

EALING COUNCIL 2025

OVERVIEW

How Outcomes Matter, Ealing Council and HGS partnered to reduce pressure, improve consistency, and strengthen trust in one of the most challenging areas of adult social care.

Restoring Confidence in continuing Healthcare: Ealing's CHC+ Journey

CHALLENGE

Continuing Healthcare (CHC) is a vital pathway for people with significant health needs.

Nationally, the process is inconsistent, slow, and frustrating — with wide variation in acceptance rates, repeated rework, and significant cost shifts into adult social care.

In Ealing, practitioners described CHC as “one of the most stressful parts of the job.” Drafting checklists often took more than four hours, with repeated revisions and unclear evidence. Families sometimes felt discouraged, while staff were overwhelmed and under pressure.

The council wanted to improve clarity, consistency, and quality of evidence — without lowering thresholds or bypassing professional judgement — so people could access the care they were entitled to more quickly.

THE SOLUTION

We didn't replace workers or automate decisions. Instead, we co-designed CHC+, an AI-enabled tool that drafts checklists using existing case information while keeping all decisions with practitioners.

Key elements included:

- **Three-way partnership:** Ealing Council provided frontline expertise, Outcomes Matter led design, ethics and training, and HGS delivered secure digital infrastructure.
- **Practical AI:** CHC+ generates draft narratives from assessments, discharge summaries, care logs, and family input. Workers review and refine outputs — no decisions are automated.
- **Safeguards:** Human ownership of outputs, human judgement for ratings, GDPR-compliant UK hosting, three-month retention.
- **Co-design:** Iterative testing, pathway mapping, workflow refinement, and training to build confidence, ethics awareness, and practical skill.

The focus was on reducing administrative burden while strengthening quality, consistency, and trust.

THE IMPACT

CHC+ has delivered tangible benefits for staff, families, and the system:

01

Time back for frontline teams –

Checklist drafting fell from 4+ hours to around 30 minutes, an 80%+ reduction.

02

Reduced rework and clearer evidence –

Revisions dropped from 1 in 10 checklists to none; partner ICBs receive consistent evidence first time.

03

Better experience for people and families –

Staff report family experience shifting from “somewhat positive” to “very positive,” with fewer delays and clearer explanations.

04

Workforce confidence and wellbeing –

Practitioners feel “more organised,” “less overwhelmed,” and can focus on conversations rather than documentation.

05

Stronger relationships with health partners –

Clear, consistent evidence reduces conflict and disputes, strengthening trust across adult social care and ICB teams.