

Reference: FOI.ICB-2526/160

Subject: Domiciliary and Complex Care Services

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

QUESTION	RESPONSE
1. What are your lowest and highest agreed charge rates for Complex Care providers to provide Home Care services in 2025? (per hour)	Lowest Cost - £22.27 per hour Highest Cost - £37.50 per hour
2. What are your lowest and highest agreed charge rates for Home Care providers to provide Domiciliary Care services in 2025? (per hour)	Lowest Cost - £22.27 per hour Highest Cost - £37.50 per hour
3. Can you provide all current contact email addresses for both your Brokerage and Commissioning Managers for, Adult complex care services, Paediatric complex care services, Supported living services and Learning disability and Mental Health teams?	<p>Bristol and South Glos CHC packages are commissioned via the Funded Care Brokerage Team, based within the ICB.</p> <ul style="list-style-type: none"> • Email: bnssg.brokerage@nhs.net • Tel: 0117 900 2626 (Bristol & South Glos) <p>North Somerset CHC packages are commissioner via the Brokerage Team, based within North Somerset Council.</p> <ul style="list-style-type: none"> • Email: brokerage.team@n-somerset.gov.uk • Tel: 0193044207611

<p>4. Do you work with providers on a spot purchase agreement?</p>	<p>Yes.</p>
<p>5. Who are your top 5 providers for Complex Care Services?</p> <p>Clarification received: Regarding questions 5&6 can you break it down into the following please-</p> <ul style="list-style-type: none"> • Those that you use the most • Those that provide the best quality • Those that are the best value for money • Highest spend with provider • Personal Preference 	<ul style="list-style-type: none"> • Those that you use the most: Fresh Haven, Network, Newcross, Olive Leaf, Synergy • Those that provide the best quality - No comparable data available to answer this • Those that are the best value for money - No comparable data available to answer this • Highest spend with provider: Freeways, Fresh Haven, Independent Clinical Services Limited t/a Thornbury Community Services, Network, Olive Leaf • Personal Preference - No data available to answer this
<p>6. Who are your top 5 providers for Domiciliary Care Services?</p> <p>Clarification received: Regarding questions 5&6 can you break it down into the following please-</p> <ul style="list-style-type: none"> • Those that you use the most • Those that provide the best quality • Those that are the best value for money • Highest spend with provider • Personal Preference 	<ul style="list-style-type: none"> • Those that you use the most: Caafi Health Care, Courtfield Healthcare, Fresh Haven, Kindly Care, Olive Leaf, • Those that provide the best quality - No comparable data available to answer this. • Those that are the best value for money - No comparable data available to answer this • Highest spend with provider: Bluebird Care (Bristol, Bath & NE Somerset), Caafi Health Care, Care 1st Homecare, Fresh Haven, Olive Leaf • Personal Preference - No data available to answer this

7. In 2024, how many referrals did you send to
Complex care Providers?

This is not data that is routinely collected.

The information provided in this response is accurate as of 16 September 2025 and has been approved for release by Rosi Shepherd, Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.