

Our Reference      North East and North Cumbria ICB\  
FOI ICB 24-369

**NECS – John Snow House**  
Durham University Science Park  
Durham  
DH1 3YG

Tel: 0191 301 1300  
E-mail: [necsu.icbfoi@nhs.net](mailto:necsu.icbfoi@nhs.net)

By Email

8 January 2025

Dear Applicant

**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 20 December 2024 for information held by NHS North East and North Cumbria Integrated Care Board (the ICB) under the provisions of the Freedom of Information Act 2000.

The ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the five local authorities of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees).

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

**Your Request**

I would like to make an FOI request regarding palliative and end of life care provision that you have commissioned. Please state:

1. The name of your ICS/ICB.
2. The size of population you cover.
3. A list of the providers you use to provide specialist palliative care in the community (ie in people's homes or care homes). If possible, please breakdown by type of provider eg NHS, charity, private provider and state the number of patients they are expected to serve each year.
4. For each provider, please provide a breakdown of the hours when you have commissioned those services to be available eg "face to face visits available 9am-5pm weekdays, telephone advice out of those hours". I am specifically interested in when face-to-face visits are available, partially available or not available.
5. For each provider, please provide a breakdown of which health professionals are staffing those services in working hours and out-of-hours. I am specifically interested in whether staff capable of prescribing and administering strong pain relief are available overnight and at weekends.

## Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds some of the information you have requested.

1. This response is provided by North East and North Cumbria Integrated Care Board.
2. We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds some of the information you have requested. However, this is available on the front page of the ICB's website under the 'Who we are' section: [Home | North East and North Cumbria NHS](#)

In accordance with s.21 of the FOIA, we are not required to provide information in response to a request if it is reasonably accessible to you by other means.

3. Providers who provide specialist palliative care in the community by ICB place are:

Provider	ICB place
Butterwick (Registered Charity)	Tees Valley
Hospice@Home (West Cumbria Registered Charity)	North Cumbria
Hospice@Home (Carlisle and North Lakeland Registered Charity)	North Cumbria
Hospice Care North Northumberland (Registered Charity)	Northumberland
Tynedale Hospice at Home (Registered Charity)	Northumberland
Marie Curie (Registered Charity)	Northumberland and Newcastle
Gateshead Health NHS Foundation Trust ((GHFT) Acute Provider)	Gateshead

4. Hours commissioned are noted in the table below:

Provider	Hours commissioned
Butterwick	Total hours of care delivered every week is 63 hours / 7 nights per week
Hospice@Home (West Cumbria)	The home nursing service will operate 24 hours, 7 days a week, 365 days a year. Office hours: 9am – 5pm with an on-call rota for out of office hours.
Hospice@Home (Carlisle and North Lakeland)	The home nursing service will operate 24 hours, 7 days a week, 365 days a year. Office hours: 9am – 5pm with an on-call rota for out of office hours.
Hospice Care North Northumberland	No breakdown of hours in the grant agreement.
Tynedale Hospice at Home	No breakdown of hours in the grant agreement.
Marie Curie	No breakdown of hours in the grant agreement.

GHFT	Based at Bensham Hospital – Monday to Friday 07:00am – 05:00pm. Band 6 HCA 24/7
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5. Please find staffing breakdown in the table below:

Provider	Staffing
Butterwick	2 home care assistants and a co-ordinator. The service provides a sitting service mainly during the night for patients – but can also provide support during the day if required.
Hospice@Home (West Cumbria)	<p>The team is supported by Senior Registered Nurses who work a rolling 7-day week 09.00am:17:00pm, including on call 17.00pm - 09:00am hrs.</p> <p>Registered Nurses administer prescribed pain relief (including opioids) to adult patients with a palliative and end of life care diagnosis who require specific management and symptom control. HCAs administer prescribed Oramorph oral solution (when trained).</p> <p>The service does not provide unplanned care e.g. where a request for additional nursing support is requested between 18.00pm and 09.00am.</p> <p>Senior Registered Nurses administer prescribed pain relief during assessment / review visits if required / appropriate. The Senior Registered Nurses do not undertake night visits / shifts without prior agreement.</p> <p>There are no prescribers.</p>
Hospice@Home (Carlisle and North Lakeland)	<p>Employ RGNs that are able to administer injectable medications, also 2 HCAs on nights that are trained to administer oral morphine only. On average have 2 RGN able to administer JIC meds on each night.</p> <p>They have no prescribers.</p>
Hospice Care North Northumberland	<p>Employ Registered Nurses both on a Bank basis and contracted employed Registered RNs. The Nurses are working in daytime and night shift 24/7 and at weekends as the workload requires. They can administer medications and anticipatory meds including via syringe driver. They do not have any Nurse prescribers as yet, although this is in their clinical strategic plan.</p> <p>They also employ Hospice support workers on a Bank contract, and they too work day and overnight as required weekdays and at weekends as patient need requires.</p>
Tynedale Hospice at Home	The actual number of staff on duty in / out of hours is dependent upon both capacity and demand. Registered Nurse workforce are all able to administer pain relief but there are no prescribers.

Marie Curie	NENC ICB does not hold this information.
GHFT	<p>The Hospice at Home service is a skilled team of Registered Nurses, Healthcare Assistants and Administration support. The service is designed to work alongside the existing community teams. The service operates on a referral-based system for patients who have been assessed as meeting the continuing health care fast track funding criteria. The service operates over 7 days a week 7am – 8pm with the provision of one member of staff offering a night sitting service. Practical support with personal care, feeding and individualised care specific to needs of patients and families is agreed in partnership with referrers and families in order to ensure patients remain in their preferred place of care.</p> <p>The ICB does not hold information regarding staff who are capable of prescribing and administering strong pain relief overnight and at weekends.</p>

In accordance 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 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 review, you do have the right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act 2000. 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](http://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](http://www.legislation.gov.uk) . This will not affect your initial information request.

Yours sincerely

*S Davies*

**S Davies**  
**Information Governance Officer**