

Ref: FOI/00311/CMICB
18 April 2023

Dear

**Re: Freedom of Information Act 2000
CHC Care Packages**

Thank you for your information request indicated in bold below, which has now been considered under the Freedom of Information Act 2000 by NHS Cheshire & Merseyside Integrated Care Board (ICB). I am able to provide you with the following information and responses.

Your Request:

- 1) The contact details for the commissioners of CHC complex care packages within the community?**
- 2) An overview of which care providers/ recruitment agencies have managed and staffed complex care packages for the ICB since January 2023 and the cost of each care package per provider?**
- 3) An overview of the current process for commissioning CHC funded packages and whether these are distributed to prospective providers via email or an ebrokerage system. If an ebrokerage system is used, please state which one.**

Our Response:

Please find listed below the information held in relation to NHS Continuing Healthcare (CHC) care packages listed in your request for each of the former CCG areas that now make up NHS Cheshire & Merseyside ICB:

Cheshire

- 1) Cheshire All-Age Continuing Care Team: cheshire.chc-cc@nhs.net
- 2) Please find enclosed *FOI00311 Q2 List*.
- 3) Commissioning of CHC funded packages of care is undertaken using a contracts database of preapproved providers. E-mails are sent to providers on this database in the category of care required and then potential providers are assessed on the best value of offer for the care required.

Halton

- 1) Halton All-Age Continuing Care Team: cmicb-war.chcadmin@nhs.net
- 2) Please find enclosed *FOI00311 Q2 List*.
- 3) Commissioning of CHC funded packages of care is predominantly managed by the relevant Local Authority (Halton Borough Council) or District Nurses. If directly commissioned by the All-Age Continuing Care Team, requests are sent out to care provides via e-mail.

Knowsley

- 1) Knowsley All-Age Continuing Care Team: cmicb-kn.chcteam@nhs.net
- 2 - 3) Information not held as this is managed by the Local Authority, Knowsley Council. You may therefore wish to redirect your request for this information to Knowsley Council, who can be contacted for Freedom of Information requests via: foi@knowsley.gov.uk

Liverpool

- 1) Liverpool CHC Team: mlcsu.chcbrokerage@nhs.net
- 2) Please find enclosed *FOI00311 Q2 List*.
- 3) Commissioning of CHC funded packages of care process is to send new referrals to the appropriate providers in the care market (based on location and care type) and to review offers by return from providers. A manual brokerage system is used using e-mail.

Sefton

- 1) Sefton CHC Team: mlcsu.adamhub.merseyside@nhs.net
- 2) Please find enclosed *FOI00311 Q2 List*.
- 3) Commissioning of CHC funded packages of care process is to send new referrals to the appropriate providers in the care market (based on location and care type) and to review offers by return from providers using the adam/proc.net e-brokerage system.

St Helens

- 1) St Helens CHC Team: CHCTeam@sthelens.gov.uk
- 2 - 3) Information not held as this is managed by the Local Authority, St Helens Borough Council. You may therefore wish to redirect your request for this information to St Helens Borough Council, who can be contacted for Freedom of Information requests via: www.sthelens.gov.uk/article/6525/Raise-a-Freedom-of-Information-request

Warrington

- 1) Warrington All-Age Continuing Care Team: cmicb-war.chcadmin@nhs.net
- 2) Please find enclosed *FOI00311 Q2 List*.
- 3) Commissioning of CHC funded packages of care is predominantly managed by the relevant Local Authority (Warrington Borough Council) or District Nurses. If directly commissioned by the All-Age Continuing Care Team, requests are sent out to care provides via e-mail.

Wirral

- 1) Wirral All-Age Continuing Care Team: cmicb-wi.wirralcctadmin@nhs.net
- 2) Please find enclosed *FOI00311 Q2 List*.
- 3) Commissioning of CHC funded packages of care via Liquid Logic e-brokerage system Liquid Logic. Care packages are also sourced manually by calling providers for availability.

Should you require any further information or clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

We also wish to take this opportunity to inform you that, where you are not satisfied with the response to your request for information, a formal complaints and internal review process is available.

This can be formally requested by emailing foi@cheshireandmerseyside.nhs.uk and must be done within a reasonable time period (3 calendar months) from the date this response was issued.

Where you remain dissatisfied with our review under the Freedom of Information Act or the Environmental Information Regulations, you may apply directly to the Information Commissioners Office (ICO) for a review of your appeal decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure.

The ICO can be contacted at;

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

Should you need any further clarification or assistance, please do not hesitate to contact us quoting the above FOI reference.

