

# 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

and cc PHB team mailbox:
nclccg.personalhealthbudgets.net
with a CIC Request & Authorisation
template asking for an Indicative Budget
and/ or Commissioning Care Package

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

and cc the PHB team mailbox: 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)

2. Personalised care and support plan



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 (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

### COLOUR KEY

ICB Case Management Team

**Brokerage Team** 

MySupport Money/ My Support Broker

**CIC Invoice Team** 

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

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

and cc PHB team mailbox:
nclccg.personalhealthbudgets.net
with a CIC Request & Authorisation
template asking for an Indicative Budget
(based on the cost of an NCL ICB
commissioned package of care. From the
date of PHB eligibility, the ICB will make
available the value of the Indicative
Budget as a Direct Payment or Third Party
to ensure the PHB Individual has funding
to meet their assessed needs)



Care Manager should have received Indicative Budget before contacting 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 and PHB Start Up Letter and upload to Caretrack (must have gone through quality assurance framework process)

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 Set Up
(clearly stating PHB method: Direct Payment
or Third Party)

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2. Personalised care and support plan

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 (Notional Budgets are not considered at the PHB Panel unless support is not routingly commissioned by the ICP)

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



### **COLOUR KEY**

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

ICB Case Management Team

**Brokerage Team** 

MySupport Money/ My Support Broker

**CIC Invoice Team** 

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



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
and cc PHB team mailbox:
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 informs client about receiving a PHB, client decides method (Notional, Direct Payment or Third Party; Give PHB leaflet if they need one)

If the Care Manager is unable to complete the personalised care & support planning with the client because it is considered 'complex', such as employing own staff or a service not routinely commissioned by NCL ICB, an external provider can be used

Care Manager acquires authorisation in own service area for the external commissioning of the personalised care and support plan. Once authorised, Care Manager informs client of next steps



Care Manager emails Brokerage at nclccg.cicchcauthorisationrequests@nhs.net and cc the PHB team mailbox:

nclccg.personalhealthbudgets.net with a completed

1. CIC Request & Authorisation template asking for

External personalised care and support planning

(clearly stating external care and support planning required; ensure appropriate management authorisation is obtained)



Brokerage will email client
PHB introductory letter re: MSB
and external care and support
planning

Brokerage to populate Caretrack with PHB budget breakdown



Brokerage to email MSB a referral form requesting a personalised care & support planning to be completed



MSB will contact client and complete personalised care and support planning;

MSB will email Care Manager the completed care and support plan for authorisation Care Manager
Updates Caretrack
and acquires authorisation in own
service area of the personalised
care and support plan and chosen
PHB method

Care Manager then follows the usual <u>PHB Set Up Process</u> with the next step being contacting Brokerage to ask for a <u>PHB Set Up</u>

### **COLOUR KEY**

ICB Case
Management Team

**Brokerage Team** 

MySupport Money/ My Support Broker

**CIC Invoice Team** 

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



Care Manager acquires authorisation in own service area of the **change** to the personalised care and support plan and **PHB delivery method** 



Care Manager emails Brokerage:
nclccg.cicchcauthorisationrequests@nhs.net
and cc the PHB team mailbox:

### nclccg.personal health budgets.net

The email must contain a completed

- CIC Request & Authorisation template asking for a Change to PHB delivery method (clearly stating PHB method: Direct Payment or Third Party)
- 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)



- 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 change of PHB delivery method

Brokerage to populate Caretrack with PHB budget breakdown and change of PHB delivery method

Brokerage to email MSM a referral form and client personalised care & support plan – indicating change to PHB method and proposed start date of the change

MSM will contact client to set up changes required and advise of the next steps

MSM will inform NCL ICB of the outcome and confirm start date of change

Brokerage to update Caretrack with MSM outcome



Brokerage to email case management team, MSM and CC: PHB mailbox to inform them of the change to PHB method, start date, for them to speak with the client and book the 12 week PHB review



