

# MIAA Solutions CHC Enhanced Observation Reviews Case Study

# Independent support and advice

MIAA Solutions is an NHS-hosted, not-for-profit consultancy. For over 35 years, we've helped organisations protect public funds, strengthen governance, and deliver better outcomes.

MIAA support more than 60 organisations — from the NHS to local authorities, police and fire services, central government bodies, and charities.

We bring an in-depth understanding of the complex environments that characterise public service organisations. Everything we do is grounded in public value — delivering practical, evidence-based solutions that improve services and strengthen resilience.

We offer UK-wide support and tackle complex challenges with expertise. Our commitment to customer focus, ensures a personal and tailored approach to adding value where it matters most for our clients.

Operating in partnership with clients, we provide external insight to address current and future challenges together, providing a cost-effective alternative to commercial consultancies.

By taking a personalised approach we can shape our services to the specific needs of each client.

We combine an experienced internal core team with a pool of over 100 associate subject matter experts.

This agile model enables a skill mix that blends expertise and experience, delivering the bespoke outcomes required by each client. We deliver a fully integrated support system tailored to meet your unique needs.

Contact our team for an informal conversation about our support offers.

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# Continuing Health Care Enhanced Observation Reviews Case Study

- Annual recurrent financial savings of £2.235m were identified for the ICB
- 51% of care packages reviewed were found to be either in excess of patient need, resulting in a reduction to an appropriate level of care or being overcharged against contractual agreements
- There were five individual care packages where the estimated annual saving for each was greater than £100k
- The largest annual saving on a single care package was £193k

## The Challenge

The current demand for continuing healthcare provision has never been greater and there are a number of individuals who, as part of their care package receive enhanced supervision often on a one-to-one basis. This is usually due to individuals being exposed to a significant risk of falls and/or presenting challenging behaviours.

Legally the extent of enhanced observations in place needs to be proportionate and commensurate with the degree of risk presented by the citizen and equate to the least restrictive option for the individual.

In April 2024, the Associate Director of Quality and Safety Improvement of a local ICB commissioned MIAA to undertake a review of enhanced observation care package arrangements across two places within its system.

The objective of the review was to determine whether the enhanced observations in place remained a necessary care requirement for each client and whether the provision was proportionate to the risk presented by the individual in each case.

## The Approach

All 70 individuals had a face-to-face review with a clinical CHC nurse assessor. A detailed report was compiled for each individual with a cumulative progress schedule of completed reviews

maintained for regular ICB progress updates, along with details on savings delivered to support the delivery of its QIPP programme.

MIAA also produced a list of system improvement recommendations based upon observations and findings to support ongoing pathway improvements for this patient group.

For several individuals further follow up reviews were recommended to compile additional intelligence to inform future arrangements, and monitor requirements to ensure that any enhanced supervision reduction plans continue to meet the individual's needs and ensure they are implemented in a safe manner.

## The Outcomes

A reduction or discontinuance of the enhanced supervision arrangements were established for 25 out of the 70 packages reviewed, with an average of £77.6k annual financial saving realised per package.

For 11 care packages reviewed, 24-hour one to one care was still deemed appropriate, however due to contractual arrangements four hours of care per day was identified as a duplicated charge. When combined, the corrections to these packages represented annual financial savings of £246k for the ICB.

In total, annual recurrent financial savings of £2.235m were identified for the ICB, with the largest annual saving on a single care package being £193k.

Overall this project represented a significant return on investment for the ICB and contributed significantly to the delivery of its CHC QIPP programme,

At the end of the project, all 70 patients are now in receipt of an appropriate package of care which ensured their needs are met, with future reviews at various intervals proposed for the ICB team to take forward.

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