

Reference: FOI.ICB-2526/047

Subject: Homecare Services Costs

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

QUESTION	RESPONSE
<p>The following request is made to NHS Bristol, North Somerset and South Gloucestershire ICB (“You”, “you”, “Your” and “your”, as the case may be) under the Freedom of Information Act 2000 (“the Act”) by the Homecare Association.</p> <p>The Homecare Association is a national membership body for homecare providers, with over 2,200 members across the UK. Our mission is to ensure society values homecare, and invests in it, so all of us can live well at home and flourish in our communities. We lead the way in shaping homecare and provide practical support for our members.</p> <p>The information requested is described in section 1, below, with definitions of specific terms used in section 2, and notes to aid interpretation in section 3. We draw your attention to why we expect your organisation to comply with this request in section 5. In section 6, we explain how we intend to use the information requested as part of a UK-wide report intended for publication. Section 4 provides details about how to return your reply.</p>	
<p><u>1. The information requested</u></p> <p>We ask you to provide the information described below, including the prices paid to independent and voluntary sector Homecare Providers for the provision of regulated Homecare services delivered to people aged 65 years and over in their own home during the seven-day Reference Period which includes Monday 14 April 2025.</p>	<p>Please find below the information requested of the Continuing Health Care Team at the ICB in relation to Homecare Services.</p> <ul style="list-style-type: none"> a) Lowest Rate = £17.93 p/h b) Highest Rate = £67.06 p/h c) Average = £28.79 p/h d) Total hrs purchased = 2900 e) Total hrs purchased (ref wk 2024) = 3101 f) Total spend = £84,292.03

Your attention is drawn to the definitions and interpretation described in sections 2 and 3.

The information requested is:

- (a) The **lowest** rate per hour paid to any individual Homecare Provider during the Reference Period, expressed in pounds and pence per hour.
- (b) The **highest** rate per hour paid to any individual Homecare Provider during the Reference Period, expressed in pounds and pence per hour.
- (c) The **average** (“arithmetic mean”) rate per hour paid to **all** Homecare Providers for all Homecare services purchased during the Reference Period, expressed in pounds and pence per hour.
- (d) The **total hours** of Homecare purchased from **all** Homecare Providers during the Reference Period (i.e. any period of seven consecutive days which includes Monday 14 April **2025**).
- (e) The **total hours** of Homecare purchased from **all** Homecare Providers during a seven-day period which includes Monday 15 April **2024** (i.e. the figure which provides a like-for-like comparison with item (d), above, for the previous year).
- (f) Your organisation’s **total spend** on Homecare services purchased from **all** Homecare Providers during the Reference Period.

- g) Number of providers = 50
- h) Number of people = 93
- i) Contract info = Spot Purchase Contracts – Patient Specific
- j) Direct Payments Rates: Between £12.31p.h - £13.13 p/h
- k) i) Snapshot of Direct Payment recipients 01/04/2024 = 27
- l) ii) Snapshot of Direct Payment recipients 01/04/2025 = 28

- (g) The **total number** of Homecare Providers that delivered the total hours of Homecare purchased during the Reference Period (as specified in item (d), above).
- (h) The **total number** of people aged 65 years and over that received Homecare services from Homecare Providers during the Reference Period.
- (i) A brief description of the **type of contracts** you currently hold with Homecare Providers (i.e. whether they are block contracts, lead provider contracts, framework contracts, spot contracts, etc.).

Questions (a)-(i) refer to Homecare services. Questions (j) and (k) refer to Direct Payments.

- (j) The **2025-26** rate per hour for a **Direct Payment**, expressed in pounds and pence per hour. If you have more than one Direct Payment rate per hour, please select the rate paid to a recipient to **employ a personal assistant (PA)**. If you have more than one Direct Payment PA rate per hour, please provide all such rates.
- (k) The **total number** of adults in receipt of a **Direct Payment** as of: (I) 1 April 2024 and (II) 1 April 2025 (or dates as close to these as possible).

Definitions

Terms defined below in the singular include the plural, unless otherwise stated.

Homecare should be interpreted as referring to social care and support services delivered in people's own homes. This service may also be known as 'domiciliary care' or 'care at home'.

Homecare Provider refers to an independent or voluntary sector organisation providing Homecare registered by any of the following national statutory regulators:

[Care Quality Commission](#) (CQC)

[Care Inspectorate Wales](#) (CIW)

[Care Inspectorate](#)

[The Regulation and Quality Improvement Authority](#) (RQIA)

Reference Period means any period of seven consecutive days which includes Monday 14 April 2025.

In relation to the **lowest**, **highest** and **average** prices paid to Homecare Providers in questions (a) to (c), you should note that our assumption is that your answers will **include** careworkers' travel time and mileage costs, **unless** you advise us to the contrary. You may, at your discretion, provide any qualifying statements or clarification about the figures returned in your reply to these questions.

A **Direct Payment** is a sum of money paid to an individual so that they can arrange their own care and support.

Selecting the data requested (questions (a) to (i) only)

The following guidance will help you select the correct data sample to complete this request in **questions (a) to (i) only**.

In case of doubt, you should apply a common-sense interpretation to the request outlined in section 1, above. For example, if you do not hold the requested information specifically for the Reference Period, please provide the information for as close to the Reference Period as possible.

The data sample used to provide this information should **include**:

Homecare delivered by independent and voluntary sector Homecare Providers.

Services delivered to adults aged 65 years and over.

Services which are primarily designed to provide personal care and support, including prompting people to undertake such activities for themselves.

The care element (only) of services delivered in 'extra care housing' or 'supported living' schemes (i.e. excluding any payment for providing housing or housing services).

You should **exclude** the following items from the data sample used:

Services provided to adults under the age of 65 years.

Services which are charged by reference to a unit price, other than a price per hour (or part thereof).

Any payments made directly to people in lieu of the provision of services by your organisation (e.g. a direct payment).

Services provided by any 'in-house' homecare team, where the workforce is employed by your organisation.

The information provided in this response is accurate as of 5 June 2025 and has been approved for release by Kathryn Dalby-Welsh, Deputy Director of Quality and Safety (Funded Care) for NHS Bristol, North Somerset and South Gloucestershire ICB.