

Reference: FOI.ICB-2425/125

Subject: CQC Registered Providers for Complex/homecare Packages

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

QUESTION	RESPONSE
<p>Please can you confirm what CQC registered providers your ICB used for complex/homecare packages between the period of 1st January 2023 -30th March 2024</p> <p>Please can you also confirm the associated spend per supplier for those providers broken down by month for the same period as above</p>	<p>Please see the attached list of homecare care providers used by the ICB.</p> <p>The ICB has applied Section 43(2) to the disclosure of the expenditure information requested. Section 43(2) exempts from disclosure information which would, or would be likely to, prejudice the commercial interests of an organisation. The ICB believes that disclosure of the information would prejudice the commercial interests of the providers in the attached list.</p> <p>The ICB has previously contacted a subset of the providers who have confirmed that the information is considered commercially confidential to them. The ICB has considered the information provided by the providers when applying the public interest test to the exemption.</p> <p>The public interest arguments in favour of disclosing the information include the ICB's responsibility to be transparent and accountable in its decision making and to promote public understanding of how the NHS works. These care packages are paid for through general</p>

	<p>taxation and therefore the public have an interest in whether services commissioned by the ICB represent value for money. Each month the ICB publishes all spend over £25k and any spend over this amount will be included in this published information. Therefore, the ICB does publish a high level of expenditure for the public to scrutinise.</p> <p>The public interest argument in favour of maintaining the exemption includes the confirmation from providers that the information relating to expenditure is considered commercially sensitive and would prejudice their commercial interests as the provider could be at a competitive disadvantage if this information was disclosed.</p> <p>The ICB has determined that disclosing the information would prejudice the commercial interests of current providers and therefore disclosure may result in current providers and possibly future providers not offering packages of care to the ICB. Providers may consider that offering packages to the ICB would constitute a risk of competitive disadvantage for them. The ICB has a responsibility to secure the best use of public resources and provide value for money. To achieve this, the ICB needs to have a wide range of organisations willing to provide packages of care. Funding is based on the assessed level of needs of the patient, as well the availability of care at the time the request is made to find a suitable provider. It is also vitally important to patients that there is a wide range of providers who can provide care to ensure that patients receive packages of care most suitable for them.</p>
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	The ICB has considered both arguments and believes that maintaining the exemption is in the public's interest as it supports the ICB to commission services which are value for money and supports the best offer of choice for patients.
1. By which processes does the ICB broker/commission packages of care for Continuing Healthcare patients? i.e telephone, email, software etc	<p>Bristol and South Glos CHC packages are commissioned via the Funded Care Brokerage Team, based within the ICB. Communication with providers is via email.</p> <p>North Somerset CHC packages are commissioned via the Brokerage Team, based within North Somerset Council. Communication with providers is via email.</p>
2. Who is the Head of Continuing Healthcare for the ICB?	<p>Senior Professional Lead for Highly Complex Care – All Age Continuing Care.</p> <p>This post is currently vacant</p>
3. What, if any, procurement contract does the ICB use to engage i) Nursing Homes, and ii) Domiciliary Care agencies, for Continuing Healthcare? What are the end dates for any such contracts?	<p>The ICB's Brokerage Team does not use a formal procurement framework, however the team operates an accreditation process for all new suppliers. The latest NHS Standard Contracts are being supplied to care providers covering the period April 2024 – March 2026.</p> <p>North Somerset Council operates several care frameworks for CHC care packages and placements. For details on this please contact North Somerset Council directly.</p>
4. What is the current process for procuring CQC rated organisations to provide care for complex care requirements for Adults	The Funded Care Brokerage team sends anonymised information on an individual case basis to a selection of providers, inviting an expression of interest in taking on the care package / placement.

	<p>Providers are selected for inclusion in this search on the basis of location of care, type of care provided, complexity of care interventions required.</p> <p>For details on North Somerset Council process please contact the North Somerset Council Brokerage Team directly.</p>
5. What is the current process for procuring CQC rated organisations to provide care for complex care requirements for Children	See answer to question 4.
6. What department manages the request and selection of CQC registered complex care providers for Adults and what are their contact details	<p>Bristol and South Glos CHC packages are commissioned via the Funded Care Brokerage Team. Email: bnssg.brokerage@nhs.net</p> <p>North Somerset CHC packages are commissioner via the Brokerage Team, based within North Somerset Council. Email: brokerage.team@n-somerset.gov.uk</p>
7. What department manages the request and selection of CQC registered complex care providers for Children and what are their contact details	<p>Funded Care Brokerage Team Email: bnssg.brokerage@nhs.net</p>
8. What is the process to become an approved provider for complex care Children	<p>Bristol and South Glos – providers are encouraged to contact the Funded Care Brokerage Team on the email address included above in the first instance.</p> <p>North Somerset – please contact North Somerset Council Brokerage Team for further details around their care provider frameworks.</p>

9. What is the process to become an approved provider for complex care Adult packages

See answer to question 8.

