

DCB3085 NHS Continuing Healthcare (CHC) Patient- Level Data Set

Implementation Guidance

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Information and technology
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Data Coordination Board

This information standard (DCB3085) has been approved for publication by the Department of Health and Social Care under [section 250 of the Health and Social Care Act 2012](#).

Assurance that this information standard meets the requirements of the Act and is appropriate for the use specified in the specification document has been provided by the Data Coordination Board (DCB), a sub-group of the Digital Delivery Board.

This information standard comprises the following documents:

- Requirements Specification
- Implementation Guidance
- Data Set Specification.

An Information Standards Notice (DCB3085 Amd 51/2019) has been issued as a notification of use and implementation timescales. Please read this alongside the documents for the standard.

The controlled versions of these documents can be found on the [NHS Digital website](#). Any copies held outside of that area, in whatever format (e.g. paper, email attachment), are considered to have passed out of control and should be checked for currency and validity.

Date of publication: 7 May 2020

Update: 28 September 2022

At the time of publication of version 1.0 of DCB3085 (7 May 2020) Clinical Commissioning Groups (CCGs) were responsible for commissioning NHS Continuing Healthcare services. CCGs were dissolved on 1 July 2022, therefore the term 'Responsible Commissioner' will be used to describe any organisation with responsibility for commissioning these services and to which this standard now applies.

Update: 27 April 2021

At the time of publication of version 1.0 of DCB3085 (7 May 2020) the implementation and conformance dates of this standard were noted by the DCB as being subject to change depending on the need for continuing frontline investment in COVID-19 activity. The implementation and conformance dates have been extended by 12 months and the implementation completion date is now 1 April 2022 with full conformance expected by 31 May 2022, in line with the submission of the April 2022 reporting activity. The Requirements Specification and Implementation Guidance have been updated to reflect this.



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Glossary of Terms

A full Glossary of Terms for the NHS CHC Patient Level Data Set v1.0 Information Standard can be found within the Requirements Specification.

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1. Introduction

1.1 Purpose

The following guidance is intended to support preparations for the implementation of the NHS Continuing Healthcare, NHS (CHC) Patient-Level Data set v1.0 which is mandated for collection from April 2022.

This document is not exhaustive but aims to make users aware of guidance available, draw attention to essential steps and help services assess their state of readiness. This document also includes information on a variety of topics that impact implementation of the data set such as information governance, training and ongoing maintenance. All aspects of this Implementation Guidance should be considered during initial set up for all Responsible Commissioners commissioning CHC services (including CSUs acting on behalf of Responsible Commissioners).

Users should make use of this document when preparing a high-level picture of how their organisation intends to tackle this implementation to meet the anticipated timescales.

1.2 Scope of the document

This document provides guidance on how to implement the NHS CHC Patient-Level Data Set (PLDS), as a new user looking to make changes as part of the version 1.0 standard. This document should be read in conjunction with the following documents:

- NHS CHC v1.0 Requirements Specification
- NHS CHC v1.0 Technical Output Specification

1.3 Out of scope of the Implementation Guidance

The following areas are out of scope of this document:

- All activities relating to adults (age 18 years and over) accessing Health Care funded solely or partly by Local Authorities is not in scope of this standard.
- Children's Continuing Healthcare is also out of scope.

1.4 Schedule for updating this document

This is a controlled document, and changes, reviews and updates will require approval via the [Data Coordination Board \(DCB\)](#)¹ process; as it might affect the scope of the Information Standard.

¹ <https://digital.nhs.uk/data-and-information/information-standards/information-standards-and-data-collections-including-extractions/data-coordination-board>

2. Background

The NHS Continuing Healthcare (NHS CHC) Data Set is a patient level, output based, secondary uses data set which aims to deliver robust, comprehensive, nationally consistent, and comparable person- based information for people (over the age of 18 years) accessing NHS CHC services and NHS-funded Nursing Care located in England.

As a secondary uses data set it intends to re-use operational data for purposes other than direct patient care.

This data sets supports the national aims to deliver:

1. Better outcomes
2. Better experience and
3. Better use of resources by providing detailed evidence that is currently unavailable.

For example, the enhanced data will show where patients are being placed out of area, where care packages are being changed frequently, and other evidence which may indicate poor outcomes for the patient, allowing this to be identified and addressed.

The data set allows monitoring of patients going through local appeals processes to ensure these are resolved quickly and highlight Responsible Commissioners where high numbers of eligibility decisions are being overturned on appeal. The data set allows linkage at patient-level to other data sets, so increased/reduced hospital admissions, medication and other important attributes are visible.

Detailed data on Checklists and Decision Support Tools will give insight into inappropriate referrals. For the first time there will be data on the length of time individuals are eligible for NHS CHC, and where long-term CHC packages are not being reviewed annually.

