

Our Reference North East and North Cumbria ICB\
FOI ICB 24–157

NECS – John Snow House
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By Email

5 August 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 9 July 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

Can I request the following information as a freedom of information request:

1. Please can you confirm what CQC registered providers your ICB used for complex/ homecare packages between the period of 1st January 2023 – 30th March 2024?
2. Please can you also confirm the associated spend per supplier for those providers broken down by month for the same period as above.
3. By which processes does the ICB broker/commission packages of care for Continuing Healthcare patients? i.e telephone, email, software etc?
4. Who is the Head of Continuing Healthcare for the ICB?
5. What, if any, procurement contract does the ICB use to engage i) Nursing Homes, and ii) Domiciliary Care agencies, for Continuing Healthcare? What are the end dates for any such contracts?
6. What is the current process for procuring CQC rated organisations to provide care for complex care requirements for adults?
7. What is the current process for procuring CQC rated organisations to provide care for complex care requirements for children?

8. What department manages the request and selection of CQC registered complex care providers for adults and what are their contact details?
9. What department manages the request and selection of CQC registered complex care providers for children and what are their contact details?
10. What is the process to become an approved provider for complex care Children?
11. What is the process to become an approved provider for complex care Adult packages?

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. The ICB holds information on providers, however, cannot confirm their CQC registration. A list of CQC care homes can be found on their website at [Find a care home – Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk) NENC ICB would also advise redirecting the query to Local Authorities in the North East and North Cumbria region.
2. CHC costs are recorded based on eligibility, however, there is nothing in the individual packages that say complex care to allow us to identify this.
3. Most care packages are commissioned via Local Authority Frameworks. Occasionally care packages are commissioned off framework for individuals with complex needs, this would be led by the LA.
4. There is no Head of Continuing Health care role in NENC ICB. The responsibilities for Continuing Healthcare are led by the locality-based Directors of Nursing
5. Procurement and contracting are led by the NENC Local Authorities.
6. The current process for procuring CQC rated organisations to provide care for complex care requirements for adults is via Local Authority Frameworks.
7. The current process for procuring CQC rated organisations to provide care for complex care requirements for children is via Local Authority Frameworks
8. This is led by the Local Authorities within the NENC area.
9. This is led by the Local Authorities within the NENC area.
10. The process is successful application to a Local Authority commissioning framework or recognised as a national / regional provider of CQC / OFSTED registered services.
11. The process is successful application to a Local Authority commissioning framework or recognised as a national / regional provider of CQC registered services.

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 North East and North Cumbria to make your request.

NENC Local Authorities	Email
Cumbria County Council	information.governance@cumbria.gov.uk
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	informationgovernance@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

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