

**Your Request:**

**I would like to request the following information under the Freedom of Information Act (2000) in relation to Care and Support packages commissioned by your ICB for Children and Adult in receipt of Continuing Health Care (CHC) and or in receipt of/ in need of complex Care and Support Packages of care to meet their health and social care needs:**

**When we refer to Complex Care in this request, we determine Complex Care needs as individual needs that require specialist support for one or multiple chronic or long-term health condition, that requires extra assistance to manage their symptoms and daily activities to enable a high quality of life. Individuals also require specially trained carers to enable them to live independently or within the family home within the community.**

**To clarify, we would like you to include all patients in receipt of CHC funding with complex physical or medical needs that are provided with a commissioned package of care or PHB and that receive support from an external agency.**

**CHC Funded Care and Support Packages Statistics Please advise;**

- 1) Who is responsible for sourcing and commissioning CHC funded packages of Care for individuals with Complex Care and Support Needs, please detail the team that sources packages of support and which department they for i.e., NHS or Local Authority (LA).**
- 2) The number of CHC Funded Care and Support Packages commissioned by your ICB/LA and facilitated by an Independent (private or voluntary) provider within your ICB/LA boundary as of 2nd January 2023,**
- 3) The number of providers you commission on a spot purchase or framework arrangement to provide specialist Complex Care and Support Services within your ICB/LA boundary as of 2nd January 2023,**
- 4) The number of providers specialising in post Spinal Injury Care and Support Services within your ICB/LA boundary as of 2nd January 2023,**
- 5) The number of independent (private or voluntary) specialist Complex Care and Support providers commissioned by your ICB/LA from 2nd January 2023 under a block contract arrangement, if appropriate please advise of the format of this provision,**

**Our Response:**

Please find listed below the information held in relation to CHC funded care and support packages for each of the CHC services commissioned in the former CCG areas that now make up NHS Cheshire & Merseyside ICB.

### **Cheshire**

- 1) All Age Continuing Healthcare Team (NHS).
- 2) As of 02 January 2023, there were 1,063 CHC funded support packages commissioned from independent providers for the area of Cheshire.
- 3) Currently there are 20 care home and 7 domiciliary care providers commissioned to provide specialist complex care and support services.
- 4) None recorded inside the Cheshire area.
- 5) No block contract arrangements in place in the Cheshire area.

### **Halton & Warrington**

- 1) All Age Continuing Healthcare Team (NHS).
- 2) As of 02 January 2023, there were 139 CHC funded support packages commissioned from independent providers for the area of Halton and 232 for the area of Warrington.
- 3) Please note that 'Complex Care and Support' is not a category recorded. However, as of 01 January 2023 there were 65 providers commissioned to deliver CHC packages of care to patients for the area of Halton and 81 for the area of Warrington.
- 4) None recorded inside the Halton and Warrington area.
- 5) No block contract arrangements in place in the Halton and Warrington area.

### **Knowsley**

- 1) Information not held. Please redirect your request for this information to Knowsley Council, as the provider who may be able to provide this information and can be contacted via: [foi@knowsley.gov.uk](mailto:foi@knowsley.gov.uk).
- 2) 27.
- 3) Information not held. Please redirect your request for this information to Knowsley Council, as the provider who may be able to provide this information and can be contacted via: [foi@knowsley.gov.uk](mailto:foi@knowsley.gov.uk).
- 4) None recorded inside the Knowsley area.
- 5) Information not held. Please redirect your request for this information to Knowsley Council, as the provider who may be able to provide this information and can be contacted via: [foi@knowsley.gov.uk](mailto:foi@knowsley.gov.uk).

### **Liverpool, Sefton/Southport & Formby**

- 1) CHC Service commissioned by the ICB from Midlands & Lancashire Commissioning Support Unit (MLCSU).
- 2) Information provided by MLCSU in response to this question is 812.
- 3) Information not held by NHS Cheshire & Merseyside ICB. MLCSU have advised they do not hold this information as complex care is not a recorded category.
- 4) Information not held by NHS Cheshire & Merseyside ICB. MLCSU have advised they are unable to give an accurate number of patients that the ICB fund due to spinal injuries as MLCSU do not hold this granular information on

the case management system used and therefore the numbers would not be accurate.

5) Information provided by MLCSU in response to this question is nil.

### **St Helens**

1) The Integrated Continuing Healthcare Team (NHS and Local Authority). Later Life Team (Local Authority). Working Age (Local Authority) and the Brokerage Team (Local Authority).

