



How Beacon Can Help You

 www.beaconchc.co.uk

About Us

Beacon is committed to providing affordable and ethical representation for families in England and Wales who are struggling to navigate the continuing healthcare maze. We have evolved from a service offered by Age UK Oxfordshire where a team of paralegal caseworkers have enabled hundreds of individuals to recover millions of pounds in care fees. Beacon now operates as an independent social enterprise.

Having realised the need for ethical and affordable national representation in the field of NHS continuing healthcare, Beacon was set up to meet the needs of individuals who require expert specialist advice and casework at a reasonable cost. Our Navigational Toolkit is freely available to anyone who needs guidance on how to navigate the assessment and appeal process by themselves.

Our aim is to ensure that every individual with ongoing care needs receives fair, in-depth and independent advice about every aspect of the continuing healthcare process and criteria, building on our 10+ years' experience providing specialist advocacy and case management to individuals and families across the Thames Valley. If you wish to challenge your decision we can manage your case through the entire appeal process. Alternatively, you may just be looking for some telephone advice from one of our experts. We firmly believe that understanding the system empowers people to make informed choices that are in their best interests.

We employ clinicians and paralegal caseworkers with extensive knowledge of continuing healthcare rather than solicitors because experience shows that the key to securing NHS funding is having a thorough understanding of the complex eligibility criteria and presenting your care needs in such a way that maximizes your chances of success. Beacon is a social enterprise and our profits are donated to charity to help fund vital services for older people.

We promise to:

- Operate an open, transparent service which enables people to make informed choices
- Offer a full range of competitively priced services allowing customers to choose the right support option for their needs and budget
- Always be forthcoming about our pricing and to ensure that our charges are kept at a reasonable level. Our hourly rate is currently two thirds cheaper than the rates charged by many other firms.
- Put you in touch with any free services that we know of in your area
- Never mislead you and to always provide an open and honest assessment of your case
- Ensure that all of our written guidance is accessible and written in plain English
- Adhere to a set of standards that are firmly based on the principles of social enterprise and excellent paralegal work

Our Pricing

Traditionally, specialist advice in this area is very expensive and when you consider that most appeals can take around 18 months to complete, the cost of expertise can quickly escalate into tens of thousands of pounds.

We've put together a table comparing the typical cost of specialist casework in NHS Continuing Healthcare from a range of providers against the rates that we charge so that you can see the difference yourself (see below). These figures are based on a Full Appeal Management Service of approximately 36 hours' work where the individual has been self-funding their care home fees for two years.

Organisation	Model	Rate	Cost exc. VAT	Total Charge
Typical firm	No Win No Fee	40% fee	£33,280	£39,936
Typical firm	Hourly charge	£250	£9,000	£10,800
Beacon	Hourly charge	£80	£2,880	£3,456

We do not offer 'no win no fee' arrangements because we feel that they are often misleading and exploitative, and such arrangements have recently been investigated by the Legal Ombudsman. These cases are often selected carefully and if you are successful you run the risk of handing over up to half (in some cases) of any refunded care fees to which you would otherwise have been entitled.

Our Services

Telephone or Skype Consultation with an Expert

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. If you have a question or would like to discuss anything about your situation, please call us on 0345 548 0300 or send us an email at enquiries@beaconchc.co.uk to schedule a consultation with one of our expert advisers.

Our team are able to advise you about any aspect of NHS continuing healthcare, whether that be how the long-term care funding system works, how to give yourself the best chance of success at assessment, how to appeal an NHS funding decision or your rights to choose how your care needs are met.

The first 15 minutes is free and if you feel you need longer we charge £40 for an extra 30 minutes or £80 for an extra hour.

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 success without the need for an appeal. This service is bespoke and entirely dependent on your needs and objectives, however we aim to provide you with enough information and advice so as to help you understand what continuing healthcare is, how to apply for it, how to interpret the criteria, how to prepare for your own role in the multidisciplinary team meeting, how to ensure that any written care records are accurate and detailed, and finally how to ensure that the Decision Support Tool comprehensively reflects your assessed 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 (DST)
- helping to write family comments prior to a Clinical Commissioning Group (CCG) decision or panel
- managing a complaint about a Checklist decision

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

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. During a 1 hour phone or Skype consultation with one of our experienced caseworkers, we will discuss the details of your situation, in order to understand your health and social care needs as much as possible. We will cover the process of assessment you went through to identify any irregularities or areas of concern, and provide advice on interim care options.

We will also ask you to send us your Decision Support Tool and any other supporting written evidence you have. This enables our specialist caseworkers to conduct a review of the assessment based on our understanding of your 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 that will enable you to appeal the eligibility decision. 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 all of this, our caseworker will spend 30 minutes with you over the phone to discuss the findings. **Total cost £395.**

Full Appeal Management

This is by far our most popular offering and is a full casework management service for people who would like us to manage the appeal process on their behalf. Once you have provided us with the Decision Support Tool as well as all details of the Multidisciplinary team (MDT) and care agencies involved, we:

- obtain relevant records
- provide full comprehensive appeal initiation at each stage (from local review process to Parliamentary and Health Service Ombudsman)
- work with you to build a thorough understanding of your care needs
- 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, but on average we estimate **between 35 and 40 hours of work** from start to finish.

Retrospective Review Support

The Retrospective Review Support Service provides comprehensive help with applying and preparing for an assessment of a previously unassessed period of care. This involves our caseworkers completing application forms on your behalf and then thoroughly analysing all contemporaneous records to build a case, as well as discussing your needs with you in detail prior to the panel assessment. Our caseworkers can also attend the panel in person to advocate on your behalf. The cost of the retrospective review support service will vary depending on the complexity of your case and the period of time you have requested to review, but on average we do estimate around **20 hours of work** from start to finish.

Further Contact

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

Oxford House, 1600 John Smith Drive
Oxford Business Park South
Oxford OX4 2JY

Tel: 0345 548 0300

www.beaconhc.co.uk



endorsed by

