

Reference: FOI.ICB-2223/161

Subject: Complex Care/ CHC Funded Care and Support Packages

*I can confirm that the ICB **does hold the information requested**; please see responses below:*

QUESTION	RESPONSE
<p>I would like to request the following information under the Freedom of Information Act (2000) in relation to Care and Support packages commissioned by your ICB for Children and Adult in receipt of Continuing Health Care (CHC) and or in receipt of/ in need of complex Care and Support Packages of care to meet their health and social care needs:</p> <p>When we refer to Complex Care in this request, we determine Complex Care needs as individual needs that require specialist support for one or multiple chronic or long-term health condition, that requires extra assistance to manage their symptoms and daily activities to enable a high quality of life. Individuals also require specially trained carers to enable them to live independently or within the family home within the community.</p>	
<p>CHC Funded Care and Support Packages Statistics</p> <p>Please advise;</p> <ol style="list-style-type: none"> 1. Who is responsible for sourcing and commissioning CHC funded packages of Care for individuals with Complex Care and Support Needs, please detail the team that sources packages of support and which department they for i.e., NHS or Local Authority (LA). 2. The number of CHC Funded Care and Support Packages commissioned by your ICB/LA and facilitated by an Independent 	<ol style="list-style-type: none"> 1. Requests for CHC packages of care are generated by the ICB's CHC team and commissioned by a brokerage service based within the ICB (Bristol and South Glos packages) or North Somerset Council (North Somerset packages). 2. As of 2nd January there were 906 people in receipt of CHC funding in BNSSG. 491 under standard CHC funding, and

<p>(private or voluntary) provider within your ICB/LA boundary as of 2nd January 2023,</p> <ol style="list-style-type: none"> The number of providers you commission on a spot purchase or framework arrangement to provide specialist Complex Care and Support Services within your ICB/LA boundary as of 2nd January 2023, The number of providers specialising in post Spinal Injury Care and Support Services within your ICB/LA boundary as of 2nd January 2023, The number of independent (private or voluntary) specialist Complex Care and Support providers commissioned by your ICB/LA from 2nd January 2023 under a block contract arrangement, if appropriate please advise of the format of this provision, 	<p>415 under Fast Track CHC funding. We use a mixture of private and charitable partners to deliver the bulk of this care.</p> <ol style="list-style-type: none"> The ICB commissions CHC care from 295 providers. The ICB does not define care providers in terms of those specialising in spinal injury care and those not specialising in spinal injury care. In many cases the needs of people with spinal injuries will be managed by traditional care agencies and care home providers. The ICB commissions two types of block contract: <ul style="list-style-type: none"> - Specialist end of life home care commissioned with two domiciliary care providers. - 40 end of life care home beds across 11 care homes.
<p>Individuals in receipt of CHC funded care and support package Statistics</p> <p>Please advise;</p> <ol style="list-style-type: none"> The number of individuals (children and adults) currently receiving care and support from a provider commissioned by your ICB/ LA with CHC funding in place with Complex Care and Support needs, The number of individuals (children and adults) currently receiving care and support within their own home setting 	<ol style="list-style-type: none"> See answer to question 1. in the section above. This information is not collected by the ICB.

from a provider commissioned by an outside ICB/LA living but within your ICB/LA boundary,

3. The number of individuals (children and adults) currently receiving care and support from a provider commissioned by your ICB/LA with CHC funding in place receiving over 80 hours per week care and support,

Framework & Non-Framework Providers & Fees

1. Does the ICB/LA make placements via a Framework or other pre commissioned service arrangement for Complex Care and Support packages?
2. If the ICB/LA has framework or pre commissioned arrangements, are these arrangements in collaboration with any other ICB's or Local Authorities? If so, who are the other ICB's or Local Authorities?
3. In relation to any Frameworks you currently operate for individuals (children and adults) currently receiving complex and or high level care and support operated by an Independent (private or voluntary) provider within your ICB/LA boundary, please provide the following information (including Provider name) about the number of individuals they support within your ICB/LA boundary, the average weekly hours commissioned, the

3. There are an estimated 51 individuals receiving over 80 hours of care per week. This figure only includes individuals receiving care at home. The figure is an estimate, as most complex cases are commissioned with individualised levels of support and costed at a weekly rate. This weekly rate is recorded on the ICB's patient record system and not the total hours delivered.