2.1 Purpose of this data set

The data and information output is a comprehensive set of data, submitted each month to support delivery of NHS Continuing Healthcare.

It will be an 'end-to-end' data set submitted by all Responsible Commissioners commissioning NHS CHC services. For each individual patient included in the data set it will cover:

1. Initial checklist
2. Full assessment (including requests for reviews of Responsible Commissioner eligibility decisions)
3. Commissioning of care packages
4. Ongoing costs of care packages
5. Ongoing delivery (annual and ad hoc reviews) of NHS CHC requirements.

With a comprehensive set of data, the objectives above can be fully supported and delivered.

2.2 Legal basis

The Health and Social Care Act 2012 (HSCA) makes two specific provisions with regard to the flow of data through NHS Digital.

1. Section 254 - In order to establish and operate a system for the collection or analysis of information, the Secretary of State, or devolved authority, must provide to NHS Digital a description of the requirement in the form of a Direction.
2. Section 259 – In order to require and request the provision of information from any health or social care body; or any person (other than a public body) who provides health services, or adult social care in England, NHS Digital must publish a procedure for notifying persons of requirements imposed, and requests made.

In respect of section 254, NHS England has directed NHS Digital to establish and operate a system for the collection of the NHS CHC Patient Level Data Set. Analysis will be carried out by NHSE&I, which ensures that NHS Digital's duty to analyse the data under this section (254) of the Health and Social Care Act 2012 is met. A copy of the Directions will be published on [the NHS England Directions webpage](#)².

As part of section 259, NHS Digital will produce a section 259 Notification, referred to as a Data Provision Notice (DPN), which will be published on [the Data Provision Notices webpages](#)³.

2.3 Information Standards Notice process

All approved new data standards, and changes to existing standards, are communicated to the providers and system suppliers through the publication of an ISN. These notices are published and available to view on [the ISN web pages](#)⁴.

Information standards are put through rigorous assurance prior to approval by the Data Coordination Board (DCB). The resulting standard has been assigned Release Number Amd 51/2019 standard number DCB3085. The ISN requires health and care organisations to comply with the information standard.

The ISN does not directly place any requirement on system suppliers to accommodate the data set within their systems. It is the data set providers who must ensure that they have a system or systems to deliver the requirements specified in the standard. The IT Suppliers need to be aware of these requirements so that they can respond to the data set providers they support. The contractual agreement between data set providers and system suppliers will dictate whether system suppliers to abide by the ISN and at what cost.

² <https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/directions-and-data-provision-notices/nhs-england-directions>

³ <https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/directions-and-data-provision-notices/data-provision-notices-dpns>

⁴ <https://digital.nhs.uk/isce/publication/isns>

2.4 Related standards

Further details regarding the standards listed below can be found on [the DCB Standards and Collections webpage](#)⁵. This webpage also contains a list of all current DCB and Information Standards Board (ISB) standards and collections.

The information standards below were consulted whilst developing this data set.

Reference	Title
DCB0090	Health and Social Care Organisation Reference Data
DCB0086	Data Security and Protection Toolkit
ISB0149-01	NHS Number for General Practice
ISB0149-02	NHS Number for Secondary Care
DCB2094	Sexual Orientation Monitoring
DCB0129	Clinical Risk Management: its Application in the Manufacture of Health IT Systems
DCB0160	Clinical Risk Management: its Application in the Deployment and Use of Health IT Systems
DC3058	Compliance with National Data Opt-outs
DCB1605	Accessible Information
DCB2117	NHS Continuing Healthcare Data Set

2.5 Related documents

A comprehensive set of documentation has been developed by the NHS Digital Data Set Development Service (DSDS) for the NHS CHC Patient Level Data Set information standard. These documents will be available in two areas of the NHS Digital website as follows:

- [DCB3085 NHS CHC Patient Level Data set ISN web page](#)⁶: Contains DCB Information Standard documentation which define the standard and remain static.
- [NHS CHC webpage](#)⁷: Contains supporting technical documentation as well as organisational assessment and planning tools. These documents and tools are continually reviewed by DSDS and updated where necessary.

