



# HOW BEACON CAN HELP YOU



# At Beacon we provide honestly-priced expert advice and representation for families in England who are struggling to navigate NHS Continuing Healthcare.

We are a social enterprise, which means any profits we make are donated to charity to improve services for older people. When you choose Beacon you benefit from our:

## Proven track record

For two decades, our team of specialist caseworkers have fought for people trying to navigate NHS Continuing Healthcare. We have supported over 100,000 individuals and reclaimed tens of millions of pounds in care fees for our clients, with a success rate of over 70% in cases brought to appeal.

## Unrivalled expertise

Continuing healthcare is a really complex area, and cases demand specialist representation. 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 works in practice, 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 train people working in continuing healthcare across the health and social care system.

*“Their knowledge of the complex rules and procedures and their advocacy skills were invaluable. We are very grateful and would highly recommend their services.”*

**Hugh, via Trustpilot (December 2021)**

## Exceptional customer service

We are a values-led organisation, bringing integrity and compassion to our work. Our clients report a 96% satisfaction rate between 'Good' and 'Excellent' and we have over 140 five-star verified Trustpilot reviews.

*“The support we received from our Beacon advocate has been priceless. Knowledgeable, tactical, calming and confident. We were so lucky to have managed to get this support from Beacon, and so thankful.”*

**Amanda (July 2023)**

## Clear and honest prices

We have a transparent pricing structure for our chargeable work and you will never be tied into a long-term contract. Our fees are less than 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	£41,600	<b>£49,920</b>
Typical firm	Hourly charge	£350	£12,600	<b>£15,120</b>
Beacon	Hourly charge	£210	£7,560	<b>£9,072</b>

## Our Services

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

### FREE advice

If you just need straight answers to a few questions, we can help. We run the NHS-funded Free Information & Advice Service for Continuing Healthcare in England, through which we can give up to 90 minutes of free independent and expert advice on any aspect of the system. We have helped thousands of people to understand the eligibility criteria, navigate the assessment process, understand the Decision Support Tool and assessment, review a decision, or begin an appeal.

Visit [www.beaconhc.co.uk](http://www.beaconhc.co.uk) to explore our free resources including our free Navigational Toolkit, which can be downloaded free of charge. Simply call us on 0345 548 0300 or email [enquiries@beaconhc.co.uk](mailto:enquiries@beaconhc.co.uk) to schedule a free consultation with an expert adviser.

### Help at assessment

Our Assessment Advocacy service is designed to give you the best chance possible of achieving an accurate and fair assessment without the need for an appeal. Your Beacon caseworker can help you to apply for an assessment, understand the eligibility criteria and thoroughly prepare for the meeting, as well as being by your side as a professional advocate on the day.

The Assessment Advocacy service includes the following:

- support to help you arrange the assessment meeting
- a pre-assessment check to identify any procedural irregularities which may have a bearing on the quality of the assessment
- a diligent desk-based review of relevant care records
- a consultation with you of up to 90 minutes
- participation in the assessment meeting either in person or using virtual technology (video conferencing or teleconferencing) as an expert advocate, presenting your health and social care needs in such a way that promotes an accurate and high-quality assessment which maximises your chances of eligibility
- a 30-minute de-brief after the assessment meeting has taken place
- a summary email to the assessment coordinator, copied to you, containing a reminder of the domain levels chosen by everybody in attendance at the assessment meeting, and a summary of any material and unresolved procedural issues that have arisen

This is a set-fee service so you know exactly what you will be paying for your Assessment Advocacy. Please contact us for further details.

*“The care that was taken over researching the case history and quality of the representation in the Decision Support Tool meeting was outstanding and well worth the money.”*

**Karen, via Trustpilot (September 2022)**

## Expert help to decide whether to appeal

We recommend our Expert Analysis service as the starting point for helping you to decide whether to appeal an eligibility decision.

Your Beacon caseworker will conduct a review of your assessment based on our understanding of your care needs and scrutiny of the process. They will produce a detailed written opinion document about the quality of assessment and application of the criteria to your needs, and provide you with tailored advice. If they find there are specific grounds for appeal during this process, your caseworker will also send you a personalised action plan.

Your caseworker will then arrange a one-hour telephone or Microsoft Teams consultation to discuss the Analysis with you in detail and answer any questions you may have. This is a set-fee service so you know exactly what you will be paying for your Analysis. Please contact us for further details.

*“We wished we had known about Beacon and used them for advocacy at the initial DST, and would certainly suggest that to anyone starting on this process as it may save a lot of time and heartache in the long run. Throughout the process Beacon were fantastic – friendly and diligent in their work and support.”*

**Nick (June 2023)**

## Appeal management, from start to finish

Our full Appeal Management service is for people who have decided to appeal their eligibility decision for NHS Continuing Healthcare and would like us to look after the entire process on their behalf. Once you have provided us with your Decision Support Tool and any other relevant assessment paperwork, as well as all details of the multidisciplinary team and care providers involved, your caseworker will:

- obtain all relevant records (provided these are made available to us)
- provide full comprehensive appeal initiation at each stage
- work with you to build a thorough understanding of your care needs
- comprehensively analyse all written and verbal evidence to build a case
- engage and liaise with members of your multidisciplinary team to obtain relevant evidence
- work with you to identify and resolve any material procedural irregularities
- write all letters, statements and submissions to support your case
- arrange each stage of the process with your local ICB and NHS England
- support you every step of the way, including participating in appeal panels / virtual appeal panels

Along the way, your caseworker will empower you to make informed decisions and remain in control of the process. Our approach, which contrasts to many claims firms working in this area, is to involve you throughout to ensure that the case is built on accurate and comprehensive first-hand evidence. This service is charged at our hourly rate with the number of hours agreed in advance so that you remain in control of the budget. Please contact us for further details.

*“Our advocate couldn’t have been more supportive and was also very honest with us, making sure not to incur costs where we may not see equal recompense.”*

**Charlotte, Trustpilot Jan 2022**

## Making a complaint about NHS Continuing Healthcare

Our Complaints service is for people who wish to make a formal complaint to the NHS about a continuing healthcare-related matter which cannot be addressed through the appeals process. This bespoke service is completely customisable according to the nature of your complaint, but common complaints that we handle are:

- additional payments imposed by an ICB for care that should be funded in full by the NHS
- unreasonable delays in assessment
- unreasonable blocking of access to assessment for NHS Continuing Healthcare
- exceptionally poor assessment procedures that have a significant impact on the quality of the assessment
- failures in the care planning or personal health budget process

Whatever the nature of your complaint, your caseworker 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. Please contact us for further details.

*“I would thoroughly recommend Beacon who are extremely friendly, supportive and had extensive knowledge of the minefield that is CHC funding. From the original assessment they were able to give a thorough breakdown and established if they could be of assistance. They were able to explain the process in detail and the timescales that they expected before we instructed them to act on my dad’s behalf. Most of all they treated my dad as a person and they helped support me and the family through the process. Anyone that has been through the CHC process will tell you it’s not an easy pathway but with Beacon’s extensive knowledge and background I felt we went into the assessment on a level playing ground rather than the odds being stacked against us.”*

**Kevin (March 2022)**





## GET IN TOUCH

Complete a contact form at [www.beaconhc.co.uk](http://www.beaconhc.co.uk)  
or call us on **0345 548 0300**

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## CONTACT

For further independent information, advice and advocacy regarding NHS Continuing Healthcare, contact Beacon at:

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OX14 3YT

Tel: 0345 548 0300 [www.beaconhc.co.uk](http://www.beaconhc.co.uk)



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