

Reference: FOI.ICB-2425/131

Subject: CHC Finance & Data Reporting and Service Delivery

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

QUESTION	RESPONSE
<p>Under the Freedom of Information Act, I would like to request the following information, included in the attachments:</p> <ol style="list-style-type: none"> 1. FOI – ICB AACC – Finance & Data Reporting 2. FOI – ICB AACC - Service Delivery. <p>Please consider that you may need to complete more than one response, if you have different providers/models/geographies (e.g., partially in-house, with some elements provided by another provider, or some elements may be done by a local authority, etc). Could you also please ensure that you share the context of the request, with whoever you forward this on to, for completion?</p> <p>I would suggest that anything Operational will need to go to your CHC Lead(s). Other information may need to go to both your CHC Lead(s) or may also need to go to a Data/Finance Lead(s).</p>	<p>Please refer to requesters templates enclosed.</p>

The information provided in this response is accurate as of 30 July 2024 and has been approved for release by Rosi Shepherd, Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.

FOI: ICB AACC Finance & Data Reporting

Please consider that you may need to complete more than one response, if you have different providers/models/geographies (e.g., partially in-house, with some elements provided by another provider, or some elements may be done by a local authority, etc).

Q1	Name of ICB	BNSSG ICB
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Q2	AACC Service Delivery	AACC Care Spend
Please indicate (Y/N) whether the ICB costs include the following	Y	Y
Please indicate whether the ICB includes the service delivery costs within the budget	Y	Y
What were the total care costs for 23/24?	£5,146,264	£122,795,533

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Please indicate (Y/N) which of the following categories were included in the total ICB AACC care spend costs for 23/24	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	N	N

Q4	Weekly Care Home Beds	Domiciliary Care	1:1 Care in Nursing Homes	1:1 Care for Care in Homes from Domiciliary Providers
Please indicate (Y/N) whether the ICB has set cost rates for the following	No	No	No	No
If yes, please specify the set cost rate	N/A	N/A	N/A	N/A

FOI: ICB AACC Finance & Data Reporting

Q5	Per Week for a Nursing Home Bed	Per Week for D2A Beds	Per Hour for 1:1 Enhanced Observation Care (Nursing Homes)	Per Hour for 1:1 Enhanced Observation Care (Domiciliary Care)	Per Hour for Domiciliary Care (day rate)	Per Hour for Domiciliary Care (night rate)	Per Hour for Domiciliary Care (WE/BH rate)
Please specify the average following costs	Core bed rate	£1,321	£23 per hour	£24 per hour	£24 per hour	£24 per hour	Time and half for BH. No rate change for weekend support £24 per hour

#	Question	Answer
Q6	Does the ICB apply any limits to 1:1 care hours?	No
Q7a	Does the ICB change the care rates paid to care providers if an individual with NHS funding is admitted to hospital?	Dom care providers are expected to hold the care packages with a 25% retainer in place unless it can be evidenced that the care provision on hold is no longer suitable to meet the service users needs, at which point notice will be given to terminate the package, or the provider will be asked to adjust the package to meet the service users newly assessed needs. Should the hospital stay be long term with no clear plan then notice will be given. Residential/Nursing placements operate slightly differently, and changes to rates are considered on a case by case basis.
Q7b	If yes, by what percentage or by what agreed rate, if different from the base rate?	25% retainer
Q8	Does the ICB have an open book approach with Local Authorities regarding Nursing Home and Domiciliary Care rates?	Yes
Q9a	Does the ICB have jointly agreed rates with the Local Authorities regarding all or any aspects of care rates?	No

FOI: ICB AACC Finance & Data Reporting

#	Question	Answer
Q9b	If yes, what are the rates and which categories do they relate to?	N/A
Q10a	Does the ICB commission and use an AACC data / Case Management System (CMS)?	Yes
Q10b	If yes, what is the name of the system?	Caretrack
Q11	Does the ICB utilise a Data Warehouse for reporting?	Yes
Q12a	Does the ICB commission and use a Dynamic Procurement System (DPS)?	No
Q12b	If yes, what is the name of the system?	N/A
Q13	Does the DPS link with the data / Case Management System?	N/A
Q14a	Does the Local Authority use a DPS?	<p>This question needs to be asked of the BNSSG Local Authorities</p> <p>Bristol City Council- https://www.bristol.gov.uk/data-protection-foi/freedom-of-information-foi</p> <p>North Somerset Council- https://www.n-somerset.gov.uk/council-democracy/data-protection-freedom-information/freedom-information/about-freedom-information-foi</p> <p>South Gloucestershire Council- https://www.southglos.gov.uk/council-and-democracy/data-protection-and-freedom-of-information/making-a-freedom-of-information-request/</p>
Q14b	If yes, what is the name of the system?	As above- this question needs to be asked of the BNSSG Local Authorities