A breakdown of the individual products can be found below:

Document/Product	Description	Publication Status
DCB Information Standard Documentation		
<i>Information Standards Notice</i>	Notification of publication of a new or amended standard.	ISN web page

⁵<https://digital.nhs.uk/isce/publication/standards>

⁶<https://digital.nhs.uk/isce/publication/dcb3085>

⁷<https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-sets/continuing-health-care-data-set>

Document/Product	Description	Publication Status
<i>Requirements Specification</i>	<ul style="list-style-type: none"> • Outlines the scope of the Information Standard and how it should be implemented. • Gives an overview of the requirements for both data providers and system suppliers, and associated conformance criteria (the tests that can be measured to assess whether the standard is being used correctly). • Includes key dates including implementation completion dates for both care providers and systems. 	ISN web page
<i>Implementation Guidance (THIS DOCUMENT)</i>	<ul style="list-style-type: none"> • A document containing guidance to support all Responsible Commissioners (and CSUs acting on behalf of Responsible Commissioners) commissioning NHS CHC services (data providers) and system suppliers with the implementation of the data set, including organisational guidance around data set users and information governance. 	ISN web page
<i>Data Set Specification</i>	<p>Specification for the output data set required of providers which is part of the ISN and published on the DCB website.</p> <p>The Data Set Specification is further enhanced with technical information in the form of the <i>Technical Output Specification (TOS)</i></p>	ISN web page
<i>NHS Data Model and Dictionary Change Request</i>	Provides a detailed technical specification of all changes made to the NHS Data Model and Dictionary as a result of this new information standard.	ISN web page
Technical Documentation		
<i>Technical Output Specification (TOS)</i>	<p>The TOS contains all the information included in the <i>Data Set Specification (TOS)</i>, which will remain static as part of this Information Standard release. The TOS also includes additional information relating to the validations carried out at the data landing platform. The validations and derivations are not controlled through the DCB process and can therefore be subject to change.</p> <p>To be referred to alongside the <i>Data Model</i>.</p>	NHS CHC web page⁸
<i>Data Model</i>	The Data Model provides a pictorial representation of the output data set. The data model clearly defines the referential integrity that will be enforced when the submission file is validated.	NHS CHC web page
<i>Technical Guidance</i>	<p>This document includes:</p> <ul style="list-style-type: none"> • Overview of the end-to-end data flow and processing • advice about populating the XML Schema tool used to import data, and • further explanation of the data submission processes and the submission windows. 	NHS CHC web page
<i>User Guidance</i>	Guidance for all Responsible Commissioners commissioning NHS CHC services (and CSUs acting on behalf of Responsible Commissioners) and system suppliers about the structure and content of the data set, including guidance about how to map/submit each	NHS CHC web page

⁸ <https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-sets/continuing-health-care-data-set>

Document/Product	Description	Publication Status
	individual data item.	
<i>Implementation Planning Template</i>	You can use this planning template to plan your organisation's activity for implementing the data set. The resulting plan should give a high-level picture of how your organisation intends to tackle this implementation within the anticipated timescales.	NHS CHC web page
<i>Readiness Assessment Tool</i>	You can use this readiness assessment tool to measure your organisation's NHS CHC implementation progress. This spans a baseline assessment, regular reviews and a final review to report successful implementation.	NHS CHC web page
<i>System Conformance Checklist</i>	This is a worksheet tool for service providers to assess how well their local IT systems 'map' to the data set specification.	NHS CHC web page

3. Organisational guidance

The CHC information standard must be used by all Responsible Commissioners (and CSUs acting on behalf of Responsible Commissioners) commissioning NHS CHC services. Health and Care Organisations and System Suppliers should be aware of the requirements and conformance criteria specified for the standard. These are outlined in the *Requirements Specification* document.

This section provides guidance regarding various implementation considerations for organisations seeking to implement the data set within their services.

3.1 Resources/ costs

All Responsible Commissioners of NHS CHC services (and CSUs acting on behalf of Responsible Commissioners) will have a requirement to collect data for patient administration primary purposes. The data set is designed to build on this requirement by gathering this information and using it for several secondary purposes, including national reporting and dissemination to commissioners. As such, funding is not available for sites to:

- procure or install data collection systems
- train staff in order to facilitate data collection
- undertake additional activities required to facilitate data extract submission.

It is not within the scope of this document to provide advice with regard to the procurement of systems, however staff at NHS Digital are available to help where a requirement exists and can be contacted via the enquiries@nhsdigital.nhs.uk email address.

All Responsible Commissioners of NHS CHC services (and CSUs acting on behalf of Responsible Commissioners) should however expect some resource to be required in order to uplift data collection to enable extraction of the required data items. This is likely to be the case for all providers of the NHS CHC Data Set following publication of the ISN and should be provided for as part of the contract between commissioner and provider.

Organisations that will be impacted are all Responsible Commissioners commissioning NHS CHC services, which currently submit the aggregated quarterly return (100% compliance).

Some Responsible Commissioners contract out some aspects of their NHS CHC function to Commissioning Support Units (CSUs) – these CSUs will also be impacted.

There will be a change from submitting an aggregated quarterly return to submitting a patient-level monthly return. Frequency will increase, but the burden of aggregating patient-level data to an aggregate return in an Excel template will be removed once the aggregated collection has been retired.