2) There are currently 43 clients in receipt of full CHC funded domiciliary care packages

3) There are 6 providers commissioned on spot purchase or framework arrangements to provide specialist complex care.

4) Providers not recorded by category of 'spinal injury care' to enable reporting of this.

5) There are 6 complex care and support providers under a block contract arrangement.

### **Wirral**

1) Packages of care for CHC eligible persons are sourced and commissioned by the NHS Continuing Healthcare Team at NHS Cheshire & Wirral Partnership NHS Foundation Trust, for the Wirral area.

2) On 02 January 2023, there were 568 packages of CHC care funded for 491 individuals.

3) Our current list of providers stands at 256, although not all providers are active at any given date. We do not separate out providers for 'complex care', all providers are commissioned to provide person centered Continuing Healthcare – personalised per patient's primary health needs.

4) Two recorded.

5) None.

### **Your Request:**

**Individuals in receipt of CHC funded care and support package Statistics. Please advise;**

**6) The number of individuals (children and adults) currently receiving care and support from a provider commissioned by your ICB/ LA with CHC funding in place with Complex Care and Support needs,**

**7) The number of individuals (children and adults) currently receiving care and support within their own home setting from a provider commissioned by an outside ICB/LA living but within your ICB/LA boundary,**

**8) The number of individuals (children and adults) currently receiving care and support from a provider commissioned by your ICB/LA with CHC funding in place receiving over 80 hours per week care and support,**

### **Our Response:**

Please find listed below the information held in relation to individuals in receipt of CHC funded care and support package for each of the CHC services commissioned in the former CCG areas that now make up NHS Cheshire & Merseyside ICB.

### **Cheshire**

6) 856.

7) None recorded.

8) Data not possible to be extracted from the database used in a reportable format.

### **Halton & Warrington**

6) Information not recorded in the category of 'complex care and support need' as per the definitions provided to enable us provide this data.

7) None recorded.

8) Data only reportable for adults and not a required function. However, based on the data held and as of 01 January 2023, there were 13 adults in the Halton area and 9 adults in the Warrington area specifically recorded as receiving in addition of 80 hours of CHC funded care per week.

### **Knowsley**

6) 152.

7) None recorded.

8) Data not possible to be extracted from the database used in a reportable format.

### **Liverpool, Sefton/Southport & Formby**

6) Information not held by NHS Cheshire & Merseyside ICB. MLCSU have advised they do not hold this information as complex care is not a recorded 'category'.

7) Information provided by MLCSU in response to this question Nil.

8) Information provided by MLCSU in response to this question 62.

### **St Helens**

6) Currently 21 complex care adults that are funded via CHC.

7) Information not recorded.

8) There are currently 66 clients that are in receipt of full CHC funding and receiving over 80 hours of care and support per week.

### **Wirral**

6) 491.

7) None recorded.

8) Data not possible to be extracted from the database used in a reportable format.

**Your Request:**

### **Framework & Non-Framework Providers & Fees**

9) Does the ICB/LA make placements via a Framework or other pre commissioned service arrangement for Complex Care and Support packages?

10) If the ICB/LA has framework or pre commissioned arrangements, are these arrangements in collaboration with any other ICB's or Local Authorities? If so, who are the other ICB's or Local Authorities?

11) In relation to any Frameworks you currently operate for individuals (children and adults) currently receiving complex and or high level care and support operated by an Independent (private or voluntary) provider within your ICB/LA boundary, please provide the following information (including Provider name) about the number of individuals they support within your ICB/LA boundary, the average weekly hours commissioned, the average hourly rate paid for this provision, per type specified and whether the fees include any discounts agreed with said Provider. Please also advise the totals for all packages in each type specified i.e. total average hourly rate, total average hours provided per week & total no of individuals supported by each provider.

Please use the example format below and return in an excel spreadsheet if possible:

<i>Framework</i>							
<i>Name of Provider</i>	<i>Average hourly rate</i>	<i>Average weekly hours provided per week</i>	<i>Average weekly total fee</i>	<i>No of individuals the provider supports</i>	<i>No of individuals with spinal injury care and support needs</i>	<i>No of individuals with complex care and support needs</i>	<i>Discounts Agreed (type &amp; %)</i>
<i>Provider 1 name (example)</i>	£		£				<i>e.g long term, volume</i>
<i>Provider 2 name (example)</i>	£		£				
<i>Total (of all placements)</i>	£		£				

12) As per question 11 above, please provide the same information; however, this time in relation to Non-Framework Providers i.e. where the ICB/LA has commissioned packages with Independent care and support Providers using a Spot Purchase mechanism because the Provider is not on a Framework with the ICB/LA. Please also advise the totals for all packages in each type specified i.e. total average hourly fee & total no of individuals supported by Provider.