The information provided in this response is accurate as of 22 July 2024 and has been approved for release by Rosi Shepherd, Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.

Providers list

Provider Name
1st Grade Care (Bristol)
3 Trees Community Support
ABC Centre
Access Your Care Limited
Active Assistance - Sevenoaks
Adlington House - Portishead
Afya Care
Agincare UK - Nutfield Extra Care Scheme
Agincare UK Bristol
Airmid Staffing Ltd
Alef Care Limited
Alex C&C Healthcare
Alimo Care Ltd
Alimo EoL Block Round
Alina Homecare - Bristol South
Alina Homecare - North Bristol
Alliance Living Care - Bristol
Alliance Living Care - Portishead
Alliance Living Care - Tamar Court
Alliance Living Care - Weston-Super-Mare & Worle
Altogether Care - Care at Home Limited Weymouth
Always Care (previously Star Care)
Anas Rahman
Angel Care Support Limited
ARCH Care Services Ltd
Asha Johnson-Jama
Aspirations Support Bristol
Aspire Care (SW)
Aspire Care (SW) Bristol
Ategi South Gloucestershire Shared Lives
Audley Care Ltd - Audley Care Redwood
Autism Support Cumbria
Avon & Wiltshire Mental Health Partnership NHS Trust
Avon Home Carers
B & S Healthcare Limited
Barbara Michelle Johnson-Jama
BCDC Healthcare Solutions Ltd
Beechwood Court
Berkeley Home Health Southwest
Bespoke Health and Social Care
Blakehill Healthcare (Chippenham)

Blakehill Healthcare - Bradley Stoke
Bluebird Care (Bristol, Bath & NE Somerset)
Bluebird Care (South Gloucestershire)
Bramble Homecare
Brandon Trust Supported Living - Bristol and North Somerset
Briarwood School
Bright Care Agency
Bristol City Council Client and Carer Financial Services
Bristol City Council Shared Lives
Bristol North Rehabilitation Care Services
Bristol South Intermediate Care Service
Bristol Supported Living
Brunelcare Domiciliary Care Services Bristol & South Gloucestershire
Caafi Health Care Limited
Candle Flame Care Ltd
Care 1st Homecare
Care and Respite England Ltd
Care and Support Service - Cote Lane
Care and Support Service - Monica Wills House
Care and Support Service - Westbury Fields
Care and Support Service Sandford Station
Care at Home Service - Henleaze Road
Care First 24 Ltd
Care Horizons Limited
Care Quality Services (prev. Nobilis Care SG)
Caremark (Bristol)
Caremark (South Gloucestershire) - do not use now comes under bristol
Carepride Limited
Carewatch Bath
Caring Comes 1st Ltd
Caring Hands East London Ltd
Cedar House
Cera Care
Cherish Able Care Ltd
Chrysalis Homecare (formerly Medacs Homecare - Bristol)
Churchill House
Cintre

CLARITY HOMECARE (BRISTOL)
Clifton Care
Clover Health and Homecare
CM Community Care Services Ltd
Colliers Gardens Extra Care
Compassionate & Quality Care
Complete Care Amegreen
Corinium Care Ltd
Cornwall Council
Corran Dean at Smokey Farm
Courtfield Healthcare
Creative Independent Living Services
CTS Domiciliary Care
Cultural Dignity 'n' Care Limited
Cura Homecare
Dat Healthcare Ltd
Delore Care (Fairolive Limited t/a Delore Care)
Design4Life
DGF Psychology
Dhek Bhal
Direct Healthcare 24 Ltd
Direct Homecare (The Red Group)
Easton Business Centre
Eleanor Nursing and Social Care Ltd - Bristol Office
EnViva Complex Care Limited
Epiphany in Care Limited
Excel Living Limited
First Option Healthcare
Fourways Care
Fresh Haven Healthcare Ltd
GA24Care
Galiant Health Care Almondsbury
Goldcrest Healthcare Service (Bristol)
GoStudent
Greenstaff Medical Community Nursing
Guinness Care At Home Bristol
Guinness Care Lincoln Gardens
Happy Care
Harmony Home-Led Care
Hazelcare
Hazelcare Head Office
Health and Social Care Services Ltd
Helping Hands Bristol
Helping Hands Bristol
Helping Hands Chipping Sodbury

