



North East and North Cumbria

Our Reference SD\North East and North
Cumbria ICB\FOI ICB526

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25 September 2023

Dear

Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board (NENC ICB)

Thank you for your request received by North of England Commissioning Support (NECS) on 8 September 2023 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley (which covers the 5 councils that make it up – Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

Your Request

I am writing to make a request under the Freedom of Information Act 2000. Specifically, I would like to request information regarding your Assisted Discharge and Support at Home Services.

For clarity, we are referring to those services where a third-party provider offer support, transport and settling services to patients to ensure an efficient, safe discharge which reduces the incidence of delayed or failed discharges. Support at Home services are those where a third party provides a set period of support to patients recently discharged from hospital to increase independence and reduce the incidence of readmission.

1. Please advise who provides your Assisted Discharge and Support at Home services (Name of Provider)
2. What is the annual value of the contract?
3. What is the duration of the contract?
4. What are the start and end dates of the contract (plus any potential extension periods)?
5. What are the individual performance measures and KPIs on the contract? How is your provider performing against each performance measure and KPI? (%)
6. Who is the person responsible for managing your Assisted Discharge and Support at Home services?

- o Name
- o Title
- o Email address
- o Contact number

I understand that under the Freedom of Information Act, you are required to respond to my request within 20 working days. If some parts of this request are exempt from disclosure, please can you provide me with the remaining information that is not exempt.

If you require any further information or clarification from me, please do not hesitate to contact me. I look forward to receiving your response.

Our Response

County Durham place

County Durham does not commission specific Assisted Discharge and Support at Home services.

Gateshead place

Gateshead does not commission specific Assisted Discharge and Support at Home services.

Newcastle place

Newcastle does not commission specific Assisted Discharge and Support at Home services.

North Cumbria place

1. Cumbria Community Foundation and Cumbria CVS – grant agreements, distributed to various third sector organisations to assist with discharge.
2. The total contract value is £838k.
3. Contract duration is 12 months.
4. Contract runs from April 2023 to March 2024.
5. The response is not applicable.
6. Peter Moore, Director of Discharge to Assess and Home First, North Cumbria Integrated Care NHS FT, is responsible for managing Assisted Discharge and Support at Home services. His email is peter.moore1@nhs.net and contact number is 07810-151-851.

North Tyneside place

North Tyneside does not commission specific Assisted Discharge and Support at Home services.

Northumberland place

1. Northumberland Local Authority and NHS Northumbria Healthcare FT provide these services.
2. Annual contract values are: Acute short term support team, £1.3 million, Local Authority short term support team, £3 million
3. Contract duration is 12 months.
4. Contract runs from 1 April to 31 March 2024.
5. Performance measurement is part of routine contract management and monitoring arrangements with acute and local authority providers
6. Northumberland Local Authority's OneCall manage the Assisted Discharge and Support at Home services. They can be contacted by phoning 01670-536-400 or by emailing onecall@northumberland.gov.uk

South Tyneside place

1. Age Concern Tyneside South (Hospital to Home Service)

2. Annual contract value is £138,660.
3. Duration of the contract is 12 months.
4. Contract runs from 1 April 2023 to 31 March 2024.
5. Key Performance Indicators/Reporting Outcomes:
 - Three-month and six-month follow-up reviews to be conducted to determine if readmission or further fall has been avoided.
 - A successful outcome is that the person no longer requires our support, they can manage independently therefore the service can end.
 - It is expected that a diverse range of signposting to other services and agencies will take place, reflecting diversity of service users and holistic approach.
 - Improvement reflected in scoring of SWEMWBS & Rockwood Frailty tools used at start and end of interventions.
 - Case studies to personalise interventions and reflect the difference it makes in day-to-day life.
 - Make contact within 24 hours to people of all ages discharged on pathway 0, to establish wellbeing and offer support.
6. The person responsible for managing the service is Grahame Cassidy, Chief Officer. He can be contacted via email (grahame.cassidy@ac-ts.org.uk)

Sunderland place

1. These services are provided by Sunderland City Council, Sunderland Care and Support and South Tyneside and Sunderland NHS FT
2. The ICB is not in a position to provide a full contract value – these services are integrated with other services, which means it cannot be disaggregated.
3. Contract duration is 12 months.
4. Contract runs from 1 April 2023 to 31 March 2024
5. Performance is monitored as part of monthly contract assurance processes with key organisations.
6. This will need to be sourced from the Providers. Sunderland City Council's FOI team can be contacted via freedom.information@sunderland.gov.uk South Tyneside and Sunderland NHS FT's FOI team email is stsft.freedomofinformation@nhs.net

Tees Valley place

Tees Valley does not commission specific Assisted Discharge and Support at Home services.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.org.uk

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 www.legislation.gov.uk . This will not affect your initial information request.

Yours sincerely

S Davies

S Davies
Information Governance Officer