Please use the example format below and return in an excel spreadsheet if possible:

<b>Name of Provider</b>	<b>Average hourly rate</b>	<b>Average weekly hours provided per week</b>	<b>Average weekly total fee</b>	<b>No of individuals the provider supports</b>	<b>No of individuals with spinal injury care and support needs</b>	<b>No of individuals with complex care and support needs</b>
<b>Provider 1 name (example)</b>	£		£			e.g long term, volume
<b>Provider 2 name (example)</b>	£		£			
<b>Total (of all placements)</b>	£		£			

13) Please explain the process followed when you are unable to source a provider from the framework. Is there is a mailing list for this and if so please share the contact details of the team or individual responsible for making off framework package of care arrangements.

**Our Response:**

Please find listed below the information held in relation to framework and non-framework providers and fees for each of the CHC services commissioned in the former CCG areas that now make up NHS Cheshire & Merseyside ICB.

**Cheshire**

9 - 11) No framework in use. All providers have an NHS contract for no specific guaranteed price or activity, all complex care packages are negotiated individually based on the individuals care needs.

12) Data not possible to be extracted from the database used in a reportable format.

13) As previously advised, frameworks are not used. Providers whom there is an NHS standard contract in place with are contacted and sourced by the All Age Continuing Healthcare Team, who can be contacted via:

[cheshire.chc-cc@nhs.net](mailto:cheshire.chc-cc@nhs.net)

**Halton & Warrington**

9) No.

10) Not applicable.

11) Not applicable.

12) Data not possible to be extracted from the database used in a reportable format.

13) As previously advised, frameworks are not used. Providers whom there is an NHS standard contract in place with are contacted and sourced by the All Age Continuing Healthcare Team, who can be contacted via: [cmicb-war.chcadmin@nhs.net](mailto:cmicb-war.chcadmin@nhs.net)

### **Knowsley**

9 - 13) Information not held. Please redirect your request for this information to Knowsley Council, as the provider who may be able to provide this information and can be contacted via: [foi@knowsley.gov.uk](mailto:foi@knowsley.gov.uk).

### **Liverpool, Sefton/Southport & Formby**

9) MLCSU have advise that they do not make placements via a Framework or other pre-commissioned service arrangement for complex care and support packages.

10) Information provided by MLCSU in response to this question is no.

11 - 12) Information not held. You may wish to redirect your request for this information to MLCSU, as the commissioned provider of CHC Services for the Liverpool, Sefton/Southport & Formby CCG areas. MLCSU can be contacted for Freedom of Information requests via NHS England at the following email address: [england.contactus@nhs.net](mailto:england.contactus@nhs.net).

13) MLCSU have advised that for Liverpool, the is a mailing list for 'Alternative Providers' when unable to source from a 'Preferred Provider'. Decisions are made by Clinical Leaders or ICB subject to the scheme of delegation. MLCSU have advised that for South Sefton/Southport and Formby there is no framework, with packages procured via a Dynamic Purchasing System.

### **St Helens**

9) Yes.

10) St Helens Integrated CHC Team uses the commissioning arrangements of St Helens Local Authority via the Local Authority Contracts and Commissioning Team.

11 - 12) Data not possible to be extracted from the database used in a reportable format.

13) The process depends on the cost of the package, which will determine if we go out to quote, closed tender or open tender via The Chest North West Procurement Portal.

### **Wirral**

9) Wirral utilises both a procurement Framework and an escalation process to procure off framework, based on the patient's primary health needs.

10) Wirral utilises a framework in conjunction with our colleagues at Wirral Local Authority.

11 - 12) Data not possible to be extracted from the database used in a reportable format.

13) Should providers on our framework not have capacity to provide care needed for a patient, our commissioning nurses utilise their knowledge of local providers, and the ability of these providers to match the care needed by the patient to contact at least 3 off-framework providers (if available) to ascertain if care would be available. A decision is made in accordance with the factors

outlined in section 2.7 of the Continuing Healthcare and Complex Care Commissioning Policy, and include the impact of:

- Meeting individual need.
- Culturally sensitive.
- Individual rights and preferences.
- Sufficient safety.
- Sufficient quality.
- Cost.

