

Our Reference      North East and North Cumbria ICB\  
FOI ICB 24–100

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By Email

21 June 2024

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 7 June 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 am writing to you under the Freedom of Information Act 2000 to request the following information:

1. How many individuals do the local authority/NHS commission with Adults complex care using Live-in care at home (24-hour care with the carer staying in the property)
2. How many providers do the local authority/NHS work with for Adult complex care at home and how many of those providers have clinical leads?
3. What is the commissioned rate for Adult complex care at home for 2023?
4. Is there a separate framework for complex care at home and if so, is it open?
5. What is the name of the commissioner for complex care for adults?

**To clarify:** Complex cares anyone with multidimension needs can include the following:

- Physical disabilities considered complex and requiring/often requiring a nurse input
- Medical needs requiring/often requiring nurse input
- Mental Health needs
- Acquired brain injury and neurological disorders
- Dementia

- Challenging behaviours
- Social Economics
- Combination of multiple chronic conditions
- Living with long-term conditions such as post-stroke, MS, MND, Parkinson's disease, etc
- Requiring palliative and end-of-life care

There is no requirement to include anyone residing in a supported living placement in the response, this request is just looking at care in the individual's own home.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

## **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. Responses provided are on behalf of NENC ICB.

### County Durham place

1. On this occasion it is not possible 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 Local Authority Durham County Council.

County Durham ICB place is unable to answer for the local authority and this will need to be redirected to them, however we have no health commissioned packages of care with live in care at present. For clarity live in care is defined as someone who physically lives in the property with the client over a given number of days at a time as opposed to persons in receipt of 24-hour care in their own home complex care using live-in care at home (24-hour care with the carer staying in the property).

2. County Durham ICB place is unable to answer for the local authority; based on your definition of complex care we have included all of our providers. However, there are only 16 that class themselves as complex care services who are known to have clinical leads and 52 other providers who can with or without additional training provide some of the care you have defined as complex.
3. There is no set rate applied across the spectrum of definition you have given as complex care, therefore there is a range of payments between £21 per hour up to £28 per hour this is determined by the complexity of the care required to be delivered, there is not a set cost for different conditions but based on complexity and skill required., and re agreed commissioned rate.
4. There is a framework for care providers, and it is open within health you would need to discuss with the local authority their framework strategy.
5. The commissioner is Kate O'Brien, Director of Nursing, Mental Health, Learning Disabilities, Autism and Complex Care, North East and North Cumbria Integrated Care Board.

### Newcastle Gateshead place

1. There are no live in care funded by NHS – Continuing Healthcare.
2. NHS Continuing Healthcare have 12 complex care providers.

3. The rates are variable rates between £20.45–£24.38. depending on needs of patients.
4. There is a framework for providers which is currently open to new providers.
5. The commissioner is Kate O'Brien, Director of Nursing, Mental Health, Learning Disabilities, Autism and Complex Care, North East and North Cumbria Integrated Care Board

#### North Cumbria place

1. There are no live in care funded by NHS – Continuing Healthcare.
2. NHS Continuing Healthcare have 63 complex care providers.
3. The rates are variable rates between £18.26–£26.07 depending on needs of patient.
4. There is a framework for providers which is currently open to new providers.
5. The commissioner is Kate O'Brien, Director of Nursing, Mental Health, Learning Disabilities, Autism and Complex Care, North East and North Cumbria Integrated Care Board

#### North Tyneside place

1. There are no live in care funded by NHS – Continuing Healthcare.
2. This is commissioned by the Local Authority.
3. The rate set by Local Authority depending on if it's a personal allowance or Commissioned Service.
4. There is no different Framework for Complex Care.
5. The commissioner is Kate O'Brien, Director of Nursing, Mental Health, Learning Disabilities, Autism and Complex Care, North East and North Cumbria Integrated Care Board.

#### Northumberland place

Northumberland ICB place does not hold the information required by any of the questions classified in a manner which would enable us to produce data specifically for “complex care” as defined in your clarification of your request.

#### South Tyneside place

1. Zero. We do not provision live-in care under the Complex Care contract.
2. The complex care contract includes 4 providers. We do not hold information regarding clinical leads.
3. The 2023/24 contracted rate was £21.74 per hour.
4. No, there is not currently a separate framework for complex care at home.
5. The commissioner is Kate O'Brien, Director of Nursing, Mental Health, Learning Disabilities, Autism and Complex Care, North East and North Cumbria Integrated Care Board

#### Sunderland place

Please note, Sunderland City Council is the Lead Commissioner on behalf of Sunderland Place (NENC ICB) under section 75 agreement.

1. There are zero individuals commissioned by Sunderland Council and on individual commissioned by NENC ICB Sunderland place.
2. Sunderland Local Authority do not commission complex services (Live in Services). NENC ICB Sunderland place has nil currently.
3. Adult complex care at home is not commissioned.
4. There is no separate framework for complex care at home.

5. The commissioner is Kate O'Brien, Director of Nursing, Mental Health, Learning Disabilities, Autism and Complex

### Tees Valley place

1. Tees Valley area do not currently have any complex care packages using live-in care at home.
2. Tees Valley work with 19 providers on the Tees complex care framework, all of which have Clinical Leads.
3. This is a variable amount ranging from £22.10 to £22.26 ph.
4. The providers on our current list provide care within their own services and in the person's own home. Health use these providers as a first instance and would only look at commissioning providers off the framework if local approved providers had no capacity.
5. The commissioner is Kate O'Brien, Director of Nursing, Mental Health, Learning Disabilities, Autism and Complex Care, North East and North Cumbria Integrated Care Board.

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 email addresses for local authorities in the NENC region for you to make a request to them.

<b>NENC Local Authorities</b>	<b>Email</b>
Cumbria County Council	information.governance@cumbria.gov
Darlington Borough Council	freedomofinformation@darlington.gov.uk
Durham County Council	foi@durham.gov.uk
Gateshead Council	informationrights@gateshead.gov.uk
Hartlepool Borough Council	freedomofinformation@hartlepool.gov.uk
Middlesbrough Borough Council	foi@middlesbrough.gov.uk
Newcastle City Council	freedomofinformation@newcastle.gov.uk
North Tyneside Council	foiofficer@northtyneside.gov.uk
Northumberland County Council	foi@northumberland.gov.uk
Redcar & Cleveland Borough Council	information_security@redcar-cleveland.gov.uk
South Tyneside Council	foi@southtyneside.gov.uk
Stockton on Tees Borough Council	foiandcomplaints@stockton.gov.uk
Sunderland City Council	freedom.information@sunderland.gov.uk

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**