It is anticipated that a review of patient-level monthly return will be completed, after six to eight months, of data collection, to ensure the quality of the data set is at a satisfactory level and there is no further need to continue with dual collection, at such point a request to DCB will be submitted to retire the aggregated quarterly collection.

3.2 Information governance

Detailed information about the use of individual's identifiable data is publicly available at <https://digital.nhs.uk/about-nhs-digital/our-work/keeping-patient-data-safe/gdpr/gdpr-register>

For the PLDS, this page (and links within it) will be updated with relevant information.

To ensure all patients are aware, the standard NHS CHC consent form will be amended to include a sentence advising patients that information will be included in the data set and give the link above for further information. The rationale for using the consent form is that it is the one document that all individuals going through an NHS CHC assessment will see – even individuals whose application goes no further than an initial checklist screening must complete a consent form. Please refer to [CHC Delivery Model](#)⁹.

During the Implementation period, the standard consent form will be amended to inform patients that information about them will be included in the data set and giving a link to NHS Digital's website. Responsible Commissioners and CSUs will be notified when the amended consent form is available and will be instructed to use the updated form.

When the legal directions for the PLDS are signed they will be published at <https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/directions-and-data-provision-notice/secretary-of-state-directions>

A [Transparency Checklist](#)¹⁰ will be completed and signed by the Information Asset Owner (IAO) and cleared by Information Governance at NHS Digital.

The Register of Processing Activities at <https://digital.nhs.uk/about-nhs-digital/our-work/keeping-patient-data-safe/gdpr/gdpr-register> will be updated to include the PLDS.

The above actions will be completed during 2021, ahead of the data set going live in April 2022. The actions cannot be completed too far in advance of this date, however, as this would lead to inaccurate information being posted on the website.

All Responsible Commissioners of NHS CHC services (and CSUs acting on behalf of Responsible Commissioners) (data set providers) should be aware of their legal and professional obligations about information governance as it applies to the mandated NHS CHC Data Set standard. The NHS and government publish a significant amount of guidance that can assist data providers to comply with their obligations.

Some of this information is signposted below. Please also see the [NHS Digital Looking after information web page](#)¹¹ for an overview of information published by NHS Digital.

⁹ <https://nhschc.co.uk/>

¹⁰ <https://digital.nhs.uk/about-nhs-digital/our-work/keeping-patient-data-safe/gdpr/gdpr-register>

¹¹ <https://digital.nhs.uk/data-and-information/looking-after-information>

- [The NHS Confidentiality Code of Practice \(2003\)](#)¹²
- [Report of the Review of Patient Identifiable Information \(1997\) \(Caldicott Report\)](#)¹³
- [The Information Governance Review \(2013\) \(Caldicott 2\)](#)¹⁴
- [Guide to the General Data Protection Regulation \(GDPR\)](#)¹⁵
- [A Guide to Confidentiality in Health and Social Care \(2013\)](#)¹⁶
- [General Data Protection Regulation \(EU\) 2016/679 \(GDPR\)](#).¹⁷

Further details can be found in the [IGA GDPR: implementation checklist \(under '7\)](#)¹⁸ Comply with more stringent transparency requirements'.

All providers of the NHS CHC Data Set should note that the transparency requirements under GDPR replace the prior requirement to provide 'fair processing' or 'privacy' information.

3.2.1 Patients' rights with regards to opt-out as applied to NHS CHC PLDS

NHS Digital is exempt from [section 251](#)¹⁹ support when mandated to collect data via Directions from NHS England & Improvement (NHSE&I) or the Department of Health and Social Care (DHSC) and when acting as a data controller. This is set out in [section 254](#)²⁰ and [section 255](#)²¹ of the Health and Social Care Act 2012. As a result, explicit consent to flow data from all data providers to NHS Digital is not required; however, all data providers are required to inform patients that their information will be used to support secondary uses and should highlight the national data opt-out process as part of their transparency information.

NHS Digital is publishing a Data Provision Notice (DPN) issued under section 259 of the Health and Social Care Act 2012. As such, all Responsible Commissioners commissioning NHS CHC services (and CSUs acting on behalf of Responsible Commissioners) (as data providers) are legally required to submit full returns of the NHS CHC Data Set, as the DPN sets aside the common law duty of confidence in respect of this data. However, data providers may themselves exclude records where they are subject to any other restrictions on disclosure.

Where services have sought consent from patients with active referrals spanning 1 April 2021, services may choose to uphold the patient's original consent preference throughout their referral for care. Explicit consent is not required for all new referrals received from 1 April 2021 onwards.