Care Manager to email/post the PHB client a PHB Change Letter with an updated care and support plan\* indicating the change of PHB delivery method and start date; finally upload to Caretrack

### **COLOUR KEY**

ICB Case

Management Team

**Brokerage Team** 

MySupport Money/
My Support Broker

CIC Invoice Team

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

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



Care Manager acquires authorisation in own service area of the **change** to the personalised care and support plan and **PHB delivery method** 

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 **Change to PHB delivery method** (clearly stating PHB method: Notional)
- 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 change of PHB method

Brokerage to populate Caretrack with PHB budget breakdown and change of PHB method

Brokerage to email MSM a referral form and client personalised care & support plan – indicating change to PHB method and proposed start date of change

MSM will contact client and advise of change and next steps to close their account and complete final audit

MSM will inform NCL ICB of the outcome and confirm start date of change

Brokerage to update Caretrack with MSM outcome

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Brokerage to email case management team, MSM and CC: PHB mailbox to inform them of the change to PHB method, 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 Change Letter** with the updated care and support plan indicating the change of PHB delivery method and start date; finally upload to Caretrack

### **COLOUR KEY**

ICB Case
Management Team

Brokerage Team

MySupportMoney/ MySupportBroker

CIC Invoice Team

\* 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

### **COLOUR KEY**

ICB Case Management Team

Brokerage Team

MySupport Money/ My Support Broker

CIC Invoice Team

\* 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)**



Care Manager acquires authorisation in own service area of the **termination of the PHB** 



Care Manager emails Brokerage at
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 termination

2. Personalised care and support plan



PHB Officer will place:

- 1) 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

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 termination and explains reason



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



MSM will contact client and advise of the end date of PHB and next steps

MSM will close the account and complete final audit and inform NCL ICB of the outcome and confirm the termination date of PHB

Brokerage to update
Caretrack with MSM outcome



Brokerage to email case
management team, MSM and CC:
PHB mailbox to inform them of
the PHB termination date.
Case manager to speak with the
client to confirm termination end
date.



Care Manager to email/post the PHB client a **PHB Termination Letter** with the updated care and support plan indicating termination of PHB and end date; finally upload to Caretrack

### **COLOUR KEY**

ICB Case Management Team

**Brokerage Team** 

MySupport Money/
My Support Broker

**CIC Invoice Team** 

### **Generic PHB Quarterly Money Management Monitoring Process**



Provider will email quarterly KPI monitoring report to PHB mailbox at: nclccg.personalhealt

hbudgets.net

'Children's Continuing Care Commissioners (non MSM PHBs) will email quarterly KPI monitoring report to the PHB mailbox at: nclccg.personalhealth budgets.net





PHB Officer will receive the KPI monitoring report and send to Invoice Team for review



Invoice Team review the KPI monitoring report, and prepare report for PHB Panel Agenda

PHB Officer places the KPI monitoring report on the
PHB Panel Agenda for:
1) Noting,
2) To handle issues,
3) Decide upon clawback action
4)To escalate issues to ICB Case
Management Team for action



PHB Officer on Caretrack, under the PHB individual's record, upload the PHB KPI monitoring report, PHB Panel decision to the 'PHB Audit' folder, and add the date.

PHB Officer will also escalate the PHB Panel decision to the Case Management Team for action



Case Management Team take the necessary actions including decision on the amount of clawback

(When arriving at an amount to clawback, please liaise with the PHB individual to ensure that sufficient funds remain to pay for respite activity and consumable costs; client must have at least 8 weeks of funds to pay for their care and support needs)

When actions are complete or there is an issue, email the PHB Team's mailbox on nclccg.personalhealthbudgets.net

to let them know.

