

## Disputes

If you, or your child, disagree with any aspect of the continuing care process or an outcome of an assessment, you can appeal to the Head of Children's Services on 01865 904475 or fax 01865 337481.

This is separate to the complaints procedure detailed overleaf.

## Comments, suggestions & complaints

We are committed to providing a high standard of professional support and advice. To help us maintain this we welcome any feedback that you have regarding your experiences of our service. Please share your comments, suggestions or complaints with a member of the team.

Alternatively you can contact the Patient Advice and Liaison Service (PALS). PALS provides advice and support to patients, their families and carers and can help to resolve any problems, concerns or complaints that you may have.

You can contact PALS free on telephone **0800 328 7971**.

## Contact details

Abingdon Community Hospital  
Marcham Road, Abingdon  
Oxon  
OX14 1AG

**Telephone:** 01865 904475

**Fax:** 01865 261754

**Email:** [childrenscontinuinghealthcare@oxfordhealth.nhs.uk](mailto:childrenscontinuinghealthcare@oxfordhealth.nhs.uk)

Please contact us if you would like the information in another language or different format.

**Arabic** يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتنسيق مختلف.

**Bengali** আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।

**Urdu** اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

**Chinese** 若要以其他語言或格式提供這些資訊，請與我們聯繫

**Polish** Aby uzyskać informacje w innym języku lub w innej formie, skontaktuj się z nami.

**Portuguese** Queira contactar-nos se pretender as informações noutra idioma ou num formato diferente.

Oxford Health NHS Foundation Trust  
Trust Headquarters  
Warneford Hospital  
Warneford Lane  
Oxford OX3 7JX

Switchboard: 01865 901 000

Email: [enquiries@oxfordhealth.nhs.uk](mailto:enquiries@oxfordhealth.nhs.uk)

Website: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

**NHS**

**Oxford Health**  
NHS Foundation Trust



Children and Young People

Children's  
Continuing Health  
Care

Information for families  
and children

## What is Children's Continuing Health Care?

Children's Continuing Health Care is an assessment framework developed by the Department of Health to support health trusts in determining how they may best support a young person with exceptional health care needs.

The framework was designed to assess the health needs of children and young people under 18 who need a tailored package of care because of a disability, an accident or complex health needs.

## The Children's Continuing Health Care team

The team consists of experienced nurses with expertise around learning disabilities, mental health and physical health.

If your child has been referred for a Continuing Care Assessment it is likely that a range of children's services will also be involved.

Working together, all the services around your child aim to develop a package of care to meet your child's health care needs.

## What happens next?

### Assessment

The Continuing Care Assessment (CCA) will be led by a healthcare professional who is experienced in working with children and young people with complex health needs and will hold expertise around your child's health needs. Each nurse is known as a case manager and the case manager allocated to you will make contact with you and arrange a time to come and undertake the assessment with you.

The assessment process can take several weeks as we need to gather information and meet with you as well as all the professionals involved in caring for your child. You will receive an outcomes report at the end of the assessment which will explain what happens next for your child.

### Case Management

If your child meets the threshold for Continuing Health Care, your case manager will remain a part of your wider care team. Rather than provide direct intervention to you and your child, the case manager will work closely with the wider health services. Our aim is to bring together a package of care specific to your child's health care needs.

### Review

The services around your child will work together to put your child's care package into place. The care package will be reviewed after three months and then at least every year to make sure it's meeting your child or young person's needs. Reviews will also confirm whether or not your child or young person still has continuing care needs.

## Transition to adulthood

For people over 18 with severe and complex health needs, different assessment tools are used and support may be provided through NHS Continuing Care for Adults.

The planning for moving into adult services begins when your child is 14. This means that children's services begin the journey of introducing your child's needs to adult services.

At 16 your child should be referred for an initial assessment for NHS Continuing Health Care for adults. A decision about their eligibility will be made by the time they are 17.