FOI00311 Q2 List

Please find listed below the care providers commissioned via CHC for the ICB to provide care packages in the community in each of the former CCG areas where this information is held since January 2023.

Please be advised that NHS Cheshire & Merseyside ICB does hold information on the cost of each care package per provider. However, NHS Cheshire & Merseyside ICB considers the agreed care package costs negotiated to be commercially

sensitive. As a result, NHS Cheshire & Merseyside ICB is unable to provide you with a breakdown of cost per care package by provider under Section 43: 'Trade Secrets and Prejudice to Commercial Interests' of the Freedom of Information Act 2000.

On applying the Public Interest Test, NHS Cheshire & Merseyside ICB believes that release of individually agreed/negotiated care package costs into the public domain would, or is likely to, significantly prejudice the commercial interests of the commissioned private sector providers listed, as well as providing any future competitors with a significant market advantage.

Cheshire

Ability 2 Achieve Care & Support Limited
Ablewell Care
Abnercare Ltd
AC Care Ltd
Aceso Homecare
Active Assistance
Active Care Group (division of Staff Mgt Ltd)
Adada Care Services Ltd
Alcedo Care Chester - Orange
Alice Chilton In Home Care Services Ltd
AMG Nursing and Care Services - Chester
Apollo Home Healthcare Limited
Aspiring Lives Ltd
Be Helpful
Betamindes Limited
Beyond Support Limited
Blueberry Care
C4 Care
Care at Home Group (Cheshire East and West)
Care at Home Group (Chester West and Wirral)
Care At Home Group (Warrington)
Care Needs Ltd Stockport
Care Plus Home Care Services
Care Select
Carefound Home Care (Wilmslow)
Caremark (Cheshire West and Chester)
Caring Alternatives (Northwich)
Cavalry Healthcare Ltd
Cherish U Limited
Cherished Care Services
Cheshire Home Care (Chester)
Cheshire Homecare Services Ltd
Cheshire Supported Service
Compassionate Care Ltd
Compassionate Healthcare
Crossroads Care Cheshire East (Carers Trust 4all)
Drayton Home Care Services
Eden Care Services Limited

Eternity Care Services
Evolving Care Ltd
Extrahand Care Services
Gray Healthcare
Happy Valley Home Care Limited
Helping Hands
Home Instead (Chester)
Home Instead (Frodsham, Runcorn and Widnes)
Home Instead Senior Care (East Cheshire)
Home Instead South Cheshire (Nantwich)
Homecare 4u (Cera Cheshire)
Imagine Independence
Independence Support
InSafeHands Limited
Jane Care
Just One Healthcare
Lantern Care Services
Lilyrose Care Group
Live Life Well Ltd
Mayfield Homecare Services Limited
Noble Care Alliances Ltd
Paula Integrated Care
Promedica24 (Lancashire) Limited
Radis Community Care (Oakmere)
Reto Care Limited
Right At Home (East Cheshire)
Right At Home (Mid Cheshire)
Right At Home (South Cheshire)
Simple Care 4U Ltd
SimplyHelpingSeniors Ltd
Solution in Service Ltd
SOS Homecare Limited
Special Needs Care Limited
Starcare Ltd
StellarCare NW
Support to You
SureCare (Central Cheshire)
SureCare (Cheshire East)
SureCare (Chester)
Sylk Care Ltd
Valleywood Care
Valour Healthcare
Willow Home Care Ltd

Halton

Bridgewater Home Care Halton
Care at Home Group Warrington (Care At Home Group)
Hannah's Homecare
Helping Hands Manchester Bolton (Midshires Care Limited)

Right At Home - South Liverpool
Making Space
Premier Care Ltd (Halton Office)
Premier Care Warrington Branch (Premier Care Limited)
Pro Medica 24