Invoice Team complete action as per Case Management Team instruction such as clawbacks, recharge

### **COLOUR KEY**

### **PROVIDER**

- MSM
- Local Authority (Integrated Budgets)

ICB Case Management Team

**Brokerage Team** 

Provider

CIC Invoice Team





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: nclicb.personalhealthbudgets@nhs.net



### **Mental Health PHB Process**

**Learning Disabilities and Autism PHB Process** 

**Children's PHB Process** 

## **Mental Health PHB Process**



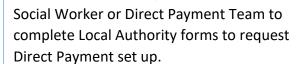
Patient identified eligible for Section 117 aftercare following admission to hospital.

Or

Patient already in receipt of Section 117
Aftercare in community and Review of 117
needs/support completed by Community
Mental Health Team and/or Local Authority.



Social Worker completes the Care Act Assessment in conjunction with Patient and the MDT, option for a PHB/Direct Payment is considered. \*Patients have the legal right to request this option.



PHB/Direct Payment is identified as suitable to meet the individuals care/support needs.

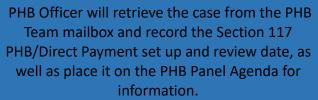


Social Worker or Direct Payment Team will present the case at the Borough Section 117 Panel (membership includes LA and ICB CIC MH Team –Senior Commissioner).

Borough Section 117 Panel will agree the PHB/Direct Payment start date, cost and funding split.

CIC MH Team send email to CIC Brokerage and cc CIC PHB Team mailbox:

nclccg.personalhealthbudgets.net to load the package to Caretrack and record funder history as 'Section 117 PHB': Direct Payment/PHB Commences.

