

Reference: FOI.ICB-2526/260

Subject: Complex Care Commissioning

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

QUESTION	RESPONSE
<p>1. CHC Commissioning Frameworks Please provide details of the current CHC commissioning framework(s) in place, including:</p> <ul style="list-style-type: none"> • Framework title(s) and reference numbers (if applicable) • Duration and expiry date(s) • Scope of services covered 	<p>The ICB does not utilise a specific care framework.</p>
<p>2. Approved or Contracted Providers Please provide a list of approved or contracted providers currently delivering CHC-funded complex care services (for both adults and children).</p>	<p>Please see enclosed spreadsheet.</p>
<p>3. Commissioning Structure and Contacts Please outline the commissioning structure and responsible teams for CHC and complex care.</p> <ul style="list-style-type: none"> • If possible, include contact details for commissioning, procurement, and contracting functions. 	<p>CHC clinical functions are performed by the ICB's All Age Continuing Care Team, which can be contacted at: Email: Bnssg.chc@nhs.net Phone: CHC 0117 9002626 (option 2)</p> <p>Bristol and South Glos CHC packages are commissioned via the Funded Care Brokerage Team, based within the ICB.</p>

	<p>Email: bnssg.brokerage@nhs.net Tel: Tel: 0117 900 2626 (Bristol & South Glos)</p> <p>North Somerset CHC packages are commissioned via the Brokerage Team, based within North Somerset Council: Email: brokerage.team@n-somerset.gov.uk</p>
<p>4. Procurement and Spot Purchasing</p> <ul style="list-style-type: none"> Are there any open or planned procurement exercises relating to CHC or complex care commissioning within the next 12–24 months? If yes, please provide anticipated timelines and service areas. Alternatively, can providers operate with the ICB via a spot agreement? 	<p>Providers can operate with BNSSG ICB via a spot agreement. New providers to BNSSG are encouraged to contact the ICB's brokerage team, using the contact details in question 3.</p>
<p>5. Commissioning Priorities and Models of Care Please outline any preferred models of care or strategic commissioning priorities currently being pursued for:</p> <ul style="list-style-type: none"> Complex care at home Step-down or transitional rehabilitation Specialist community placements 	<p>The ICB's strategic commissioning priorities are set out in the Joint Forward Plan 2025-30 which can be found at the following link: https://bnssghealthiertogether.org.uk/wp-content/uploads/2024/10/BNSSG-ICS-Joint-Forward-Plan-2025-30-updated.pdf</p>
<p>6. Policy and Strategy Documents Please provide any policy, strategy, or market position documents outlining your approach to CHC commissioning, provider engagement, and market development.</p>	<p>The ICB's Commissioning Policy for All Age Continuing Care can be found at the following link: https://bnssghealthiertogether.org.uk/library/commissioning-policy-for-individual-funded-care/</p>

<p>7. Fee Information Please confirm current average charge rates or fee ranges for complex care packages.</p>	<p>Lowest Cost - £22.27 per hour Highest Cost - £37.50 per hour</p>
<p>8. Demand for Complex Care Please provide any available information on current demand levels for individuals requiring complex care (e.g., tracheostomy, spinal injury, neurological care, etc.).</p>	<p>The ICB does not categorise or code individuals eligible for CHC based on their diagnoses, meaning it is not possible to supply information requested.</p> <p>Statistics relating to the activity of NHS Continuing Healthcare and NHS-funded Nursing Care in England, including BNSSG is published online. Categories of activity covered are: eligibility, referrals, conversion rates, local resolutions and decision support tools.</p> <p>https://www.england.nhs.uk/statistics/statistical-work-areas/nhs-chc-fnc/</p>

The information provided in this response is accurate as of 25 November 2025 and has been approved for release by Rosi Shepherd, Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.

Provider Name
Accomplish Group Support Ltd
Autism Support Cumbria
BAEMS Ltd
Bristol Mind - IMCA Service
Cefn Carnau
Cygnnet Behavioural Health Ltd
Cygnnet Clifton Ltd
Cygnnet Health Care Limited
Cygnnet Learning Disabilities Midlands Limited
Cygnnet St Teilo House
DGF Psychology Ltd
Dr Sarah Hardy - Clinical Psychologist
Elysium Healthcare (Farndon) Limited
Elysium Healthcare (Field House) Limited
Elysium Healthcare (Healthlinc) Ltd
Elysium Healthcare Limited
Emergency Response Systems Ltd
Hannah Murdoch - Psychotherapy
Helen Kirkaldie
Huntercombe Properties (Frenchay) Limited
Kingswood Cab Company Ltd
Little Bridge House (Children`s Hospice South-West)
Iris Care Group - Hospitals
Make it Mentoring
Merton House Holiday Hotel
Oldercare (Haslemere) Limited
Partnerships in Care Limited
Prepaid Financial Services Ltd
Priory Healthcare Limited
Psychology Associates Ltd
Rachel Simmons Speech and Language Therapist
Sarah Chatterton
Schoen Clinic York
SENSE - Community Services (South West)
Sirona Care & Health
Somerset Care Ltd
St Andrews Hospital
St Peter`s Hospice - Brentry
The Advocacy People
The Bridge Foundation
The Congregation of the Daughters of the Cross of Liege
Weston and District Community Transport
Yercome Lodge
Your Say