¹² <https://www.gov.uk/government/publications/confidentiality-nhs-code-of-practice>

¹³

https://webarchive.nationalarchives.gov.uk/+/http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4068403

¹⁴ <https://www.gov.uk/government/publications/the-information-governance-review>

¹⁵ <https://www.gov.uk/government/publications/guide-to-the-general-data-protection-regulation>

¹⁶ <https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/a-guide-to-confidentiality-in-health-and-social-care>

¹⁷ <https://eur-lex.europa.eu/legal-content/en/LSU/?uri=CELEX%3A32016R0679>

¹⁸ <https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/information-governance-alliance-iga/general-data-protection-regulation-gdpr-guidance>

¹⁹ <http://www.legislation.gov.uk/ukpga/2006/41/section/251>

²⁰ <http://www.legislation.gov.uk/ukpga/2012/7/section/254>

²¹ <http://www.legislation.gov.uk/ukpga/2012/7/section/255>

National data opt out

The national data opt-out is a service that allows patients to opt-out of their confidential information being used for research or planning purposes. Further information about national data opt-outs is available on [the National data opt-out programme webpages](#)²², which include resources for health and care staff to use when informing patients.

Where an objection is received from a patient, NHS Digital will exclude the relevant records from any onward dissemination of the data for which the national data opt-out applies.

All data set providers should maintain awareness of developments in legislation around opting out, as this may impact the required approach to opt-outs during the lifetime of this information standard.

3.2.2 Compliance against statutory requirements

The specification and guidance for implementing this data set has been designed to support organisations in adhering to their statutory responsibilities relating to Information Governance, Data Protection Act 2018 and the Freedom of Information Act 2000 and GDPR 2018. It is the responsibility of the providing organisation to ensure that these statutory responsibilities are adhered to.

3.2.3 Potential safety/ confidentiality risk considerations

Any system changes must be made in accordance with [DCB0129: Clinical Risk Management: its Application in the Manufacture of Health IT Systems](#)²³ and [DCB0160: Clinical Risk Management: its Application in the Deployment and Use of Health IT Systems](#)²⁴.

Any concerns, potential safety risks identified or adverse incidents resulting from the implementation of this standard to the data set should be reported immediately to the user's local service desk. This will then be escalated through the correct process.

3.3 Data quality

NHS Digital is committed to supporting all Responsible Commissioners of NHS CHC services (and CSUs acting on behalf of Responsible Commissioners) with their local data quality at the point of submission via immediate data quality reports.

Data quality is a consideration as part of the mandated requirements for all Responsible Commissioners of NHS CHC services (and CSUs acting on behalf of Responsible Commissioners) and as such they should review the Data Quality Feedback section within the Requirements Specification.

As an output data set, the NHS CHC Data Set does not pose any requirement for the modelling and design of local systems and, subsequently, local data quality measures. However, highlighted below, are areas the data set developers recommend should be

²² <https://digital.nhs.uk/services/national-data-opt-out>

²³ <https://digital.nhs.uk/isce/publication/dcb0129>

²⁴ <https://digital.nhs.uk/isce/publication/dcb0160>

considered by all Responsible Commissioners of NHS CHC services (and CSUs acting on behalf of Responsible Commissioners) within their local governance arrangements.

Each organisation will have its own corporate framework for managing data quality in respect to data collection, submission, and publication. Such a framework is likely to involve several components such as leadership and direction from a senior officer, organisational and departmental data quality objectives, data quality audits and a performance management framework. It is recommended that appropriate components of the corporate data quality framework include NHS CHC, so that data quality relating to the data set is at the heart of the organisation's data quality framework.

3.3.1 Timeliness

The data should be entered in local systems and submitted in a timely manner, according to the prescribed submission window deadlines available from [the NHS CHC webpage](#)²⁵. This will ensure that the data set can deliver meaningful, relevant, and timely reports for stakeholders. This should be followed by a review of data quality feedback provided at the point of submission at the data landing platform to implement improvement actions.

All Responsible Commissioners of NHS CHC services (and CSUs acting on behalf of Responsible Commissioners) should reference the validation and inclusion rules detailed within the *Technical Output Specification* to understand the requirements of when each data item must be reported according to the relevant reporting period. These inclusion rules also restrict the opportunity to correct errors in certain data items after the original reporting period, as necessary for national reporting purposes.

Any delays in data submissions may have adverse impact on data quality if there is insufficient time to make improvements following the production of the data quality report, which is provided after each submission to the data landing platform.

3.3.2 Utilisation of data quality feedback

The validations applied to data submission files at the data landing platform, which are described in the *Technical Output Specification*, are designed to report errors and inconsistencies within a single submission. The *Requirements Specification* includes a requirement to utilise these reports as early as possible within the submission window deadlines.