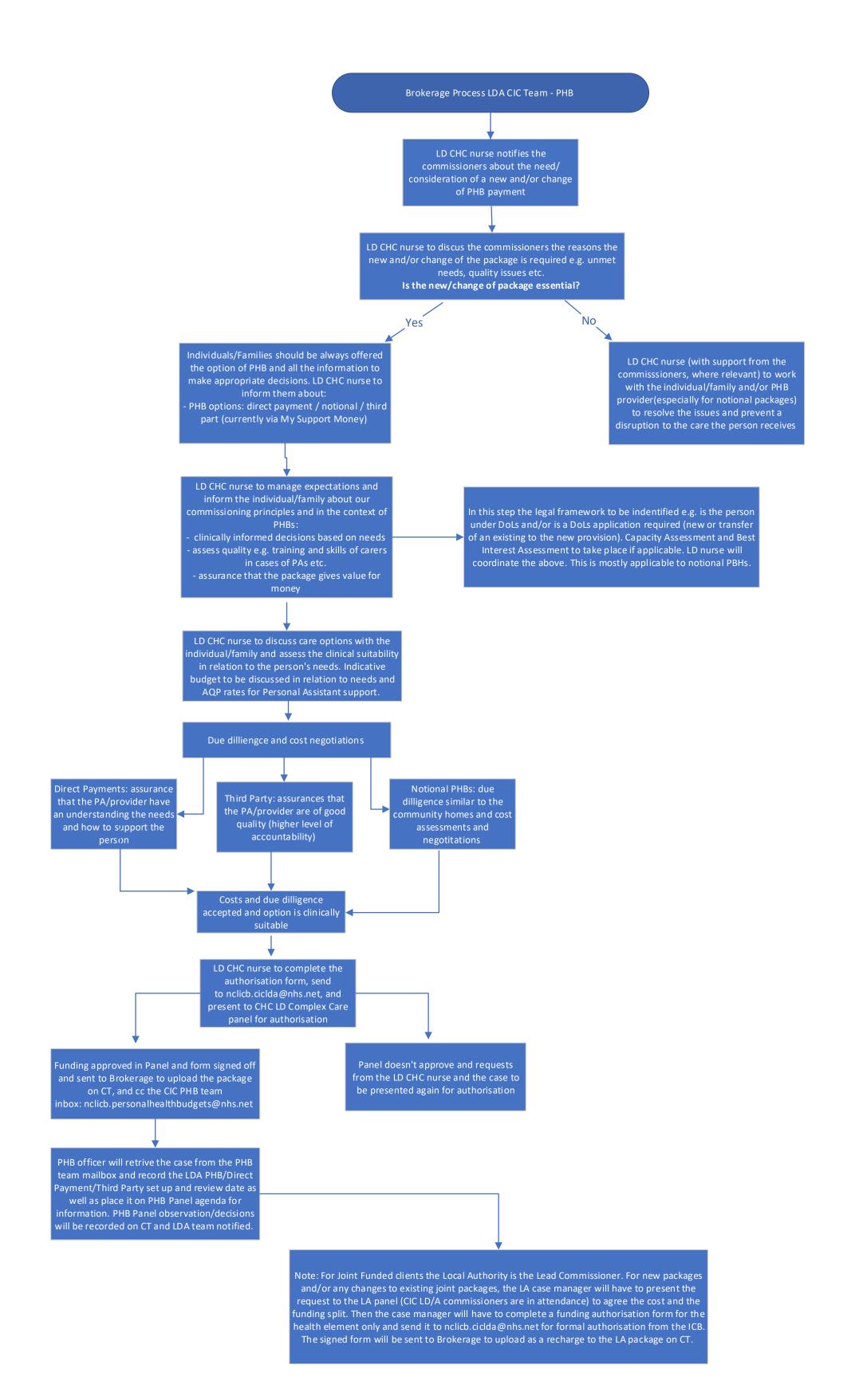


PHB Panel observations/decisions will be recorded



The Local Authority and/or Mental Health Trust oversee annual review cycle. This includes recharge of funds to the ICB from the Local Authority, validation of the PHB type, contributions, care costs, copies of reviews, personalised support plan and monitoring of the PHB/Direct Payment.

**Note:** If Section117 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.





# 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)

Continuing Care Nurse completes
Continuing Care Assessment with child
and family and discusses options to
receive a PHB –
Notional, Direct Payment or
Third Party



Continuing Care Nurse presents Continuing Care
Assessment and CCHAT at the local Continuing Care Panel



Continuing Care Nurse informs parent/carer of the Panel outcome and if client choose direct payment/third follow next steps



CIC Commissioner will calculate the Indicative Budget. CIC Commissioner will email the Continuing Care Nurse the Indicative Budget. Upload a note on Caretrack of how the indicative budget was calculated.

Continuing Care Nurse completes personalised care and support plan jointly with the child, family and local partners as required (\*Enfield use MSM once PHB agreed)



Continuing Care
Nurse/Commissioner will email the
completed personalised care and
support plan to the PHB Panel for
authorisation at:

nclccg.personalhealthbudgets.net



PHB Officer will place

1) Personalised care and support plan on PHB Panel Agenda;
Continuing Care Nurse and/or CIC /local Commissioner 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)



Continuing Care Nurse and/or CIC
Commissioner complete the CIC
Request and Authorisation
Template and email:
cypcicrequests.nhs.net

CIC team emails Brokerage:
<a href="mailto:nclicb.cicchcapprovedpackagesofcare@nhs.net">nclicb.cicchcapprovedpackagesofcare@nhs.net</a>

and cc the PHB team mailbox: nclccg.personalhealthbudgets.net

The email must contain a completed

 Authorised CIC Request & Authorisation template asking for a PHB Set Up (if MSM)

(clearly stating PHB method: Direct Payment or Third Party and who is implementing the budget e.g. LA,ICB)

2. Personalised care and support plan



### MSM\*\*

Brokerag
e will
email
client
PHB
introduc
tory
letter re:
MSM
and PHB
contract

### 4

### **Local Authority**

Local
Commissioner
to liaise with
LA Direct
Payment team
(Local
Commissioner to
provide copy of
contract between
parent/carer and
Local Authority to
CIC for Care Track
upload)



### **CSU Set up**

Continuing
Care
Commissioning
officer will
liaise with
client & CSU to
get DP PHB
account set up
& agreement
signed and
uploaded to







