

Our Reference North East and North Cumbria ICB\
FOI ICB 26–190

North East and North Cumbria ICB
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By Email

10 August 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 15 July 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

This is a request under the Freedom of Information Act 2000.

It concerns adults aged 18 and over living in CQC-registered adult care homes within the ICB area, including care homes with and without nursing.

Please answer from recorded information held by the ICB. Where services are commissioned from NHS trusts or other providers and the ICB does not hold the activity data requested, please state that the data is not held by the ICB and provide the name of the commissioned provider or service that is most likely to hold the information.

Please do not manually review individual case files. If a figure is not held in a structured or reasonably retrievable format, please state 'not held' or 'not separately reportable without manual case review' and answer the remaining questions.

Please provide information for the two most recent complete financial years: 2024/25 and 2025/26. If your systems use calendar years rather than financial years, please state this and provide the closest available equivalent.

1. Please provide the current written policy, service specification, eligibility criteria, operational guidance or referral pathway for NHS community occupational therapy, physiotherapy, care home support, specialist seating, postural management or other relevant therapy services for adults living in care homes.
2. For each relevant NHS service in question 1, please state whether adults living in care homes can be referred for: (a) rehabilitation or short-term therapy; (b) moving and handling, hoists or slings; (c) specialist seating; (d) postural management, body shape or contracture concerns; (e) bed-based care or bed equipment concerns; (f) bed rails, bed levers or bed safety equipment; and (g) bathing/toileting access. Please answer yes, no or depends, and provide the criteria or exclusion that applies.
3. Please provide the current ICB policy, CHC operating procedure or local guidance on funding, arranging or providing resident-specific, bespoke, specialist or out-of-the-ordinary equipment for NHS Continuing Healthcare-funded adults living in care homes. This should include, where covered, specialist seating, postural management equipment, hoists/slides, profiling beds, bed rails/bed grab handles, bathing/toileting equipment and pressure/postural equipment.
4. Does the ICB, or a service commissioned by the ICB, accept referrals from care homes for OT/PT assessment where the need is long-term management, postural management, specialist seating or equipment rather than short-term rehabilitation? Please answer yes, no or depends, and provide the criteria or pathway used.
5. Does the ICB hold or receive activity data on referrals or assessments from adult care homes to NHS community OT, physiotherapy, care home support, specialist seating or postural management services? If yes, for 2024/25 and 2025/26 please provide, where held: (a) total care home therapy referrals; (b) completed assessments/reviews; (c) care homes with nursing; (d) care homes without nursing; and (e) primary referral reason categories. If no, please state which commissioned provider(s) are most likely to hold this data.
6. For NHS Continuing Healthcare-funded adults living in care homes, where held in a structured/reportable format, please provide the number of residents in 2024/25 and 2025/26 for whom the ICB funded, arranged or approved resident-specific equipment following an OT, PT, nurse or specialist assessment. Please provide broad categories where held: specialist seating, postural management/positioning, hoists/slides, beds/bed rails/bed safety equipment, bathing/toileting equipment, pressure care equipment and other/not recorded.
7. Does the ICB record care home therapy or equipment requests that are declined, refused, not accepted or redirected as out of scope? If yes, please provide the number for 2024/25 and 2025/26 and the recorded reason categories where held.
8. Please provide any formal written interface, memorandum of understanding, escalation process or dispute-resolution pathway with local authority adult social care OT, community equipment services or safeguarding/quality teams for care home residents whose therapy or equipment needs cross NHS and local authority responsibilities. If no formal written pathway is held, please confirm this.
9. Please provide any guidance, checklist, training material or referral triggers issued to CHC teams, commissioned providers, care home support teams or care homes to identify and escalate OT/PT-related risks in care homes. This may include prolonged bed-based care, contractures, postural deformity, unsafe hoisting or slings, specialist seating, bed rails/entrapment risk, pressure care, falls, choking risk linked to posture, or bathing/toileting access issues.
10. Does the ICB commission or fund a proactive care home support, postural management, specialist seating, moving and handling, falls or therapy-in-care-homes model that includes OT or PT input? If yes, please provide the service name, provider, remit, start date and any evaluation or monitoring report held.
11. Please provide any current policy or eligibility criteria that excludes, limits or redirects referrals solely or partly because the adult lives in a care home. If no such policy is held, please confirm this.

Our Response

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.
2. Please refer to the response to question 1.
3. NENC ICB does not hold such a policy. AACC are responsible for purchasing some specialist equipment and bespoke, as per the National Framework of Continuing Healthcare and NHS-funded care: [National framework for NHS continuing healthcare and NHS-funded nursing care – GOV.UK](#)
4. No, NENC ICB does not accept such referrals.
5. No, NENC ICB does not receive such activity data.
6. NENC ICB has provided a very small number of bespoke seating.
7. No the ICB does not record care home therapy or equipment requests that are declined, refused, not accepted or redirected as out of scope.
8. No formal written pathway is held.
9. No guidance is held.
10. NENC ICB does not commission or fund this care home support.
11. This policy is not held by NENC ICB.

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.

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 faithfully

Information Governance Support Officer

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