

**Freedom of Information Request**

**Ref: 24-209**

28 March 2024

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do not hold the information you are requesting

**I would like to request the following information regarding complex home care packages for adults aged 18+, except for questions 1, 2, 4 and 7 where information is required for both adults aged 18+ and children aged 0-18 years old.**

**For clarity, adults and children receiving complex care have substantial and ongoing healthcare needs, which require additional support to manage their symptoms. These can be the result of chronic illness, disabilities or following hospital treatment. Home care refers to packages of care delivered in the individuals' own homes (not in care homes or residential facilities).**

**Please provide data for the following financial years: 2019/20, 2020/21, 2021/22, 2022/23 and 2023/24 (projected) except questions 5 and 6 which require a current snapshot (instead of projections for 2023/24), and question 7 which only requires data for 2022/23. If any data for 2022/23 is not available, please provide budgeted figures for the year or the latest snapshot data that is available.**

**Where possible, please kindly include responses on the attached spreadsheet.**

- 1. Please could you supply the name, email address and telephone number of the commissioner with responsibility for packages of complex home care for (a) adults aged 18+ and (b) children aged 0-18 years old.**
- 2. Please provide the number of people in receipt of complex home care packages (all active packages during the year including those which started prior) for (a) adults aged 18+ and (b) children aged 0-18 years old.**
- 3. Please provide the total number of complex home care hours delivered for adults**

**aged 18+.**

**4. Please provide the total gross expenditure on complex home care packages during the year for (a) adults aged 18+ and (b) children aged 0-18 years old.**

**5. Please provide the lowest, mean and highest hourly rate for complex home care packages for adults aged 18+ for 2019/20 to 2022/23 as well as a current snapshot.**

**6. Please provide the lowest, mean and highest weekly fee for complex home care packages for adults aged 18+ for 2019/20 to 2022/23 as well as a current snapshot.**

**7. Please provide a list of the 10 providers who received the greatest amount of funding for complex home care packages. Please provide data for the last financial year 2022/23 for (a) adults aged 18+ and (b) children aged 0-18 years old.**

**i. For each provider, please provide the number of complex home care packages in 2022/23 (all active packages during the year including those which started prior).**

**ii. For each provider, please provide total expenditure in 2022/23 related to complex home care.**

We do not hold this information. Please contact Bristol, North Somerset and South Gloucestershire Integrated Care Board (BNSSG ICB) at [bnssg.foi@nhs.net](mailto:bnssg.foi@nhs.net) for further information.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**