

NATIONAL SERVICE FRAMEWORK (NSF) FOR LONG-TERM
CONDITIONS
DEPARTMENT OF HEALTH, MARCH 2005

NHS organisations and local authorities (in England) are expected to implement the NSF in full over the next ten years. There are 11 requirements:

- 1. A person-centred service.**
All people with long-term disabling conditions to be offered a full assessment of their health and social care needs. In addition, they are to be offered information they need to make informed decisions about their care and treatment; and where appropriate to support them to manage their condition themselves.
- 2. Early recognition followed by prompt diagnosis and treatment**
Anyone suspected of having a long-term disabling condition to quickly see a doctor or other professional, with expert knowledge of that condition. They should have tests, be given a diagnosis and have any treatment they need.
- 3. Emergency and acute management**
Anyone admitted to hospital for a neurosurgical or neurological emergency assessed and treated with the right skills experience, facilities and equipment.
- 4. Early and specialist rehabilitation**
Anyone with a long-term disabling condition who would benefit from rehabilitation to receive timely, high quality rehabilitation services in hospital or other specialist settings when they need them. When ready, they are to receive the support they need to return home for more community rehabilitation and support.
- 5. Community rehabilitation and support**
People with long-term disabling conditions living at home to receive a full range of rehabilitation, advice and support to meet their continuing and changing needs: in order to increase their independence and help them to live as they wish.
- 6. Vocational rehabilitation**
People with long-term disabling conditions to have appropriate support to help them find or regain employment, to remain in work for to pursue educational opportunities.

7. Equipment and accommodation

People with long-term disabling conditions to have the equipment they need (such as wheelchairs), within an appropriate time frame and to have adaptations made to their homes as and when needed, to support them to live independently; help them with their care; maintain their health; and improve their quality of life.

8. Personal care and support

Health and social care services to work together to ensure that people with long-term disabling conditions are given the care and support they need to live independently in their own homes wherever possible.

9. Palliative care

People with long-term disabling conditions nearing the end of their life to have access to a range of palliative care services as and when they need them, to control symptoms and offer pain relief, and to meet any personal needs they may have.

10. Support for family and carers

All carers of people with long-term disabling conditions to receive appropriate support and services which recognise their needs as a carer and as an individual in their own right.

11. Care during admission to hospital or other health and social care settings

All people with long-term disabling conditions to have their specific needs met when they are receiving care for any other reason in any health or social care setting.