

**Reference:** FOI.ICB-2526/177

**Subject:** All Age CHC and Learning Disability & Autism (LDA) Case Management

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

QUESTION	RESPONSE
<p>1. All Age Continuing Care/Continuing Healthcare (AACC?CHC) Case Management:</p> <p>a. Is the service delivered directly by the ICB or contracted out?</p> <p>If contracted out, which organisation provides it and is the ICB considering bringing it back in-house (and when)?</p> <p>b. Which AACC Case Management System is currently in use and when does the contract end?</p> <p>c. Are there plans to procure and implement an end-to-end digital case management solution in the next 12–24 months?</p> <p>If yes, who is the best contact (name, role, email, and phone number)?</p>	<p>a) The ICB delivers the service in house b) Caretrack - sign off until 31<sup>st</sup> March 2026 c) The ICB is in the process of considering options</p> <p>Head of Business and Commissioning, Chief Nursing Office <a href="mailto:bnssg.fcbandq@nhs.net">bnssg.fcbandq@nhs.net</a></p>
<p>2. Learning Disability &amp; Autism (LDA) Case Management:</p> <p>a. Does the ICB use a digital system for managing LDA cases? If yes, what system(s)/supplier(s)?</p> <p>b. What is the contract value (total or annual)?</p>	<p>a) Caretrack b) The latest contract agreement for Caretrack is for an 8 month contract totalling £59,108</p>

<p>c. What are the contract start and end dates (including extensions)?</p> <p>d. Who is the responsible contact (name, role, email, and phone) for LDA case management or digital/IT systems?</p>	<p>c) As above in Q1</p> <p>d) As above in Q1</p>
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***The information provided in this response is accurate as of 17 September 2025 and has been approved for release by Rosi Shepherd, Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.***