



How Beacon Can Help You

 www.beaconhc.co.uk

At Beacon we provide affordable expert advice and representation for families in England and Wales who are struggling to navigate the maze of NHS Continuing Healthcare.

We are a social enterprise, which means we are not run for profit. Any profits we do make are donated to charity to improve services for older people.

As well as our honest and ethical approach, when you choose Beacon you benefit from our:

Proven track record

For over a decade, our team of specialist caseworkers have fought for people trying to navigate the maze of NHS continuing healthcare funding. We have won over £8 million in restitution for our clients, with a success rate of over 70% in cases brought to appeal.

With Beacon you will receive exceptional customer service. Our clients report a 96% satisfaction rate between 'Good' and 'Excellent'.

"I just want to say that the advice I got from Beacon was first class... we managed to get a negative decision changed to a positive decision; they've agreed to continue my mother's CHC with the NHS. It was superb – a big thank you."

Expert service

Continuing healthcare is a really complex area. That's why our team of advisors and caseworkers are all highly trained professionals who work solely in this area.

Unlike some other providers we won't just recite what's in the guidelines. We tell you how it actually works, what your rights are and how to make sure you receive the care and financial support you are entitled to. We place you at the heart of the advocacy process because we recognise that you are the expert on your own care needs, or the care needs of the person you are representing.

Our reputation as sector-leading experts means we are frequently called on by the NHS to improve the understanding of continuing healthcare within their own ranks.

Clear and affordable prices

We are not a claims firm and do not operate on a 'no win, no fee' basis where you may run the risk of losing up to half of any restitution. We have a transparent, affordable, pricing structure for our chargeable work and you will never be tied into a long-term contract. Our fees are a fraction of many other firms, see below for an example cost comparison based on a case requiring 36 hours of casework for an individual who spent two years in a care home.

Organisation	Model	Rate	Cost exc. VAT	Total Charge
Typical firm	No Win No Fee	40% fee	£33,280	£39,936
Typical firm	Hourly charge	£300	£10,800	£12,960
Beacon	Hourly charge	£150	£5,400	£6,480

Our Services

From free resources and advice to full appeal management, we offer a range of expert services to meet your needs.

Telephone or Skype Consultation (NHS England-funded)

We understand that many people just need a straight answer to a question without having to fill in any paperwork or read through information guides to get that answer. Beacon is working in partnership with NHS England to provide a service for people in England who need independent advice in relation to NHS continuing healthcare. Our advisers are able to help you to understand the eligibility criteria and navigate the assessment and appeal processes.

If you have a question, would like us to discuss your assessment or need to talk to someone independent about your situation, please call us on 0345 548 0300 or send us an email at enquiries@beaconchc.co.uk to schedule a free consultation with a trained NHS continuing healthcare adviser. We are able to provide you with up to 90 minutes of free written or telephone advice.

Assessment Support

Our Assessment Support service is designed to help you understand the continuing healthcare criteria and to prepare for your assessment, giving you the best chance possible of achieving an accurate and fair assessment without the need for an appeal. This service is bespoke and entirely dependent on your objectives. We can help you to apply for an assessment, understand the eligibility criteria, prepare for your own role in the assessment meeting and ensure that the paperwork comprehensively reflects your care needs.

This bespoke service is completely customisable according to your needs, however it may include one or all of the following:

- a consultation via telephone, Skype or in person with or without written advice
- taking part in a care plan review at the care home as your specialist advocate
- attending the assessment as an advocate, including a short meeting in advance
- reviewing the completed Decision Support Tool
- helping to write family comments prior to a Clinical Commissioning Group decision or panel

This service is charged at our hourly rate and we will agree the number of hours required with you at each stage. As a guide, the cost of Beacon providing professional advocacy at an assessment to help secure 12 months of funding is usually less than the equivalent of two weeks' care fees.

Expert Analysis of Your Assessment

We recommend our Expert Analysis service as the starting point for helping you to decide whether to appeal a decision or not.

Our specialist caseworkers will conduct a review of your assessment based on our understanding of your care needs and produce a written opinion document which looks in detail at the quality of assessment and application of the criteria to your needs, scrutinises the process, and provides you with tailored advice. If we find there are specific grounds for appeal during this process, we will also send you a personalised action plan.

Once you have received and read your analysis, our caseworker will contact you to arrange a one-hour telephone or Skype consultation, during which we will discuss the Analysis with you in detail and answer any questions you may have. Total cost £595.

Full Appeal Management

This is by far our most popular offering and is a full casework management service for people who have been assessed as not eligible for continuing healthcare and would like us to manage the entire appeal process on their behalf. Once you have provided us with your assessment paperwork, we will:

- provide full comprehensive appeal initiation at each stage (from local review process through to Parliamentary and Health Service Ombudsman)
- work with you to build a thorough understanding of your care needs
- obtain and then comprehensively analyse all written and verbal evidence to build a case
- write all letters, statements and submissions to support your case
- arrange each stage of the process with your local CCG and NHS England
- support you every step of the way, including presenting at appeal panels in person

Along the way, our caseworkers will advise and share our expertise with you, so that you are able to make informed decisions and remain in control of the process. The cost of the full appeal management service will vary depending on how much or how little you would like us to do, the complexity of the case and the length of the claim period.

NHS Complaint

This service is for people who wish to make a formal complaint through the NHS complaints procedure about a continuing healthcare-related matter which cannot be addressed through the appeal process. This bespoke service is completely customisable according to the nature of your complaint, and a list of the most common complaints we handle are as follows:

- top-ups imposed by a CCG for care that should be fully-funded by the NHS
- unreasonable delays in assessment
- exceptionally poor assessment procedures which have had a significant impact on the quality of the assessment
- failures in the care planning or personal health budget process including where individuals have been denied their rights
- medical negligence

Whatever the nature of your complaint, our caseworkers will assess the strength of your grounds before agreeing the most appropriate course of action with you.

This service is charged at our hourly rate and we will agree the number of hours required with you at each stage.

working in partnership with



Further Contact

For further independent information, advice and advocacy regarding NHS continuing healthcare, contact Beacon at:

10 Napier Court, Barton Lane, Abingdon, Oxfordshire OX14 3YT
Tel: 0345 548 0300 www.beaconchc.co.uk

