

Reference: FOI.ICB-2627/033

Subject: Complex Home Care Packages

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

QUESTION	RESPONSE
For clarity, I am defining 'complex home care' as a package of care involving over 100+ hours of care per week. Clarification received: I am interested in the average timeline from when ICB was approached to secure a package of funded home care to when the person was actually discharged into that package of home care / started receiving that home care package at home. If you cannot break down data by number of care hours per package, then 'complex home care' should be defined as any package of care that requires significant nurse-led care involving specialised procedures and management that go beyond basic domiciliary home care assistance. Failing that definition, please define "complex home care" as any home care package eligible for funding under the NHS Continuing Healthcare (CHC) funding pathway. Please note I have requested a breakdown of the data by age group. If data cannot be broken down by requested age bands,	Please refer to enclosed spreadsheet.

then please provide total figures across all age groups, adults aged 18+ and children aged 0-17.

If data for the full year 2025/26 is not yet available, then please provide the latest yearly snapshot data for 2025/26.

Please kindly include responses on the attached spreadsheet.

1. Please provide the name, telephone number and email address of the person responsible for coordinating / liaising discharge from hospital to community health and social care providers.
2. Please provide the total number of patients discharged from hospital to CHC- funded complex home care in 2025/26, **by NHS Trust or other hospital provider** (please specify name and number of patients discharged by each hospital), broken down across:
 - a. All age patients
 - b. Adult patients aged 18-64 years
 - c. Child patients aged 0-17 years
3. Please provide the total number of bed days lost in 2025/26 due to lack of available CHC-funded complex home care packages, **by NHS Trust or other hospital provider** (please specify name and number of bed days lost by each hospital), broken down across:
 - a. All age patients
 - b. Adult patients aged 18-64 years
 - c. Child patients aged 0-17 years

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| <p>4. Please provide the average time (in days) in 2025/26 from being medically fit for discharge to discharge where a CHC-funded complex home care package is required, by NHS Trust or other hospital provider, broken down across:</p> <ul style="list-style-type: none"> a. All age patients b. Adult patients aged 18-64 years c. Child patients aged 0-17 years | |
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The information provided in this response is accurate as of 15 June 2026 and has been approved for release by Rosi Shepherd, Chief Clinical Leadership and Delivery Officer (Nursing) for NHS Bristol, North Somerset and South Gloucestershire ICB.

Under the Freedom of Information Act, I would like to request the following information regarding complex home care packages.

Clarification recieved for Q4 on 04/06/26 - I am interested in the average timeline from when ICB was approached to secure a package of funded home care to when the person was actually discharged into that package of home care / started receiving that home care package at home.

For clarity, I am defining 'complex home care' as a package of care **involving over 100+ hours of care per week**.

If you cannot break down data by number of care hours per package, then 'complex home care' should be defined as any package of care that **requires significant nurse-led care involving specialised procedures and management that go beyond basic domiciliary home care assistance**.

Failing that definition, please define "complex home care" as any home care package eligible for funding under the NHS Continuing Healthcare (CHC) funding pathway.

Please note I have requested a breakdown of the data by age group. If data cannot be broken down by requested age bands, then please provide total figures across all age groups, adults aged 18+ and children aged 0-17.

If data for the full year 2025/26 is not yet available, then please provide the latest yearly snapshot data for 2025/26.

Question 1 Please provide the **name, telephone number and email address of the person responsible for coordinating / liaising discharge from hospital to community health and social care providers**

This is for hospitals and their discharge teams. Please contact the Trusts directly for more information:

North Bristol NHS Trust (NBT): FOIArequests@nbt.nhs.uk

University Hospitals Bristol and Weston NHS Foundation Trust (UHBW): FreedomOfInfo@uhbw.nhs.uk

The ICB CHC team would only be involved if the patient is on Fast track pathway due to life limited health/ deemed palliative (end of life) or onto a Funded Health Care pathway. This is not the case for all discharges. The Local Authority and ICB would help in the Brokerage of providers if the patient is going into a nursing or care home facility or required help at home in a domiciliary care arrangement.

Name	Bristol and South Gloucestershire ICB Brokerage
Telephone number	0117 900 2626 (option 4)
Email	bnssg.brokerage@nhs.net
Name	North Somerset Council
Telephone number	01934 427 611
Email	brokerage.team@n-somerset.gov.uk

Question 2 Please provide the **total number of patients discharged from hospital to complex home care in 2025/26**, by NHS Trust or other hospital provider (please specify name and number of patients discharged by each hospital), broken down by age group

Q2 is related to discharge numbers which is not an ICB function.

NHS Trust / Provider name	All patients	Adults 18-64	Children 0-17
X	X	X	X
X	X	X	X
X	X	X	X
X	X	X	X
X	X	X	X
X	X	X	X
X	X	X	X
X	X	X	X
X	X	X	X
X	X	X	X
(Please add as many rows as necessary)			

Question 3 Please provide the **total number of bed days lost in 2025/26 due to lack of available complex home care packages**, by NHS Trust or other hospital provider (please specify name and number of bed days lost by each hospital), broken down by age group

Q3 is related to discharge numbers which is not an ICB function.

NHS Trust / Provider name	All patients	Adults 18-64	Children 0-17
X	X	X	X
X	X	X	X
X	X	X	X
X	X	X	X
X	X	X	X

x	x	x	x
x	x	x	x
x	x	x	x
x	x	x	x

(Please add as many rows as necessary)

Question 4 Please provide the average time (in days) in 2025/26 from being medically fit for discharge to discharge where a complex home care package is required, by NHS Trust or other hospital provider , broken down by age group:

Clarification recieved 04/06/26 - I am interested in the average timeline from when ICB was approached to secure a package of funded home care to when the person was actually discharged into that package of home care / started receiving that home care package at home.

ICB NOTE

The figures below are what is available in the way of data from our Brokerage team. This is only for the Bristol and South Gloucestershire area. North Somerset is brokered by the LA . It defines patients being discharged from Acute Hospital settings into a fast track homecare package. This may be more or less the defined hours you requested as we do not break the figures down in this way. We would not assess a patient currently in an acute hospital setting for all age continuing healthcare funding, they would need to be deemed medically fit and be discharged accordingly.

NHS Trust / Provider name	All patients (calendar Days)	Adults 18-64 (Calendar Days)	Children 0-17 (Calendar Days)
BNSSG - ALL FAST TRACK FUNDING	6.2	7.2	no data
UHBW	6.0	7	no data
NBT	6.5	7.2	no data
BATH RUH	4.3	no data	no data
WGH	5	no data	no data