Additional data quality feedback is provided post-submission through individual Data Quality Notices which include further consistency checks across submissions. Nationally, data quality is reported on through the published Data Quality Reports which will accompany each publication of statistical information.

Such data quality feedback is not designed to replace local data validation but is designed to assist with this activity.

3.3.3 Local data validation

The validations, which are described in the *Technical Output Specification*, only relate to the structure and validity of the submitted data. On submission it will be impossible to identify

²⁵ <https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-sets/continuing-health-care-data-set>

whether data is accurate and complete. For this, local data quality measures must be implemented.

3.4 Skill mix changes and training

All Responsible Commissioners of NHS CHC services (and CSUs acting on behalf of Responsible Commissioners) and system supplier organisations will benefit from developing a local implementation strategy that covers the data set. The strategy should ensure the identification of skills gaps which might impact on the implementation and maintenance of the data set extract within the organisation. Staff affected will include administration personnel, informatics personnel and IT services.

The data set is an output-based specification for data submission. Consequently, 'in scope' services will normally collect information locally using an electronic system, whether this is a commercial or a bespoke system. To ensure systems are used in the correct manner, system suppliers and/or all Responsible Commissioners of NHS CHC services (and CSUs acting on behalf of Responsible Commissioners) will need to provide guidance for staff on how to use the local system.

3.5 Step-by-step Implementation Guide

3.5.1 All Users – Implementing the NHS CHC data set

The table below provides a high-level summary of essential steps for implementing the data set within your organisation. Please also see the Implementation Planning Template tool which contains more detailed planning guidance and a template to monitor progress.

Activity	Step	Description
Background, Objectives and Scope	Understand the background to the project, and the scope of the Information Standard	Establish whether the implementation applies to your organisation. Review this <i>Implementation Guidance</i> along with the <i>Requirements Specification</i> to fully understand the background, objectives and scope to this Information Standard.
	Consider using the NHS CHC <i>Implementation Planning Template</i> and <i>Readiness Assessment Tool</i> to monitor progress	The NHS CHC <i>Implementation Planning Template</i> and <i>Readiness Assessment Tool</i> may be used to record your baseline position.
Communications	Identify and engage with key stakeholders	Identify the key stakeholders for your NHS CHC implementation and ensure they are aware of the requirement. In particular: Read section '3.4 Skills Mix Changes and Training' to fully understand what local support may be required for different stakeholder groups. Ensure relevant systems suppliers and involved stakeholders are aware of the requirements for NHS CHC systems as per the <i>Requirements Specification</i> . Maintain ongoing stakeholder engagement.
	Keep up to date with news and updates	Attend any of the regular stakeholders' events which may have relevance to your organisation.
Information Requirements	Understand how the data is grouped within the data set	Review the <i>Data Model</i> and the <i>Technical Output Specification</i> to understand at a higher level how the data items are grouped, and how those groups relate to each other.
	Decide whether and how data items will be collected – Data Mapping.	Look more closely at each individual data item in the <i>Technical Output Specification</i> and check whether local systems record the data in a way that means it can be submitted within the NHS CHC Data Set, either directly or with local transformation. Read the User Guidance for further guidance on interpretation and data mapping. The System Conformance Checklist can be used to mark off each data item and record progress towards mapping each data item.

Activity	Step	Description
	Prioritise approach to meeting information requirements	<p>Prioritise your approach to implementing the data set and achieving full coverage of the information requirements.</p> <p>You may choose to prioritise:</p> <ul style="list-style-type: none"> • by data items (e.g. all mandatory data across all systems in all services first) • by system (e.g. all data from an NHS CHC management system).
Information Governance	Ensure the organisation complies with Information Governance requirements.	<p>The <i>Implementation Guidance</i> signposts additional information relating to Information Governance (IG) issues surrounding the use of health service data. Caldicott Guardians and all Responsible Commissioners of CHC services (and CSUs acting on behalf of Responsible Commissioners) lead(s) MUST:</p> <ul style="list-style-type: none"> • Review the Information Governance Guidelines signposted within the <i>Implementation Guidance</i> to understand the issues around data submission, storage and reporting processes when handling identifiable and sensitive data items. • Review management of the consent issues and put in place local processes. • Review the Information Governance guidelines outlined on the NHS Digital webpages here. <p>The User Guidance may also contain data item level guidance in relation to specific local information Governance aspects, where appropriate.</p>
Submission Process	Understand the end-to-end submission process	Review the <i>Technical Guidance</i> to fully understand the data submission process.
	Ensure compliance with technical requirements to enable data submission	<p>Look more closely at the technical requirements needed to get ready for data submission. Ensure enough time can act where required.</p> <p>These requirements, such as ensuring your organisation has a registered Organisation Data Service (ODS) code and Senior Information Risk Owner (SIRO), are further described in the <i>Technical Guidance</i>.</p>
	Obtain login credentials for the data landing platform	<p>Undertake the authorisation process to enable members of staff to be authorised to access the data landing platform to upload submission files.</p> <p>Detailed instructions are available in the <i>Technical Guidance</i>.</p>

