

Date		29.10.2015			
Policy title		Reasonable expenses for families of children, receiving acute elective treatment, out of area policy			
Author(s)		Nykayla Stockham			
Supporting Executive(s)		Caroline Dawe, Paul O'Sullivan, Fiona Phelps			
Supporting Executive Approval Date		28.10.2015			
Purpose of Policy	✓	Decision	✓		
		Assurance			
		Information	✓		
FOI Status	✓	Public	✓		
		Private			
Category of Policy	✓	Decision	✓		
		Position Statement			
		Information			
Does this document place Individuals at the Centre		Y	N	Yes	
Actions Requested		Approved for publication			
Which other committees has this item been to?		Northern and Eastern Planning Delivery Group 14.10.15 Western Planning Delivery Group 28.10.15			
Reference to other documents		Reasonable expenses for families of children placed out of area policy			
Have the legal implications been considered?		Yes			
Equality Impact Assessment					
Who does the proposed piece of work affect?		Staff	✓		
		Patients	✓		
		Carers	✓		
		Public	✓		
				Yes	No
1. Will the proposal have any impact on discrimination, equality of opportunity or relations between groups?					✓
2. Is the proposal controversial in any way (including media, academic, voluntary or sector specific interest) about the proposed work?					✓
3. Will there be a positive benefit to the users or workforce as a result of the proposed work?				✓	
4. Will the users or workforce be disadvantaged as a result of the proposed work?					✓
5. Is there doubt about answers to any of the above questions (e.g.					✓

there is not enough information to draw a conclusion)?		
If the answer to any of the above questions is yes (other than question 3) or you are unsure of your answers to any of the above you should provide further information using Screening Form One available from Corporate Services		
If an equality assessment is not required briefly explain why and provide evidence for the decision.		

NEW Devon CCG has made every effort to ensure this policy does not have the effect of discriminating, directly or indirectly, against employees, patients, contractors or visitors on grounds of race, colour, age, nationality, ethnic (or national) origin, sex, sexual orientation, marital status, religious belief or disability. This policy will apply equally to full and part time employees. All NEW Devon CCG policies can be provided in large print or Braille formats if requested, and language line interpreter services are available to individuals of different nationalities who require them.

Reference to Core Strategies and Corporate Objectives

Core Strategies, we will:	Corporate Objective	Does this report reference to the Core Strategies/ Corporate Objectives	
		✓	X
1. Take joint ownership with partners and the public for creating sustainable health and care services	1.1 Develop people, and those who support them, to value strengths and personal qualities in all that they do	✓	
	1.2 Listen to people and take action on what they say about services	✓	
2. Implement systems that make the best use of valuable health resources, every time	2.1 Innovate to increase productivity and reduce waste	✓	
	2.2 Commission safe services and reduce avoidable harm	✓	
3. Commission to prevent ill health, promote well being and help people with long-term conditions to live well	3.1 Support people to make healthy lifestyle choices and understand the care, treatment and services available to them	✓	
	3.2 Commission services with partners to reduce health inequalities and improve people's lives	✓	

Document Status:	Final
Version:	4

DOCUMENT CHANGE HISTORY		
Version:	Date:	Comments (i.e. viewed, or reviewed, amended , approved by person or committee)
1	November 2014	Amended by: CCG PALS, CCG Contracting, Individual funding request panel CCG Children's Commissioners
2	August 2015	Amended by: Communications managers Healthwatch Devon Healthwatch Plymouth South Devon and Torbay CCG Virgin Care children's services managers
3	October 2015	Amended and approved by: Northern and Eastern Planning Delivery Group Western Planning Delivery Group
Authors:	Nykayla Stockham	
Scrutinised by: (name & title) Date:	Northern and Eastern Planning Delivery Group 14.10.15 Western Planning Delivery Group 28.10.15	
Document Reference:	Reasonable expenses for families of children, receiving acute elective treatment, out of area policy	
Review date of approved document:	This policy will be reviewed annually or as appropriate.	

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<p>Linked strategies, policies and other documents</p>	<p>Reasonable expenses for families of children, receiving acute elective treatment, out of area policy</p> <p>Policy and Procedure for the provision of non-emergency patient transport including arrangements for the reimbursement of patient travel costs under the NHS Healthcare Travel Cost Scheme (HTCS) https://www.newdevonccg.nhs.uk/information-for-patients/patient-transport-information/100276</p>
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1. Introduction

- 1.1. Historically, there have been no clear guidelines about how NHS NEW Devon CCG will support patients' families who need financial support to go to appointments and sessions with a child who has to go out of area for elective specialist treatment where services are unavailable locally. This has meant that in the past decisions have been made using existing customs and practice and patients families have been advised through PALS. As a result there has been great variability in those decisions.
- 1.2. This policy has been written to standardise, make fair and provide definitive guidance on NHS NEW Devon CCG's payment of travel and accommodation expenses for the families of children receiving acute treatment out of area.

2. Definitions

- 2.1 Throughout this policy we use a range of terms that have precise definitions in the context of this policy. In this section we provide the definitions for those terms. For the purpose of this policy:
- A child or young person is defined as being someone who is under 18 years of age, has been looked after by a local authority at any time after attaining the age of 16; or has a learning disability and will be referred to as a child for the purpose of this policy.
 - For the purpose of this document where the child is referred to, this includes young people up to the age of 18.
 - Immediate family members are considered to be a child's parents/guardians and up to two siblings, for example, where travel can be accommodated by one vehicle.
 - 'Out of area' is considered to be anywhere outside the NHS NEW Devon CCG footprint.
 - A looked after child is a child in the care of the local authority.

