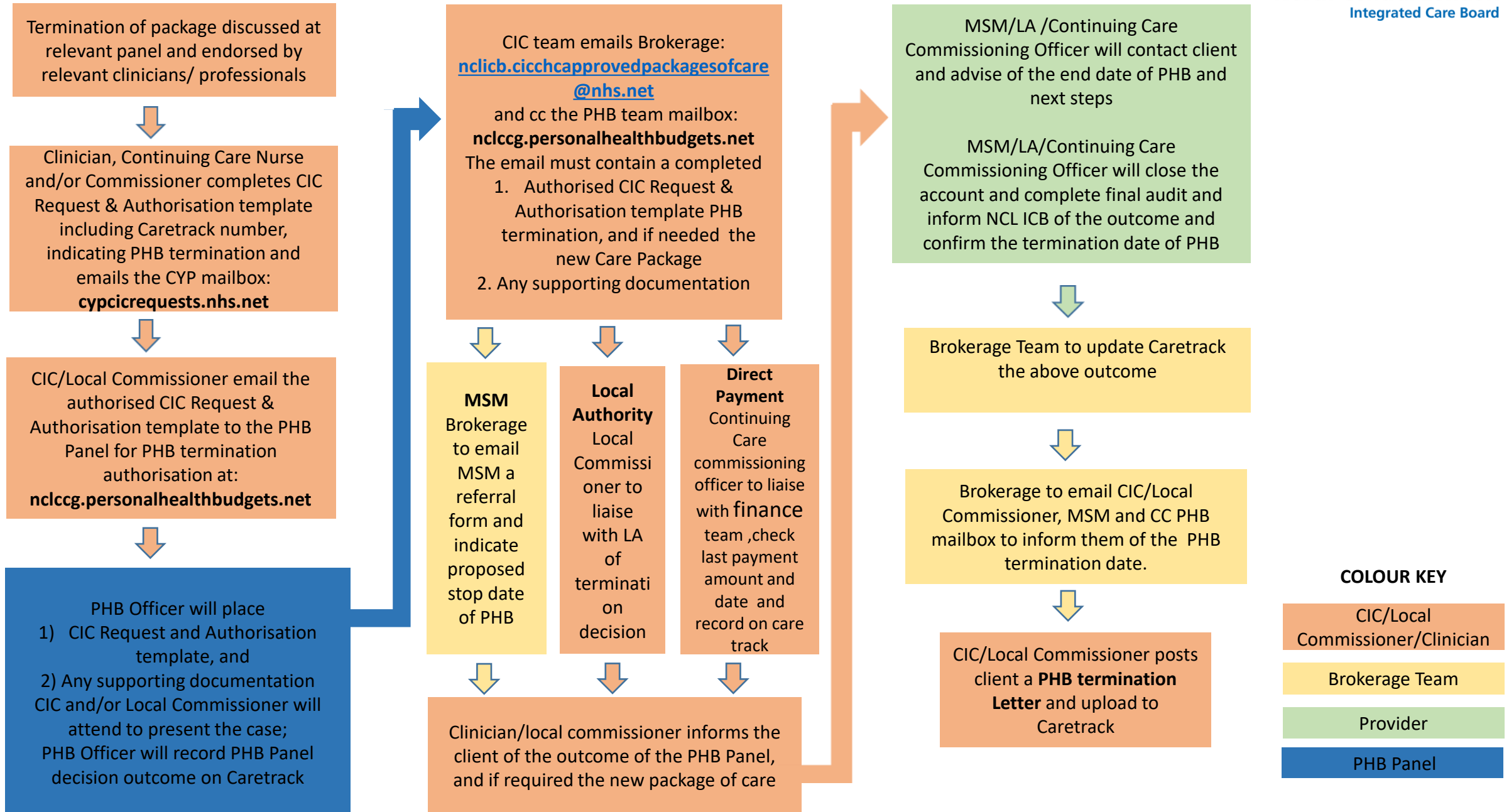
# Suspension of Children's PHB Process



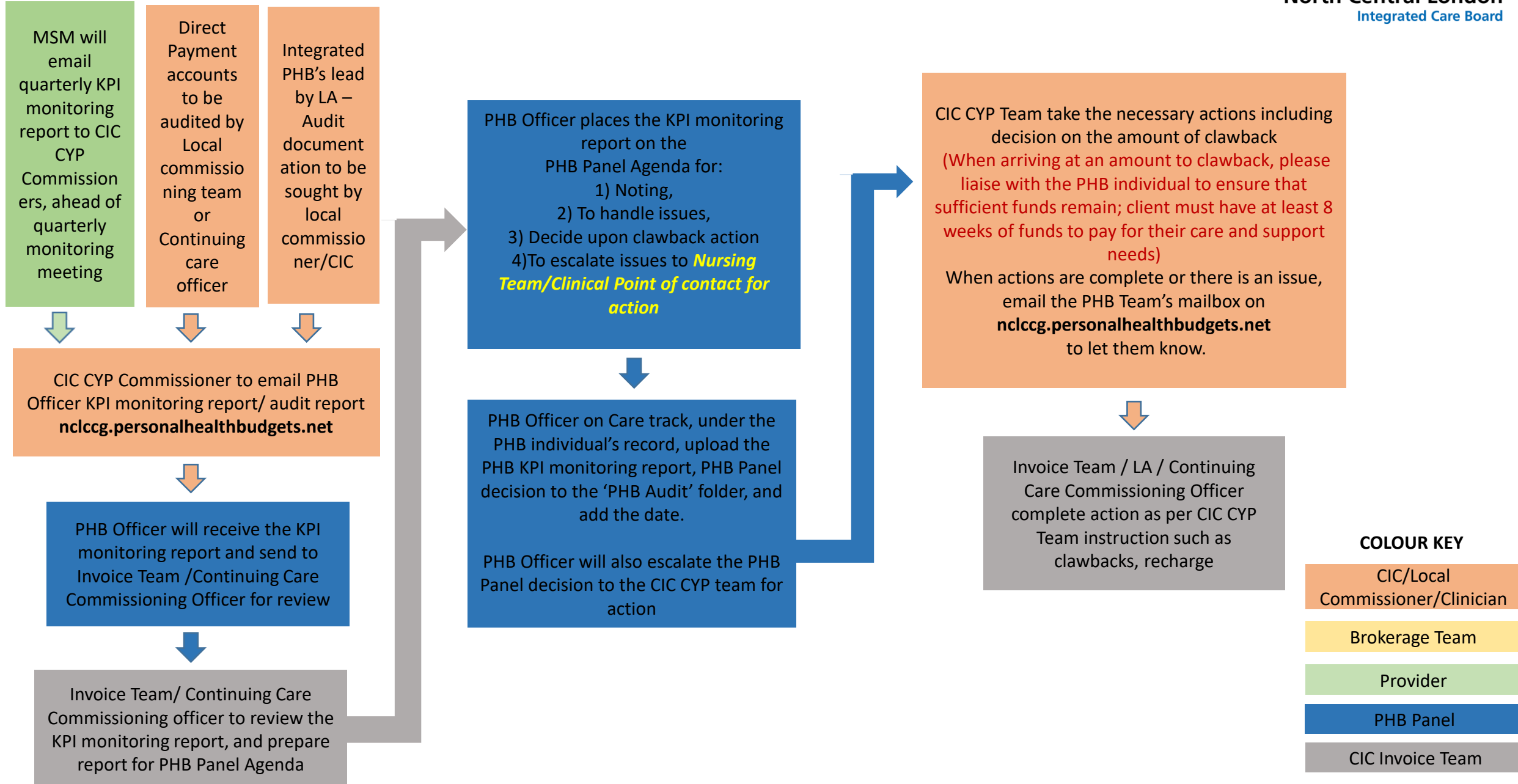
### COLOUR KEY

- CIC/Local Commissioner/Clinician
- Brokerage Team
- Provider
- PHB Panel

## Termination of Children's PHB Process



# PHB Quarterly Money Management Monitoring Process



**COLOUR KEY**

- CIC/Local Commissioner/Clinician
- Brokerage Team
- Provider
- PHB Panel
- CIC Invoice Team