Activity	Step	Description
	Construct data submission file	The information standard does not stipulate any local processes that should be used to generate the required output file. It may be that some data providers will construct a temporary local data warehouse to enable them to aggregate data from several different sources. Please refer to the Technical Guidance which provides further support on the submission process which defines the exact structure and content of the submission file.
	Fully understand the validation reporting provided by the data landing platform	The <i>Technical Output Specification</i> defines the reports that will be returned to data providers and lists all the error and warning messages that may be produced. The specification also defines diagnostic (data quality) reporting that will be returned. Review this specification to ensure a thorough understanding of the errors and warnings that may be produced and how they can be fixed for later submissions
	Understand the pre and post-deadline extracts that will be available to data providers and commissioners	The <i>Technical Output Specification</i> defines the content of the extract files for data set providers and commissioners and all the derived data items that will be generated by the post-deadline processing. <i>XML Schemas</i> are also provided which show the structure of these extracts. Data providers and commissioners will need to consider how they may use the extract files. Data providers therefore should remain in contact with local commissioners such as to explain any changes to data submitted or with respect to identified data quality issues
Share your implementation experience	Get in touch with the team	The DSDS welcome any feedback you may have on the submission process and data set design. Email: enquiries@nhsdigital.nhs.uk please include 'DSDS – NHS CHC' in your subject line .

4. Human behavioural guidance

The following section describes how the data set should be used by all Responsible Commissioners of NHS CHC services (and CSUs acting on behalf of Responsible Commissioners). They should meet the compliance requirements for their IT system or systems to implement the data set. This section also explains where data, in relation to the data set, can be found in the NHS CHC services pathway.

- **Operational and Administrative Staff:** will be responsible for capturing information as part of the data collection and will be responsible for capturing information such as demographics and details of contacts/activities.
- **NHS CHC Informatics Staff:** will be responsible for the collation of information from a range of disparate sources into the NHS CHC management system and the

submission to the data landing platform. This will include ensuring completeness and data quality of the information within the data set.

- **NHS CHC Systems:** should be implemented by providers ensuring that data items can be captured electronically, and output produced or derived to nationally agreed standards to allow extraction and/or derivation to produce the data set.

4.1. Data Users

4.1.1 Primary users

The NHS CHC Data Set is not intended for primary data use. The NHS CHC Data Set is a specification for the standardisation of operational information, it is not based on clinical information. Service Providers have the flexibility to adopt any local data collection process or system if the local data collection frameworks can output a suitable data extract as per the data set specification, for submission to the data landing platform.

All Responsible Commissioners of NHS CHC services (and CSUs acting on behalf of Responsible Commissioners) should therefore look to re-use their operational systems to extract NHS CHC data.

4.1.2 Secondary users

As a secondary uses data set, the data set will be made up of existing data extracted from NHS CHC Management Systems.

Information generated by this Information Standard through individual record-level data extracts or published aggregate reports is likely to be used by the following organisations:

At a local level:

- All Responsible Commissioners of NHS CHC services, NHS Mental Health Trusts, NHS Acute Trusts, NHS Community Health Trusts and Independent and third sector healthcare providers offering a service model that includes NHS Funded patients.
- Some Responsible Commissioners contract out some aspects of their NHS CHC function to Commissioning Support Units (CSUs).

The information captured through the NHS CHC management Systems may support the following local activity:

- commissioning
- organisational performance management
- service planning and improvement
- financial audit.

At a national level:

- NHS England and NHS Improvement
- Department of Health and Social Care (DHSC)
- Audit Commission

- Care Quality Commission (CQC)
- NHS Digital
- Commercial companies (where approved through [the Data Access Request Service](#)²⁶)
- Research organisations including Universities.

The information captured through the NHS CHC Data Set will support the following national activity:

- monitoring the implementation and effectiveness of national policy/legislation
- policy development
- performance analysis and benchmarking
- national analysis and statistics i.e. activity
- national audit of NHS CHC Services.

The following groups of people are likely to analyse information captured through the amended NHS CHC Data Set:

- managers
- performance analysts
- finance staff
- commissioners
- NHS CHC care professionals
- researchers.

5. Technical guidance

Technical guidance in support of the NHS CHC Data Set can be found in several supporting documents described at the beginning of this document, section 2.5 Related Documents.

6. Maintenance

6.1. Data set maintenance

The NHS CHC information standard will be formally maintained by NHS Digital in accordance with the Data Set Development Service maintenance procedures.