Helping Hands Weston Super Mare
Heritage Healthcare Bristol
HF Trust - Avon DCA
Hillview Care Services
Hollenden Park Hospital (currently known as the Raphael Hospital)
Home Instead Bristol East
Home Instead Bristol West/Portishead/Nailsea
Home Instead Senior Care (Weston-Super-Mare)
Home Instead Senior Care - Bristol North
Home Instead Stroud & South Cotswolds
Homelife Carers (Weston-Super-Mare)
Hometree Care
Housing 21 - Badminton Gardens
Housing 21 - Cambrian Green Court
Housing 21 - Haberfield House & Bluebell Gardens
Housing 21 - Hillside Court
Human Support Group Limited - Bristol
Independent Clinical Services Limited t/a Thornbury Community Services
Independent People Homecare Services
Inspire Together Limited
Invictus Complex Care Ltd
JHN Healthcare Ltd
Kara Homecare
Kelly House
KIDS (South Gloucestershire)
Kumari Care
LDA Care Ltd
Leaf Complex Care
Leaving Care South
Leigh Court Centre
Lifetime Service - Sirona Care and Health
Loam Consulting
Manor Community Domiciliary Care Agency
Maria Care Services
Mayday Homecare
MCS Healthcare
Mears Care - Bristol ECHS
Medgen

MiHomecare Limited
Milestones Supported Living Service
My Homecare Bristol
Nation Home Care Limited
Network EOL Block Round
Network Healthcare - Chipping Sodbury
Network Healthcare - WSM
Network Healthcare Professionals Limited
New Key Bristol
Newcross Healthcare Solutions Limited (Bristol, Bath & North Somerset Service)
Nobilis Bristol
Nobilis Care North Somerset
Nobilis Care Waverley Court
Nobilis Gloucestershire
Noble Live-in Care
North Somerset Connecting Lives Scheme
North Somerset Council
North Somerset Council Brokerage Team
Nurseline Community Services Ltd
Nurseplus - UK
Nursing Solutions
Olive Leaf Health & Homecare Limited
Options
Parkway House
Patience Company
Paul's Place
Pending Dom - DO NOT USE
PIC Promoting Independent Care Ltd
Poppy's Homecare Limited
Premier Homecare Limited
Prestige Nursing Bristol
Pride Health & Social Care Ltd
Prime Way Care Ltd
Promedica24
Pulse@Home
Quality & Compassionate Care Ltd
Quality Assured Care Services
Radis Community Care (Strawberry Gardens)
Raystra Healthcare Ltd
Retain Healthcare Bristol
Right at Home (Bristol East)

Right at Home North Somerset
Riverside Adolescnct Unit - AWP
Sarah Chatterton Speech and Language Therapy Ltd
SeCareServe
Secure Healthcare Ltd
SeeAbility Bristol Support Service Office
SeeAbility South Gloucestershire Support Service
SENSE - Community Services (South West)
Seraphim Home Care
Seren Healthcare Solutions Limited
Shaw Care SW Limited
Shining Care Ltd
Silva Care Limited
South Gloucestershire Council Home Care Service
St Johns Lane
Stepping Stones to Independence
Steps Ahead Care & Support Limited
Stoke Gifford Village (Dom)
Synergy Complex Care Ltd
Team Brain Injury Support Ltd
The Good Care Group
The Hatch Camphill Community
The Wellspring Care Limited
Thornbury Nursing Services
Top Care (Network Ventures Ltd)
Top Care EOL Block Round
Ultimate Complex Care Ltd
United Response - Nailsea DCA
United Response B&NES DCA
University Hospitals Bristol NHS Foundation Trust (UHB)
Verve Homecare
Village care group
Waverley Gardens Extra Care
Weston-Super-Mare Live-in (Athena)
Willowbank Care Limited
Yellow Rose Healthcare Ltd
Your Say
YourLife (Chipping Sodbury)
Yourlife (Hanham)