Care track

Continuing Care Nurse informs the client of the outcome of the PHB Panel decision, indicative and final budget and PHB set up. Continuing care officer to confirm in writing



MSM/LA will contact client and set them up. MSM/LA will notify the CIC/Local Commissioner when the client is set up



CIC Commissioner/Local Commissioner to update Caretrack of the PHB start date and book 12 week review

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

### **COLOUR KEY**

CIC/Local Commissioner/Clinician

**Brokerage Team** 

Provider

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



Clinician and/or Commissioner completes CIC Request & Authorisation template including Caretrack number and emails the CYP mailbox: cypcicrequests.nhs.net

CIC/Local Commissioner email the authorised CIC Request & Authorisation template and supporting documentation to the PHB Panel for authorisation at: nclccg.personalhealthbudgets.net



PHB Officer will place

1) CIC Request and Authorisation template, and

2) Any supporting documentation CIC and/or Local Commissioner will attend to present the case;

PHB Officer will record PHB Panel decision outcome on Care track

CIC team emails Brokerage: nclicb.cicchcapprovedpackagesofcare @nhs.net

and cc the PHB team mailbox: nclccg.personalhealthbudgets.net The email must contain a completed

 Authorised CIC Request & Authorisation template asking for a PHB Set Up (if MSM)

(clearly stating PHB method: Direct Payment or Third Party)

2. Any supporting documentation



### MSM

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



### **Local Authority**

Local
Commissioner to
liaise with LA
Direct Payment
team
(Local Commissioner to
provide copy of
contract between
parent/carer and Local
Authority to CIC for
Care Track upload)





Clinician/local commissioner informs and writes to the client of the outcome of the PHB Panel decision and PHB set up

MSM will contact client and set them up.

MSM will notify the CIC/Local Commissioner when the client is set up



CIC Commissioner/Local Commissioner to update Caretrack of the PHB start date and book 12 week review

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

### **COLOUR KEY**

CIC/Local Commissioner/Clinician

**Brokerage Team** 

Provider

### **Suspension of Children's PHB Process**

North Central London
Integrated Care Board

Suspension of package discussed at relevant panel and endorsed by relevant clinicians/ professionals



Clinician, Continuing Care Nurse and/or Commissioner completes CIC Request & Authorisation template including Caretrack number and emails the CYP mailbox: cypcicrequests.nhs.net



CIC/Local Commissioner email the authorised CIC Request & Authorisation template to the PHB Panel for authorisation at: nclccg.personalhealthbudgets.net



PHB Officer will place

1) CIC Request and Authorisation template, and

2) Any supporting documentation CIC and/or Local Commissioner will attend to present the case;

PHB Officer will record PHB Panel decision outcome on Caretrack

### CIC team emails Brokerage: nclicb.cicchcapprovedpackagesofcare @nhs.net

and cc the PHB team mailbox:
nclccg.personalhealthbudgets.net
The email must contain a completed

- Authorised CIC Request & Authorisation template PHB Suspension, and if needed the new Care Package
- 2. Any supporting documentation







### **MSM**

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

Local
Authority
Local
Commissio
ner to
liaise with
LA of
suspensio
n decision

### Direct Payment

Continuing Care commissioning officer to liaise with finance team ,check last payment amount and date and record on care track







Clinician/local commissioner informs the client of the outcome of the PHB Panel, the reasons for suspension and if required the new package of care

MSM/LA/Continuing Care
Commissioning Officer will contact
client and advise of the suspension and
next steps
MSM/LA/Continuing Care
Commissioning Officer will complete an
audit and inform NCL ICB of the
outcome and confirm the date of PHB
suspension



Brokerage to update Care track the above outcome



Brokerage to email CIC/Local Commissioner, MSM and CC PHB mailbox to inform them of the PHB suspension date.