The data set is subject to ongoing maintenance such as to ensure it remains 'fit for purpose'.

²⁶ <https://digital.nhs.uk/services/data-access-request-service-dars>

The data set maintenance process ensures the information standard continues to reflect priorities, policy, and practice.

NHS CHC users are integral to the maintenance strategy for the data set.

As such, the content of the data set is determined from consultation with various stakeholder groups. Stakeholders include various sections of Department of Health and Social Care policy, NHS England and NHS Improvement, service providers and all Responsible Commissioners commissioning NHS CHC services (including informatics staff), system suppliers and Commissioning Support Units (CSUs).

Changes identified are likely to require the inclusion of new data items, amendment of existing items or removal of no longer required items which in turn will require a change to provider extracts.

The scope of the maintenance process covers:

- Management of change requests from users and stakeholders will be considered with appropriate consultation, engagement and further investigation
- Elaboration of data requirements through engagement with senior stakeholders, including provision of support and guidance to external stakeholders in developing the data set changes to meet information/policy requirements
- Development of options papers when required to enable senior stakeholders and the Programme/Project Board to make informed design decisions
- Liaison with all Responsible Commissioners of NHS CHC services (and CSUs acting on behalf of Responsible Commissioners) and system supplier organisations to develop appropriate technical solutions
- The process for authorisation and approval of changes to data set items, including obtaining DCB standard change acceptance
- Undertaking periodic reviews of the data set including data items, definitions and data values
- Horizon scanning for potential changes to policy that may impact the data sets
- Updates to the Implementation Guidance
- Ongoing updates to associated guidance documents outside the new version development cycle responding to changes in policy and practice; to clarify or improve pre-existing guidance; and amend identified errors. Documents affected include: *User Guidance* and the *Technical Output Specification* (provided this does not change the published standard).

6.2. Data Set requirements

Requirements for future versions of the data set can be submitted to NHS Digital for authorisation and approval of changes to data set items, including obtaining DCB standard change acceptance.

Requests can be submitted, describing any proposed changes to the NHS CHC Data Set, to NHS Digital via enquiries@nhsdigital.nhs.uk (please include 'DSDS – NHS CHC' in the subject line).

Each request should be supported by a valid business requirement (i.e. what change is needed), justification (i.e. why is it needed) and any associated timescales.

Any proposed changes will be considered and agreed by the Sponsor prior to submission to the DCB for formal assurance and the publication of an ISN. The ISN will inform the NHS and systems suppliers of the changes and timescales.

6.3. Data Coordination Board (DCB)

DCB oversees the development, assurance and approval of information standards, data collections, and data extractions:

Further acceptance of an NHS information standard change submission by DCB will be required prior to publication and implementation of any data set change.

6.4. Information Standards Notice (ISN)

Any changes to this NHS information standard will be communicated to the relevant providers of services affected, and their associated system suppliers, [via the publication of an ISN](#). This will outline any new or changed requirements and associated timescales for implementation.

7. Risks/ issues

The DSDS currently hold a list of known risks and issues. In the event that a technical risk or issue needs to be raised by a supplier or Responsible Commissioners of NHS CHC services (and CSUs acting on behalf of Responsible Commissioners), this should be communicated to NHS Digital by writing to enquiries@nhsdigital.nhs.uk. To help us redirect your questions to the most appropriate team and to speed up our response times, please include '**DSDS – NHS CHC**' in your subject line.

8. Implementation support

8.1. Support

For specific enquiries relating to the NHS CHC Data Set information standard please contact NHS Digital via the central customer service centre:

Telephone: 0300 303 5678

Email: enquiries@nhsdigital.nhs.uk please include '**DSDS – NHS CHC**' in your subject line.

8.2. Additional sources of information

NHS Data Model and Dictionary

Full details of data items, including definitions and associated value lists are available on the NHS Data Model and Dictionary website: www.datadictionary.nhs.uk

Data Coordination Board (DCB)

DCB oversees the development, assurance and approval of information standards, data collections, and data extractions:

<https://digital.nhs.uk/data-and-information/information-standards/information-standards-and-data-collections-including-extractions>

Data Security and Information Governance

NHS Digital offers guidance on protecting data and handling information securely.

Our guidance is designed to help health and care organisations meet the standards required to handle care information:

<https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance>

8.3. Disclaimer

This document is intended to provide guidance for users in relation to the capture and submission of information for the NHS Continuing Healthcare (CHC) Data Set. It is not intended to represent official policy or legislative guidance.

If you are concerned that any aspect of this guidance does not accurately reflect the intended purpose and/or official policy, legislative or practice guidance; please send details to the NHS Digital at enquiries@nhsdigital.nhs.uk (including 'DSCS – NHS CHC' within the subject line).