FOI: ICB AACC Finance & Data Reporting

#	Question	Answer
Q15a	Does the ICB use a digital system for financial reconciliation of care spend and care provider payment and invoices?	Yes
Q15b	If yes, what is the name of the system?	Caretrack
Q16a	How does the ICB audit the AACC care spend?	Yes
Q16b	How often is this audit undertaken?	Monthly
Q17	What is the ICB average clawback per month of unused care spend? (e.g., where hours allocated are not used or delivered.)	Due to the way in which the ICB commissions care, this is only applicable in Personal Health Budgets. Average clawback per month = £43,043
Q18	What contract period do you issue with your care providers? (e.g., 1 year etc.)	An overarching 2 year NHS Standard Contract is issued. Individual Placement Agreements are then issued for each placement made under that contract.

FOI: ICB AACC Service Delivery

Q1	Name of ICB	BNSSG ICB			
Q2	How many FTE in your AACC Service?	Clinical	58.38 wte (whole time equivalent)	Non-Clinical	46.18 wte

Please indicate whether the following elements are included in your AACC:				
Q3a	End-to-end service (Y/N)	End-to-end budget (Y/N)	Q3b	Service delivery model (Y/N)
Discharge to Assess (D2A)	N	N	Referral Management & Clinical Quality Assurance of Referrals	Y
CHC – PD / MH / LD	Y	Y	Scheduling MDT Meetings / Assessments / Reviews	Y
Funded Nursing Care	Y	Y	Clinical Assessments & Care Reviews	Y
Fast Track	Y	Y	Quality Assurance & Verification	Y
Joint Funding	Y	Y	Brokerage / Commissioning of Care	Y
Appeals	Y	Y	Case Management Reviews	Y
Retrospective Reviews	Y	Y	Contract & Market Management (including Procurement to get onto Frameworks)	Y
PUPoC	Y	Y		
CYP	Y	Y	Financial Management, Invoicing & Payment Systems	Y
Complex CYP Cases (not eligible for Continuing Care)	Y	Y	Data & Reporting	Y
CYP Looked after Children	Y	Y		
CoP / DoLS	N	N		
Section 21A & Welfare	N	N		
Section 117	N	N		
LD & Autism TCP	N	N		

FOI: ICB AACC Service Delivery

ABI Slow Rehab	N	N
Q3c	If different for each place area, and/or different from above – please describe all the AACC Delivery Models.	
[List relevant areas]	<p>The only aspect not delivered in-house is brokerage for North Somerset care, which is delivered via a jointly-funded brokerage team in North Somerset Council.</p> <p>North Somerset Council- https://www.n-somerset.gov.uk/council-democracy/data-protection-freedom-information/freedom-information/about-freedom-information-foi</p>	

(Q5 Reference Table)						
ICB In-House	ICB In-House: Hub/Spoke	Commission Full End-to-End AACC from Service Provider/CSU: Not Place Based	Commission Full End-to-End AACC from Service Provider/CSU: Place Based	Integrated Model	Embedded Model	Combination Model
ICB AACC team at system level in ICB – all elements of delivery	<p>ICB AACC governance, data, finance, market management and contract management at system level</p> <p>AACC assessment and review at place-based level</p>	<p>In-house ICB governance and decision making at System Level</p> <p>Commissioned AACC service provides all elements of delivery</p> <p>Not place based</p>	<p>In-house ICB governance and decision making at System Level</p> <p>Commissioned AACC service provides all elements of delivery</p> <p>Place based teams for assessment / reviews</p>	<p>In-house ICB governance and decision making at System Level</p> <p>ICB AACC team and LA ASC team all in one service</p> <p>Provider Collaborative</p>	<p>In-house ICB and provider governance and decision making at System Level</p> <p>ICB commissions AACC service</p> <p>Assessment and review teams are embedded in place-based teams</p> <p>Commissioned service is embedded within ICB team and place based</p>	<p>Contains elements from each of the other models, (e.g., a combination of in-house ICB governance and provider decision making at System Level OR a part in-house, part embedded model)</p> <p>May have specific elements for each client group commissioned</p>