Liverpool/Sefton

1st Class Care Agency Limited - 1st Class Care Agency Limited
Abbey Care - Abbey Care (NW) Limited
Absolute Care NW Ltd - Absolute Care NW Ltd
Accomplish Group (CMS) - Accomplish Group (CMS)
Accomplish Group Ltd - Merseyside Supported Living
Age Concern Liverpool and Sefton - The Hamlets Nursing Home
Alcedo Care Southport - Alcedo Care Southport
Alphacare Nw - Alphacare nw
Apollo Care South Liverpool Ltd - CareCaliRaya Ltd
Be Caring Ltd - Liverpool - Liverpool
Best Care Liverpool Ltd - Best Care Liverpool
Bluebird Care Liverpool - Bluebird Care Liverpool
CARAH Care - CARAH Care
Care Preference Ltd - Care Preference Ltd
Care Solutions Liverpool Limited - Anfield Business Centre
Caremark Liverpool - Office
Carers Trust 4all - Crossroads Care Cheshire Manchester and Merseyside
Caring Connections - Caring Connections
Castlerock Recruitment Group Limited - CRG Head Office
Cavalry Healthcare Ltd - Cavalry Healthcare
Comfort Call Limited - Comfort Call - Liverpool - Links View
Courthall Care - Courthall Care
CRG Homecare - (CMS) - CRG Homecare - (CMS)
Dendera Care (CMS) - Dendera Care (CMS)
Executive Homecare Services Ltd (CMS) - Executive Homecare Services Ltd
Future Living Care Ltd - Business First Block A
Glenelg Support Ltd - GLENELG SUPPORT LIMITED
Gray Healthcare Limited - Gray Healthcare Limited
Hannah's Homecare Ltd - Warrington
HCL Ltd - Liverpool Innovation Park
Home Instead Knowsley and Liverpool East - 383a Eaton Road West Derby
Liverpool
Icare CMS - Icare CMS
Individual Care and Support Services Limited - INDIVIDUAL CARE & SUPPORT
SERVICES LIMITED
Just ONE - Just ONE
JW Home care Ltd - JW Home care Ltd
Komplex Care Limited - Komplex Care Limited
LEONARD CHESHIRE DISABILITY. - Kings Dock Mill
Liverpool City Council (CMS) - Liverpool City Council
Local Solutions - Local Solution
MerseyCare Julie Ann Ltd - MerseyCare Julie Ann Ltd

Mountbatton Care Limited - Mountbatton Care Limited
New Day Care Ltd - ABC Offices New Day Care
NFC health and social care Ltd - 90 Lugsmore Lane
Origin Spinal Injury Care - Origin Spinal Injury Care
Pending Provider - (CMS) - Pending Provider - (CMS)
Prestige Nursing + Care - Liverpool
Quarry Homecare Ltd - Quarry Homecare Ltd
Radfield Home Care Liverpool South - Liverpool
ROUTES HEALTHCARE (NORTH) LTD - Liverpool
Sabaoth Care Ltd - Sabaoth Care Ltd
Senior Care Services Ltd - Home Instead Liverpool South
Support at Home Ltd - Suite 12A The Business Centre 25 Goodlass Road Speke
Merseyside
Trafalgar Community Care Ltd - Trafalgar Community Care Ltd
United Response (Liverpool) (CMS) - United Response (Liverpool)
Victoria Community Care Limited - Unit F6 Helsby Court Prescott Business Park
Sinclair Way
Westwood Homecare (CMS) - Westwood Homecare - Liverpool (CMS)

Warrington

Ashwood Care
Bridgewater Home Care
Care at Home Group Warrington
Focus on Care
Hannah's Homecare
Heart to Heart Care NW Ltd
Helping Hands Manchester
Home Instead Senior Care
Hospice At Home (St Rocco's Hospice)
Hummingbird Home Care
Kare Plus Warrington
Mayden Support
Premier Care Warrington Branch
Right at Home
Right At Home North Cheshire and Leigh

Wirral

Alcedo Care (Chester)
Amore Care (Liverpool)
Angels Care Wirral Ltd
Apollo Care
Apollo Care (West Wirral)
Aspire Care Support Services
Aspiring Lives Ltd
Autism Initiatives
Autism Together
Betheny Nursing Care Services (Wirral)
Bluebird Care Wirral
BNR Agency Ltd

C4 Care Ltd
Care At Home Group (Cheshire West and Wirral Branch)
Caring Connections
Community Caring Limited
Complete Care Amegreen
Creative Support (Liverpool)
Everycare Wirral
Helping Hands Home Care Wirral
Home Instead (Wirral)
ICare Group Ltd (Wirral)
ICare Solutions (Wirral)
ICCM Ltd
Just One Healthcare
Kare Plus (Wirral)
Lastminute Care & Nursing (Healthcare Headhunters)
Love Nursing
Love to Care
Mencap
My Care My Home
Nautilus Care
Personal Service Society
Premier Care Limited - Wirral Branch
Professional Carers
Promedica24 (Lancashire) Limited
Routes Healthcare
SureCare
Sagecare (Wirral)
Sylvan Home Care Services
T L Care Northwest Ltd
Voyage Care (Upton Road)