The National Service Framework for Long Term Conditions UK

Chris Clough
Neurology Advisor, DH
Consultant Neurologist,
Kings College Hospital
National Service Frameworks
What are they?

10 year plans (long-term) strategies to improve specific areas of care

- Blood pressure
- Cancer
- Children
- COPD
- Coronary heart disease
- Diabetes
- Long term (neurological) conditions – March 2005
- Mental Health
- Renal
- Stroke
- Vascular
NSF
Where did they come from

A First Class Service
- Quality in the NHS
- Introduced clinical governance, NSF and NICE
Why have an NSF for Neurological Conditions?

- 10 million people with neurological condition
- 1 million disabled by their condition
- 600,000 diagnosed every year
- 350,000 need help with daily living activities
What does the NSF cover?

11 Quality Requirements which apply to:

- Health and Social Services
- Entire patient pathway from onset to end of life
- Acute and community sector
- Care planning
- Needs of the whole person and their carers
- All care settings
Key Principles of the NSF

- Person-centred care and choice, supported by provision of information
- Integrated care-planning and inter-agency co-ordinated service provision
- Prompt diagnosis, referral, investigations and specialist treatment
- Rehabilitation, support in the community and vocational rehabilitation
Key principles of the NSF

- Access to equipment, wheelchairs and home adaptations
- Appropriate long-term person support
- Choice over end of life care
- Support form families and carers
- Appropriate management in all health and social care settings
Quality Requirement 1
A person-centred service

Aim
To support people with long-term neurological conditions in managing their condition, maintaining independence and achieving the best possible quality of life through an integrated process of education, information sharing, assessment, care planning and service delivery.

Quality Requirement
People with long-term neurological conditions are offered integrated assessment and planning of their health and social needs. They are to have the information they need to make informed decisions about their care and treatment and, where appropriate, to support them to manage their condition themselves.
Quality Requirement 2
Early Recognition, Prompt Diagnosis and treatment

Aim
To ensure that people presenting with neurological symptoms or a neurological condition receive the correct diagnosis and appropriate treatment as soon as possible.

Quality Requirement
People suspected of having a neurological condition are to have prompt access to specialist neurological expertise for an accurate diagnosis and treatment as close to home as possible.
Quality Requirement 3
Emergency and acute management

Aim
To improve the treatment of people who develop a neurosurgical or neurological emergency, preventing avoidable illness and death

Quality Requirement
People needing hospital admission for a neurosurgical or neurological emergency are to be assessed and treated in a timely manner by teams with the appropriate neurological and resuscitation skills and facilities
Quality Requirement 4
Early and specialist rehabilitation

Aim

To ensure that people who develop a neurological condition achieve the best possible recovery and rehabilitation

Quality Requirement

People with long-term neurological conditions who would benefit from rehabilitation are to receive timely, ongoing, high quality rehabilitation services in hospital or other specialist setting to meet their continuing and changing needs. When ready, they are to receive the help they need to return home for ongoing community rehabilitation and support.
Quality Requirement 3
Community rehabilitation and support

Aim
To enable and support people with long-term neurological conditions to lead a full life in the community

Quality Requirement
People with long-term neurological conditions living at home are to have ongoing access to a comprehensive range of rehabilitation, advice and support to meet their continuing and changing needs, increase their independence and autonomy and help them to live as they wish.
Quality Requirement 4
Emergency and acute management

Aim
To improve the treatment of people who develop a neurosurgical or neurological emergency, preventing avoidable illness and death

Quality Requirement
People needing hospital admission for a neurosurgical or neurological emergency are to be assessed and treated in a timely manner by teams with the appropriate neurological and resuscitation skills and facilities
Quality Requirement 5
Community Rehabilitation

Aim
To enable and support people with long-term neurological conditions to lead a full life in the community

Quality Requirement
People with long-term neurological conditions living at home are to have ongoing access to a comprehensive range of rehabilitation, advice and support to meet their continuing and changing needs, increase their independence and autonomy and help them to live as they wish
Quality Requirement 6
Vocational Rehabilitation

Aim
To enable people with a long-term neurological condition to work or engage in alternative occupation

Quality Requirement
People with long-term neurological conditions are to have access to appropriate vocational assessment, rehabilitation and ongoing support to enable them to find, regain or remain in work and access other occupational and educational opportunities
Quality Requirement 7
Providing equipment and accommodation

Aim
To provide people with a long-term neurological condition with appropriate equipment and adaptations to their accommodation to give them greater independence and choice about where and how they live.

Quality Requirement
People with long-term neurological conditions are to receive timely, appropriate assistive technology/equipment and adaptations to accommodation to support them to live independently; help them with their care; maintain their health and improve their quality of life.
Quality Requirement 8
Providing personal care and support

Aim
To ensure that people with long-term neurological conditions are able to choose where and how they live.

Quality Requirement
Health and social care services work together to provide care and support to enable people with long-term neurological conditions to achieve maximum choice about living independently at home.
Quality Requirement 9
Palliative care

Aim
To provide people in the advance stages of long-term neurological conditions with high-quality palliative care services

Quality Requirement
People in the later stages of long-term neurological conditions are to receive a comprehensive range of palliative care services when they need them to control symptoms; offer pain relief and meet their needs for personal, social, psychological and spiritual support, in line with the principles of palliative care.
Quality Requirement 10
Supporting family and carers

**Aim**
To provide support and services to carers of people with long-term neurological conditions, which recognise their needs both in their role as carers and in their own right.

**Quality Requirement**
Carers of people with long-term neurological conditions are to have access to appropriate support and services that recognise their needs both in their role as carer and in their own right.
Quality Requirement 11
Caring for people with neurological conditions in hospital or other health and social care settings

_Aim_
To provide people with appropriate neurological care at all times while they are having treatment or care in any health or social care setting

_Quality requirement_
People with long-term neurological conditions are to have their specific neurological needs met while receiving care for other reasons in any health or social care setting
In brief

Right service at the right time in the right place

Right service
First Time
Challenges

- Confused with long-term conditions
  → re-branding
- Little central funding – no NCD
- No targets
- Central direction → localisation
- Changes in policy direction “priorities”
What will the NSF deliver by 2015?

- Services that are consistent in quality and availability across the country
- Rehabilitation and social care support that enables people with long-term conditions to live as independently as possible
- Comprehensive and integrated care planning
- Easier access to services and useful information with clear points of contact
What will the NSF deliver by 2015?

- Improved training and education for all staff involved in the care of people with LTCs
- Greater access to specialist expertise for patients and staff
- Faster diagnosis and treatment in line with maximum 18-week target
- Greater involvement for service users and carers in decisions that affect them and more opportunities to exercise choice
Other policy initiatives
“Look where the action is”

- Information
  - NHS Library (QR1)
  - Map of Medicine (QR2)
  - NHS Choices (QR1)
- 18 wk RTT = access (QR2, 3, 4)
- End of Life (QR9)
- Transitions (Children’s NSF) (QR2, 3, 10)
- Common Assessment Framework
  - Self care/personal health budget (QR5, 8)
  - Expert patient programme (QR1)
- Our health, our care, our say (QR5)
- Voluntary sector, eg PDS (QR11)

Next Stage Review
Lord Darzi
Next Stage Review

- Locally-led, patient centred, clinically driven
- Quality at the heart of everything we do

- First NHS Constitution
- High quality work force