CIC/Local Commissioner posts PHB client a **PHB Suspension Letter** and upload to Caretrack

### **COLOUR KEY**

CIC/Local Commissioner/Clinician

**Brokerage Team** 

Provider

### **Termination of Children's PHB Process**

Termination of package discussed at relevant panel and endorsed by relevant clinicians/ professionals



Clinician, Continuing Care Nurse and/or Commissioner completes CIC Request & Authorisation template including Caretrack number, indicating PHB termination and emails the CYP mailbox: cypcicrequests.nhs.net



CIC/Local Commissioner email the authorised CIC Request & Authorisation template to the PHB Panel for PHB termination authorisation at: nclccg.personalhealthbudgets.net



PHB Officer will place 1) CIC Request and Authorisation template, and 2) Any supporting documentation CIC and/or Local Commissioner will attend to present the case; PHB Officer will record PHB Panel decision outcome on Caretrack

### CIC team emails Brokerage: nclicb.cicchcapprovedpackagesofcare @nhs.net

and cc the PHB team mailbox: nclccg.personalhealthbudgets.net The email must contain a completed

- 1. Authorised CIC Request & **Authorisation template PHB** termination, and if needed the new Care Package
- 2. Any supporting documentation





### MSM **Brokerage** to email MSM a referral form and indicate proposed stop date of PHB

Local **Authority** Local Commissi oner to liaise with LA of terminati

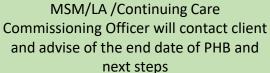
on

decision

Direct **Payment** Continuing Care commissioning officer to liaise with finance team ,check last payment amount and date and record on care track



Clinician/local commissioner informs the client of the outcome of the PHB Panel, and if required the new package of care



MSM/LA/Continuing Care Commissioning Officer will close the account and complete final audit and inform NCL ICB of the outcome and confirm the termination date of PHB



**Brokerage Team to update Caretrack** the above outcome



Brokerage to email CIC/Local Commissioner, MSM and CC PHB mailbox to inform them of the PHB termination date.



CIC/Local Commissioner posts client a PHB termination Letter and upload to Caretrack



**North Central London** 

**Integrated Care Board** 

CIC/Local Commissioner/Clinician

**Brokerage Team** 

Provider









### **PHB Quarterly Money Management Monitoring Process**



MSM will email quarterly KPI monitoring report to CIC CYP Commission ers, ahead of quarterly monitoring meeting

Direct **Payment** accounts to be audited by Local commissio ning team or Continuing care officer

Integrated PHB's lead by LA -Audit document ation to be sought by local commissio ner/CIC





CIC CYP Commissioner to email PHB Officer KPI monitoring report/ audit report nclccg.personalhealthbudgets.net



PHB Officer will receive the KPI monitoring report and send to Invoice Team /Continuing Care Commissioning Officer for review



Invoice Team/ Continuing Care Commissioning officer to review the KPI monitoring report, and prepare report for PHB Panel Agenda

PHB Officer places the KPI monitoring report on the PHB Panel Agenda for: 1) Noting, 2) To handle issues, 3) Decide upon clawback action 4)To escalate issues to Nursing Team/Clinical Point of contact for action



PHB Officer on Care track, under the PHB individual's record, upload the PHB KPI monitoring report, PHB Panel decision to the 'PHB Audit' folder, and add the date.

PHB Officer will also escalate the PHB Panel decision to the CIC CYP team for action

CIC CYP Team take the necessary actions including decision on the amount of clawback (When arriving at an amount to clawback, please liaise with the PHB individual to ensure that sufficient funds remain; client must have at least 8 weeks of funds to pay for their care and support needs)

When actions are complete or there is an issue, email the PHB Team's mailbox on nclccg.personalhealthbudgets.net to let them know.



Invoice Team / LA / Continuing **Care Commissioning Officer** complete action as per CIC CYP Team instruction such as clawbacks, recharge

### **COLOUR KEY**

CIC/Local Commissioner/Clinician

**Brokerage Team** 

Provider

**PHB Panel** 

**CIC Invoice Team**