FOI: ICB AACC Service Delivery

Q5	From the options above, please indicate (Y/N) which service delivery model(s) best describe your AACC service	If applicable, please name the provider you commission to deliver the service	Please describe the service model and detail what elements of service are delivered
ICB In-House	Y	N/A	N/A
ICB In-House: Hub/Spoke			
Commission Full End-to-End AACC from Service Provider/CSU: Not Place Based			
Commission Full End-to-End AACC from Service Provider/CSU: Place Based			
Integrated Model			
Embedded Model			
Combination Model			

FOI: ICB AACC Service Delivery

#	Question	Answer <i>(please specify if you have a mixed region/client group/DoH stage approach to care)</i>
Q6a	Does the ICB have an End-of-Life (EoL) pathway?	Yes – details available here: https://remedy.bnssg.icb.nhs.uk/adults/end-of-life-care-and-hospice/end-of-life-care/
Q6b	If yes, is the associated EoL or Fast Track care spend included in your AACC budget and national reports?	Only Fast track spend is included in AACC reporting.
Q7a	Does the ICB have a D2A Pathway which includes completion of CHC, FNC and Fast Track assessments?	Yes
Q7b	If yes, are the associated D2A care costs included in your AACC budget?	No
Q8a	Do you broker care?	Yes
Q8b	If yes, how do you broker care? (e.g., via AQP, DPS, Spot Purchase ¹ , a Lot Based System, Framework, other.)	Spot purchasing is the method used for the majority of care purchased by the ICB.
Q9a	Does the ICB have NHS contracts in place with all Care Home Providers that are commissioned to provide any element of AACC care?	Yes
Q9b	If yes, what is the standard length of NHS contract?	2 years
Q9c	If no, what % of Care Home Providers do you not have NHS contracts in place for?	N/A
Q9d	Does the ICB have NHS contracts in place with all Domiciliary Care Providers that are commissioned to provide any element of AACC care?	Yes

¹ By “spot purchase,” we mean care which has been purchased from a provider, usually on an individual basis and without a pre-existing contract in place. It could be that all care is procured in this way, or a proportion of care where it is difficult to source.

FOI: ICB AACC Service Delivery

#	Question	Answer <i>(please specify if you have a mixed region/client group/DoH stage approach to care)</i>
Q9e	If no, what % of Domiciliary Care Providers do you not have NHS contracts in place for?	N/A
Q9f	If applicable, please list any categories of care you do not have NHS contracts in place for?	N/A
Q10	Does the ICB have regular meetings with independent care providers commissioned for AACC?	The ICB attends provider forums across BNSSG, facilitated by the Local Authorities.
Q11a	Does the Local Authority lead on commissioning NHS funded elements of AACC care?	No
Q11b	If yes, what are they and what care categories does this cover?	N/A
Q11c	Does the Local Authority set the care rates used by the ICB?	No
Q12a	Does the ICB agree annual uplifts with AACC care providers each year in isolation or collaboratively with the Local Authorities?	The ICB's uplift offer takes into account those of the three BNSSG Local Authorities.
Q12b	Does the LA agree the NHS annual uplifts with care providers on behalf of the ICB?	No
Q13a	How many AACC complaints has the ICB received over the past 12 months?	33
Q13b	How many concerns has the ICB resolved each quarter over the past 12 months?	Quarter 2 2023/24 (July – Sept) = 7 Quarter 3 2023/24 (Oct – Dec) = 9 Quarter 4 2023/24 (Jan – Mar) = 8 Quarter 1 2024/25 Apr – June) = 9
Q14	Does the ICB provide a patient experience survey for AACC NHS funded service users?	https://www.surveymonkey.co.uk/r/MWCY9FX

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