

Reference: FOI.ICB-2526/278

Subject: CHC Funded Home Care

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

QUESTION	RESPONSE
<p>We have come across an FOI response issued by Rosi Shepherd, Chief Nursing Officer at the ICB earlier this year, which includes information on the most-used complex home-care providers and highlights the providers on which the ICB has the highest expenditure. In light of this, we would be grateful if you could revisit our request.</p> <p>https://bnssghealthiertogether.org.uk/wp-content/uploads/2025/09/FOI.ICB-2526_160-Domiciliary-and-Complex-Care-Services-Final-Response.pdf</p> <p>Specifically, please could you provide:</p>	<p><i>Please refer to requesters template enclosed.</i></p> <p>Please note on the attached tracker the CHC team have added the number of packages for question 1 and 2. You will note for question 2 where there are fewer than 5 this has been indicated to protect patient identification.</p> <p>For the second request re the expenditure, please see the explanation below.</p>
<ol style="list-style-type: none"> 1. The number of care packages and total expenditure for the providers listed in the attached Excel spreadsheet (taken from the attached previous FOI) and; 2. In addition, if there are any providers within your top 10 by expenditure or number of packages that are not included in our list, please could you also add these to the table so that the full top-10 dataset is complete 	

The ICB has applied Section 43(2) to the disclosure of the expenditure information requested. Section 43(2) exempts from disclosure information which would, or would be likely to, prejudice the commercial interests of an organisation. The ICB believes that disclosure of the information would prejudice the commercial interests of the providers in the attached list.

The ICB has previously contacted a subset of the providers who have confirmed that the expenditure information is considered commercially confidential to them. The ICB has considered the information provided by the providers when applying the public interest test to the exemption. The providers have confirmed that disclosure of the package numbers and expenditure could indicate the price of individual packages, which the providers consider commercially sensitive.

The public interest arguments in favour of disclosing the information include the ICB's responsibility to be transparent and accountable in its decision making and to promote public understanding of how the NHS works. These care packages are paid for through general taxation and therefore the public have an interest in whether services commissioned by the ICB represent value for money. Each month the ICB publishes all spend over £30k and any spend over this amount will be included in this published information. Therefore, the ICB does publish a high level of expenditure for the public to scrutinise.

	<p>The public interest argument in favour of maintaining the exemption includes the confirmation from providers that the information relating to expenditure is considered commercially sensitive and would prejudice their commercial interests as the provider could be at a competitive disadvantage if this information was disclosed.</p> <p>The ICB has determined that disclosing the information would prejudice the commercial interests of current providers and therefore disclosure may result in current providers and possibly future providers not offering packages of care to the ICB. Providers may consider that offering packages to the ICB would constitute a risk of competitive disadvantage for them. The ICB has a responsibility to secure the best use of public resources and provide value for money. To achieve this, the ICB needs to have a wide range of organisations willing to provide packages of care. Funding is based on the assessed level of needs of the patient, as well the availability of care at the time the request is made to find a suitable provider. It is also vitally important to patients that there is a wide range of providers who can provide care to ensure that patients receive packages of care most suitable for them.</p> <p>The ICB has considered both arguments and believes that maintaining the exemption is in the public's interest as it supports the ICB to commission services which are value for money and supports the best offer of choice for patients.</p>
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The information provided in this response is accurate as of 11 December 2025 and has been approved for release by Rosi Shepherd, Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.

CHC funded home care FOI Answers

ICB: Bristol, North Somerset and South Gloucestershire (BNSSG)
Date: 09/12/2025

For clarity, CHC refers to the NHS Continuing Healthcare funding pathway. For further information please see: <https://www.england.nhs.uk/healthcare/>.
Homecare refers to packages of care delivered in the individuals' own homes (not in care homes or residential facilities).

1 (a) For adults aged 18+ please provide a list of the top ten providers who receive the greatest amount of funding from CHC funded home care packages in 2023/24			
	Provider	(i) Number of packages	(ii) Total expenditure
(i) For each provider, please provide the number of CHC funded home care packages in 2023/24 (all active packages during the year including those which started prior)	Olive Leaf Health & Homecare Limited	86	
(ii) For each provider, please provide total expenditure in 2023/24 related to CHC funded home care	Fresh Haven	60	
	Courtfield Healthcare	52	
	Bluebird Care	43	
	Caremark (Bristol)	29	
	Verve Homecare	29	
	Network Healthcare	22	
	Carepride Limited	21	
	Helping Hands	18	
	Silva Care Limited	18	

1. (b) For children aged 0-18 years old please provide a list of the top ten providers who receive the greatest amount of funding from CHC funded home care packages in 2023/24			
	Provider	(i) Number of packages	(ii) Total expenditure
(i) For each provider, please provide the number of CHC funded home care packages in 2023/24 (all active packages during the year including those which started prior)	Fresh Haven	12	
(ii) For each provider, please provide total expenditure in 2023/24 related to CHC funded home care	North Somerset County Council	6	
	SENSE - Community Services	<5	
	Baxter Healthcare Ltd	<5	
	Bristol City Council	<5	
	Pride Health & Social Care Ltd	<5	
	Inspire Together Limited	<5	
	Libertatem Healthcare Group	<5	