**Your Request:**

### **General information**

**14) Provide details of any e-sourcing portals used by your ICB/LA to advertise tender opportunities for Complex Care and Support Services including Spinal Care Services,**

**15) Details of which team/ department commission/source Complex Care and Support packages where an individual has CHC funding in place, please detail whether this is commissioned directly by the ICB or whether the commissioning of these packages of care are commissioned by the responsible Local Authority for the individual in need of care and support and CHC funding.**

**16) Please provide the contact details (phone number and email) and name of the team within your ICB/LA that refers individuals/ manage the placement contracts/ process for individual packages of support for individuals receiving Complex Care and Support services. Please including both children and adults requiring a package of Complex Care and Support in this and whether it is an all age service or separate,**

**17) Please provide us of the details of any block contract arrangements you currently hold for Complex Care and Support Services including Spinal Care Services within your ICB/LA area.**

**Our Response:**

Please find listed below the information held in relation to the general information requested regarding CHC services commissioned in the former CCG areas that now make up NHS Cheshire & Merseyside ICB.

### **Cheshire**

14) None.

15) All Age Continuing Healthcare Team (NHS) commissioned by the ICB.

16) All Age Continuing Healthcare Team, who can be contacted via email at: [cheshire.chc-cc@nhs.net](mailto:cheshire.chc-cc@nhs.net)

17) As previously advised, block contracts not in place.

### **Halton & Warrington**

14) None.



- 15) All Age Continuing Healthcare Team (NHS) commissioned by the ICB.  
16) All Age Continuing Healthcare Team, who can be contacted via telephone on 01925 303130 or by email at: [cmicb-war.chcadmin@nhs.net](mailto:cmicb-war.chcadmin@nhs.net).  
17) As previously advised, block contracts not in place.

### **Knowsley**

- 14 - 15) Information not held. Please redirect your request for this information to Knowsley Council, as the provider who may be able to provide this information and can be contacted via: [foi@knowsley.gov.uk](mailto:foi@knowsley.gov.uk).  
16) All age CHC Team, who can be contacted via telephone on 0151 244 4126 or by email via [cmicb-kn.chcteam@nhs.net](mailto:cmicb-kn.chcteam@nhs.net).  
17) Information not held. Please redirect your request for this information to Knowsley Council, as the provider who may be able to provide this information and can be contacted via: [foi@knowsley.gov.uk](mailto:foi@knowsley.gov.uk).

### **Liverpool, Sefton/Southport & Formby**

- 14) MLCSU have advised that they use Adam Dynamic Purchasing System.  
15) Commissioned via MLCSU.  
16) For individuals in Residential Homes, Own Home and Supported Living 0151 295 3901. For individuals in Nursing Homes 0151 459 9444.  
17) Information provided by MLCSU in response to this question none.

### **St Helens**

- 14) The Chest North West Procurement Portal.  
15) Information not held. Please redirect your request for this information to St Helens Borough Council, who undertake the commissioning element and can be contacted via: [www.sthelens.gov.uk/article/6525/Raise-a-Freedom-of-Information-request](http://www.sthelens.gov.uk/article/6525/Raise-a-Freedom-of-Information-request)  
16) Please see below contact information for the Teams involved in commissioning CHC in St Helens:  
*Continuing Healthcare Team* – t: 01744 675260  
e: [CHCTeam@sthelens.gov.uk](mailto:CHCTeam@sthelens.gov.uk)  
*Working Age Team* – t: 01744 675259  
e: [Workingageteamcontract@sthelens.gov.uk](mailto:Workingageteamcontract@sthelens.gov.uk)  
*Later Life Team* – t: 01744 674382/01744 675473  
e: [Laterlifeadminteam@sthelens.gov.uk](mailto:Laterlifeadminteam@sthelens.gov.uk)  
17) Please find listed below the commissioned providers of complex care and support services currently under block contract:  
- *SOS Homecare*  
- *Stadium View Mental Health service - Balance Care*  
- *Stainton Close LD Supported Living Service - CIC*  
- *Scholes Croft - Extra Care Housing - Inclusion Housing*  
- *Autism Day Care - CIC*  
- *Short Breaks LD respite - Creative Support*

### **Wirral**

- 14) Liquid Logic via the Local Authority.

15) Packages of care for CHC eligible persons are sourced and commissioned by the NHS Continuing Healthcare Team at NHS Cheshire & Wirral Partnership NHS Foundation Trust, for the Wirral area.

16) All Age Continuing Healthcare Team via e-mail at: [cmicb-wi.wirralcctadmin@nhs.net](mailto:cmicb-wi.wirralcctadmin@nhs.net) (adults) and [cmicb-wi.wirralcomplexcare@nhs.net](mailto:cmicb-wi.wirralcomplexcare@nhs.net) (Children / Complex MH / LD): Telephone: 01514887458

17) None recorded.