

Reference: FOI.ICB-2627/146

Subject: Commissioning of Care Packages via Spot Purchasing and Frameworks

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

QUESTION	RESPONSE
Please provide the following information held by your Integrated Care Board , as at the most recent date for which data is available (please state the date to which any figures relate). If your ICB records this information separately by service area (for example Continuing Healthcare versus domiciliary or community care), please provide the data for the most relevant category or clearly note which service area the figures relate to.	
1. How many care packages is your ICB currently commissioning on a spot-purchase basis from providers who are on an organised framework agreement or Dynamic Purchasing System (DPS)? Please break this down by: i. HCA-led packages ii. Registered Nurse-led packages	The ICB does not utilise a provider framework or DPS (Dynamic Purchasing System). Providers new to the area are encouraged to contact the ICB's Brokerage Team at the following: bnssg.brokerage@nhs.net BNSSG ICB brokers care for Bristol and South Gloucestershire. For North Somerset please contact North Somerset Local Authority Brokerage Team; brokerage.team@n-somerset.gov.uk The ICB does not hold the data in the format requested to split out HCA-lead packages and Registered Nurse-led packages, so we are not able to provide these characteristics requested in the FOI.

2. What is the average charge rate for the spot-purchased packages identified in question 1? Please provide the average hourly rate (or other applicable unit) broken down by HCA-led and Registered Nurse-led packages	As per question 1, the ICB does not utilise a provider framework or DPS, however included below are the ICB’s current hourly domiciliary care rates.		
	TIER ONE		£25.59
	TIER TWO		£29.21
	TIER THREE		Upwards of the above rates
	COMPLEX TIER 1		£29.84
	COMPLEX TIER 2		£31.82
	COMPLEX TIER 3		£32.95
	COMPLEX TIER 4		Upwards of the Above rates
3. For the spot-purchased packages identified in question 1, are any additional fees charged in addition to the standard hourly rate (for example: invoice processing fees, bank holiday premiums, mileage or travel costs, administration fees, out-of-hours supplements)? If yes, please provide full details of these fees and how they are applied.	Some providers charge for bank holidays and these are charged at between double time and time and a half of the standard rate. There are no other additional fees charged.		
4. Please list all providers currently used by your ICB to deliver care packages on a spot-purchase basis.	Standard Home Care Providers	Complex Home Care Providers	
	Abundant Health Rehab & Care	3 Trees Community Support Ltd	
	Afya Care	Active Care Group - Children's Complex Care (Formerly known as: Active Assistance - Sevenoaks)	
	Agin Care	Agincare Live-in Care (South West)	
	Alef Care	Alex C&C (Complex Rate)	

	Alex C&C Healthcare	Angel Care
	Alimo Care Ltd	Aspirations Support Bristol Ltd
	Alina Homecare Bristol South	Aspire Care (SW) Bristol
	Alina Homecare North Bristol	Bespoke Health and Social Care
	Always Care (previously Star Care)	Care First 24 Ltd
	Avon Home Carers Ltd	Compassionate Home Care
	B&S Healthcare Ltd	Complete Care Amegreen
	Blakehill Healthcare	Complex Care Choices (SHG Care Group)
	Bluebird Care (Bristol, Bath & NE Somerset)	CVB Homecare Limited
	Bluebird Care South Glos	Direct Homecare (The Red Group)
	Brunelcare Domiciliary Care Services Bristol & South Gloucestershire	Excel Living Limited
	Caafi Care	First Option Healthcare
	Care Quality Services Bristol	Fresh Haven Healthcare Ltd
	Care Quality Services South Glos CURRENTLY OOA PROVIDER OPERATING UNDER GLOUCESTERSHIRE BRANCH	HASCS (Health & Social Care Services Ltd)

	Caremark (Bristol)	Helping Hands Live in Care Services
	Carepride Limited	Hillview Care Services
	Caring Comes 1st	Independent Clinical Services Limited t/a Thornbury Community Services
	Cherish Able Care Ltd	Independent People Homecare
	Chrysalis Homecare / Medacs	Inspire Together
	Clarity Homecare (Bristol)	Libertatum Healthcare Group (previously EnViva)
	Clover Health and Homecare HQ	Manor Community Care
	Compassionate Home Care	Medgen
	Courtfield Healthcare Ltd	Medgen Community Services Limited
	CVB Homecare Limited	MiHomecare
	Dat Healthcare	Muve Homecare Birmingham
	Delore Care (Fairolive Limited t/a Delore Care)	Network Healthcare Professionals Limited Bristol
	Dhek Bhal	Newcross Healthcare Solutions LTD
	Eleanor Nursing and Social Care Ltd Bristol Office	Noble Live in Care
	Fourways Care	Nurseplus - UK

	Fresh Haven Healthcare Ltd	Olive Leaf Health & Homecare Ltd
	GA24Care	Onecall 24 Healthcare
	Happy Care	Prestige Nursing + Care
	Harmony Home-Led Care	Prestige Nursing Bath & Bristol East
	Hazelcare Head Office	Pride Health and Social Care (also known as Bristol Branch)
	Helping Hands Bristol	Pulse @ Home
	Helping Hands Chipping Sodbury	Quality & Compassionate Care Ltd
	Heritage Healthcare (on CQC as Enriching Healthcare)	Secure Healthcare Ltd
	Hillview Care Services	Steps Ahead Care & Support Limited
	Home Instead Bristol East (T/A Care Unite Ltd)	Synergy Complex Care Ltd
	Home Instead Senior Care (Nailsea & Bristol West branch)	Team Brain Injury Support Ltd
	Home Instead Senior Care Bristol North (Steadfast Care) (Hanham and Downend Office)	Thornbury Nursing Services
	Hometree Care	Village Care
	Kindly Care	Willowbank Care Limited
	Kumari Care	
	Living Waters	
	Mears Care (Bristol ECHS)	

	My Homecare (Bristol)	
	Network Healthcare Professionals Limited Bristol	
	Network Healthcare Professionals Limited Chipping Sodbury	
	Olive Leaf Health & Homecare Ltd	
	Primeway Care Ltd	
	Quality & Compassionate Care Ltd	
	Right at Home (Bristol East)	
	Seraphim Home Care	
	TopCare	
	Trinity Homecare (AKA Premier Homecare)	
	Verve Homecare Ltd (previously Emergency Personnel)	
	Village Care	
	Wellspring Care Limited	

5. Please list all framework agreements and Dynamic Purchasing Systems (DPS) currently in place within your ICB for the commissioning of care packages. For each framework or DPS, please indicate: i. Whether it is divided into lots (e.g. by geography or service type) ii. Whether any mandatory, maximum or minimum rates are attached to the framework/DPS or to individual lots. If yes, please provide the rates.	Please refer to Question 1 regarding brokering of packages of care.
6. How many care packages is your ICB currently commissioning via call-off contracts or other arrangements under the frameworks and DPS listed in question 5 (i.e. not on a spot-purchase basis)?	The ICB does not utilise a provider framework or DPS.
7. For each framework or DPS currently in place, how many providers have a place on it?	Not applicable.

The information provided in this response is accurate as of 10 July 2026 and has been approved for release by Denise Moorhouse, Deputy Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.