- The care manager is the person or people who are directly responsible for setting and monitoring the outcomes of the child.

3. Scope – Children’s families where the child is an inpatient in an acute setting

- 3.1 The policy aims to signpost a child’s family to access reasonable expenses when a child is receiving acute elective treatment out of area where treatment is unavailable locally. It covers all children and their families where the child is:
- Registered with a GP in the NHS NEW Devon CCG area
 - Receiving NHS funded acute treatment outside Devon
- 3.2 On a person’s 18th birthday this policy will no longer apply as they will then be classed as an adult. There is a separate policy for adults. NHS NEW Devon CCG recognises that where a child has special needs the care manager of the service treating the child will consider transition planning beyond the age of 18 where appropriate.

4. Principles

- 4.1. The overarching principle which applies to children’s families funded by NHS NEW Devon CCG applying for travel and/or accommodation costs is that these costs are not routinely reimbursed by NHS NEW Devon CCG.
- 4.2. This policy applies to patients who cannot access treatment locally.
- 4.3. The costs associated with travel of children’s families will only be considered in exceptional circumstances where:
- The child’s family visitation is directly linked to health outcomes and would be recommended by the lead professional and the child’s family are on low income.
 - The child’s family have exhausted other avenues of assistance, on reimbursement of reasonable expenses, including travel, accommodation and help with completing any forms by talking to:
 - ✓ the care coordinator for their child,
 - ✓ the ward manager on the ward their child is an inpatient,
 - ✓ the general office of the care setting
 - ✓ patient advice and liaison service at the provider
 - ✓ Or have made an application to Charitable funds

5. Eligibility and exceptional circumstances

- 5.1 In exceptional circumstances, where costs are not able to be reimbursed by the provider or charitable funds, the child’s family is advised to contact NHS NEW Devon CCG’s PALS. Exceptional requests can be made to the CCG’s Individual Funding Request Panel. Evidence of assistance including the above checklist being exhausted will be required; also evidence of the inpatient stay will be required. The following criteria must be met prior to making the application.
- Where the patient’s family are on low income/eligible benefits and therefore would normally be entitled to assistance with such costs if they were attending

treatment as patients, the means-tested Healthcare Travel Costs Scheme (HTCS) process provided by the Newcastle eligibility checking office will be used.

An up to date list of eligible benefits is available at:

<http://www.nhs.uk/nhsengland/Healthcosts/pages/Travelcosts.aspx>

- If a family are not in receipt of the relevant benefit, and have not applied for a low income certificate, they should be provided with an HC1 application form for low income scheme and claims held until their response to this assessment has been received.
- Proof that the family is receiving one of the qualifying benefits listed in the HTCS policy or a low income certificate HC2 or HC3 should be presented when requested by the staff member dealing with your claim. An up to date list is available at:
<http://www.nhs.uk/nhsengland/Healthcosts/pages/Travelcosts.aspx>.
- The HTCS regulations provide full reimbursement of travel costs by the cheapest “reasonable” means of transport only. Families are required to mitigate costs and this is neither a certain entitlement nor guarantee of reimbursement.

6. Reasonable expenses guidelines for families of children receiving acute inpatient treatment out of area

- 6.1 Petrol costs at the public transport rate – currently 15p per mile.
- 6.2 Rail fares for second class seats and standard coach fares which are booked in advance – if an immediate visit (with clinical substantiation), become necessary, the panel understands that tickets cannot be booked in advance.
- 6.3 Bus/underground fares to travel to and from central bus/train station and the unit or other settings where additional care/treatment is necessary. Family members with any specific mobility issues who require alternative forms of transport will need to show evidence why other forms of transport were needed.
- 6.4 Reasonably priced accommodation costs up to a maximum amount set by NHS NEW Devon CCG, not including food or drinks costs.

Accommodation costs up to defined limits will only be considered:

- Where the child’s family overnight stay is directly linked to health outcomes and would be recommended by the lead professional or where it would be considered unreasonable for the travel and visit to be completed within one day by the lead professional.
- Where accommodation of reasonable costs as identified by the keyworker; where there is no onsite accommodation offered by the placement or provider, which is free of charge or cheaper than private alternatives. Full use of all facilities at the care setting should be made before applying to NHS NEW Devon CCG for any assistance.
- Requests for approval of funding must be made in advance if possible. Families are expected to mitigate their costs, any additional costs incurred above the amount agreed at panel, where approved, is not a certain entitlement nor guaranteed even in unforeseen circumstances.

7. Exclusions

- 7.1 Subsistence costs including meals, food and beverages will not be funded
- 7.2 NHS funded treatment overseas is outside the scope of this document (please see planned treatment abroad policy)
- 7.3 Differing accommodation cost rates, by area, will not be considered, such as London weighting.
- 7.4 All new claims will be considered after publication of this policy on the CCG website. Retrospective claims will not be considered.

8. Who to contact/further information

Detailed information about NHS funding for patient transport, and Healthcare Travel Costs Scheme (HTCS) form can be accessed, as follows:

<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx>

[http://www.nhs.uk/NHSEngland/Healthcosts/Documents/2014/HC5\(T\)%20April%202014.pdf](http://www.nhs.uk/NHSEngland/Healthcosts/Documents/2014/HC5(T)%20April%202014.pdf)

The care coordinator

The inpatient wards staff and ward manager

PALS at the provider

The general office staff at the provider

PALS at the CCG

Application to appeal through the Individual funding request panel is available through NHS NEW Devon CCG's PALS: pals.devon@nhs.net

9. Review process

These guidelines will be reviewed annually or as appropriate.