

## 28-Day Clock

Individuals who require an NHS Continuing Healthcare (NHS CHC) Assessment are entitled to a person centred, timely assessment.

The National Framework sets out that “*overall assessment and eligibility decision-making process should, in most cases, not exceed 28 calendar days from the date that the ICB receives the positive Checklist (or, where a Checklist is not used, other notice of potential eligibility) to the eligibility decision being made*”.

**(National Framework 2022, page 55, paragraph 182)**

28-day referral time starts from the earliest notification (to the Integrated Care Board (ICB) or organisation acting on behalf of the ICB) that a full assessment of NHS CHC eligibility is required (e.g., a positive checklist or other notification that full assessment is required). Referral time ends at the date the ICB makes a verified decision on eligibility (or the referral is discounted).

The 28-day referral time should not be delayed or paused, this includes in any of the following circumstances:

1. by the completion of a consent form. Consent is required to share information with third parties (e.g., family, friends, advocates and/or other representatives) however it is not required to share information with Health and Social Care Professionals and, therefore, the NHS CHC process will need to be commenced upon receipt of the positive checklist or other notification;
2. if there is further information required or any information missing on the Checklist;

### **The following steps are usually expected to be completed within 28 days:**

- On receipt of the earliest notification that an NHS CHC assessment is required (e.g., positive checklist or equivalent) the ICB appoints a coordinator to facilitate the multidisciplinary team (MDT) assessment.
- Using the Decision Support Tool (DST), the MDT make a recommendation on eligibility to the ICB.
- Once received the ICB makes a decision on eligibility.

**Figure 1**

Figure 1: The 28-day clock



### **Text alternative to Figure 1**

Diagram which shows an arrow with text boxes included to set out the following steps included in the 28-day clock process:

Notification that full assessment of NHS CHC eligibility is required (e.g., positive Checklist), then,

Multi-Disciplinary Team Full Assessment (Decision Support Tool) and Recommendation, then,

ICB Eligibility Decision

A further arrow at the bottom to show Ongoing communication with the individual and/or their representative throughout the 28-day clock process.

### **References**

[National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care - July 2022 \(Revised\) \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/104114/national-framework-for-nhs-continuing-healthcare-and-nhs-funded-nursing-care-july-2022-revised.pdf)