1. The ICB's Brokerage Team does not commission care via a framework. Care commissioned on behalf of the ICB by North Somerset Council is commissioned via a framework.
2. The above arrangement with North Somerset Council is limited to the Council and the ICB only.
3. The ICB has applied Section 43(2) to the following elements of question 3: Average hourly rate, Average weekly hours provided per week, Average weekly total fee, No. of individuals the provider supports, No. of individuals with spinal injury care and support needs and No. of individuals with complex care and support needs.

average hourly rate paid for this provision, per type specified and whether the fees include any discounts agreed with said Provider. Please also advise the totals for all packages in each type specified i.e. total average hourly rate, total average hours provided per week & total no of individuals supported by each provider.

Please use the example format below and return in an excel spreadsheet if possible:

Framework							
Name of Provider	Average hourly rate	Average weekly hours provided per week	Average weekly total fee	No of individuals the provider supports	No of individuals with spinal injury care and support needs	No of individuals with complex care and support needs	Discounts Agreed (type & %)
Provider 1 name (example)	£		£				e.g long term, volume

Section 43(2) exempts from disclosure information which would, or be likely to, prejudice the commercial interests of an organisation. The ICB has identified that there are 160 providers who may consider the information commercially sensitive. A sample group of providers were contacted who have all replied stating that they consider the information commercially sensitive. The ICB has considered this when applying the public interest test to the exemption.

The public interest arguments in favour of disclosing the information include the ICB's responsibility to be transparent and accountable in its decision making. The ICB understands the public interest in how public funds are used.

The public interest argument in favour of maintaining the exemption include the confirmation from a sample of providers that the information is considered to be commercially sensitive to them and would prejudice their commercial interests as the providers have confirmed that they would be at a commercial disadvantage if their pricing models were disclosed. The ICB has a responsibility to secure the best use of public resources and provide value for money and it is in the public's interest for the ICB to procure care packages for the best value for money.

The ICB has considered both arguments and believes that maintaining the exemption is in the public's best interest as it supports the ICB to commission services which are value for money.

Provider 2 name (example)	£		£				
Total (of all placements)	£		£				

2. As per question 3 above, please provide the same information; however, this time in relation to Non-Framework Providers i.e. where the ICB/LA has commissioned packages with Independent care and support Providers using a Spot Purchase mechanism because the Provider is not on a Framework with the ICB/LA. Please also advise the totals for all packages in each type specified i.e. total average hourly fee & total no of individuals supported by Provider.

Please use the example format below and return in an excel spreadsheet if possible:

Name of Provider	Average hourly rate	Average weekly	Average weekly total fee	No of individuals the provide	No of individuals with spinal	No of individuals with complex
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2. See above answer.

		hours provided per week		risks	injury care and support needs	care and support needs
Provider 1 name (example)	£		£			e.g long term, volume
Provider 2 name (example)	£		£			
Total (of all placements)	£		£			

3. Please explain the process followed when you are unable to source a provider from the framework. Is there is a mailing list for this and if so please share the contact details of the team or individual responsible for making off framework package of care arrangements.

3. When commissioning care packages the ICB's Brokerage Team approached providers that have been accredited via an internal quality assurance process. The ICB encourages contact from any new providers in the area via the following email address: bnssg.brokerage@nhs.net

General information

1. Provide details of any e-sourcing portals used by your ICB/LA to advertise tender opportunities for Complex Care and Support Services including Spinal Care Services,
2. Details of which team/ department commission/source Complex Care and Support packages where an individual has CHC funding in place, please detail whether this is commissioned directly by the ICB or whether the commissioning of these packages of care are commissioned by the responsible Local Authority for the individual in need of care and support and CHC funding.
3. Please provide the contact details (phone number and email) and name of the team within your ICB/LA that refers individuals/ manage the placement contracts/ process for individual packages of support for individuals receiving Complex Care and Support services. Please including both children and adults requiring a package of Complex Care and Support in this and whether it is an all age service or separate,
4. Please provide us of the details of any block contract arrangements you currently hold for Complex Care and Support Services including Spinal Care Services within your ICB/LA area.

1. Not applicable.
2. Care packages and placements required for Bristol and South Gloucestershire residents found eligible for CHC are commissioned by the ICB's Funded Care Brokerage Team. Contact details are included below:
bnssg.brokerage@nhs.net - 0117 900 2626

Care packages and placements required for North Somerset resident found eligible for CHC are commissioned by the North Somerset Council brokerage team. Contact details are included below:
brokerage.team@n-somerset.gov.uk – 0193 442 7611
3. See above.
4. Block contract details are included in an earlier question above.



**Bristol, North Somerset
and South Gloucestershire**
Integrated Care Board

The information provided in this response is accurate as of 31 January 2023 and has been approved for release by Rosi Shepherd, Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.