

Our Reference North East and North Cumbria ICB\  
FOI ICB 26-032

North East and North Cumbria ICB  
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By Email

28 April 2026

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 on 23 April 2026 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, Newcastle Gateshead, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley.

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

**Your Request**

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

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
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:
  - a. All age patients
  - b. Adult patients aged 18-64 years
  - c. Child patients aged 0-17 years

## Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB on this occasion is not able to provide the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm the ICB does not hold any of the information requested. However, we have determined that the information is held by the acute hospital NHS foundation trusts (FTs) within the North East and North Cumbria region.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, we have provided the FOI contacts for those foundation trusts to make your request.

<b>NENC Acute Hospital FTs</b>	<b>Email/Online portal</b>
County Durham and Darlington NHS FT	<a href="mailto:cdda-tr.cddftfoi@nhs.net">cdda-tr.cddftfoi@nhs.net</a>
Gateshead Health NHS FT	<a href="mailto:ghnt.foi.enquiries@nhs.net">ghnt.foi.enquiries@nhs.net</a>
North Cumbria Integrated Care NHS FT	<a href="mailto:foirequest@cumbria.nhs.uk">foirequest@cumbria.nhs.uk</a>
North Tees and Hartlepool NHS FT	<a href="mailto:nth-tr.foi@nhs.net">nth-tr.foi@nhs.net</a>
Northumbria Healthcare NHS FT	<a href="mailto:foi@northumbria.nhs.uk">foi@northumbria.nhs.uk</a>
South Tees Hospitals NHS FT	<a href="mailto:stees.foi.admin@nhs.net">stees.foi.admin@nhs.net</a>
South Tyneside and Sunderland NHS FT	<a href="mailto:stsft@infreemation.co.uk">stsft@infreemation.co.uk</a>
The Newcastle upon Tyne Hospitals NHS FT	<a href="https://www.newcastle-hospitals.nhs.uk/help/foi/">https://www.newcastle-hospitals.nhs.uk/help/foi/</a>

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 Information 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 ICB's complaints procedure.

The Information Commissioner can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or [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 faithfully

*Information Governance Support Officer*

**Information Governance Support Officer  
North East and North Cumbria Integrated Care Board**