



# North East and North Cumbria

Our Reference PA\ North East & North  
Cumbria ICB\ICB387

Your Reference ICB387

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9 June 2023

By Email

Dear

## **Freedom of Information Act 2000 - Request for Information – NHS North East & North Cumbria Integrated Care Board.**

Thank you for your request received by North of England Commissioning Support (NECS) on 24 May 2023 for information held by NHS North East and North Cumbria Integrated Care Board (ICB) under the provisions of the Freedom of Information Act 2000.

For information Clinical Commissioning Groups ceased to exist on 30 June 2022. Services that were previously delivered by the CCG are now being delivered by the successor organisation NHS North East and North Cumbria (NENC ICB). NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley (which covers the 5 councils that make it up – Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows;

### **Request and response**

**Please can you advise on the below queries regarding the commissioning and management of care for Continuing Healthcare patients?**

**1. Who is the ICB's current Case Management System provider for Continuing Healthcare, and what is the current contract end date?**

Northumberland are a Joint Commissioning Unit and currently use the Local Authority system. Other Places use BroadCare (Newcastle & Gateshead/ North Tyneside/ South Tyneside/ Sunderland/ Durham/ Tees/ North Cumbria. Contracts due to terminate in Mar 2024.

**2. What is the ICB's total annual Continuing Healthcare spend?**

The ICB budget for 2023/24 for Continuing Healthcare is circa £376m, which reflects the expected annual expenditure.

**3. What is the ICB's current Continuing Healthcare budget?**

Please see response above which covers this question

**4. By which processes does the ICB broker/commission packages of care for Continuing Healthcare patients? i.e telephone, email, software etc.**

This differs by Place.

- a. Northumberland and South Tyneside are Joint Commissioning Units and have Brokerage Teams within the Local Authority
- b. Newcastle Gateshead Place has a Brokerage Team - daily emails to all providers. In addition, they use Marie Curie Care coordination team for Fast Track brokerage.
- c. Sunderland has a Section 75 therefore the Local Authority Brokerage team perform this function.
- d. North Tyneside use telephone and email
- e. Response from North East Commissioning Support (NECS)
  - i. Middlesbrough use Middlesbrough LA under a section 75a
  - ii. Redcar source the Package Of Care directly
  - iii. Stockton and Hartlepool, District Nurses source the Package Of Care
  - iv. Durham, the Local Authority source, there's a joint agreement in place for this.

**5. Who is the Head of Continuing Healthcare for the ICB?**

David Purdue, NENC ICB Chief Nurse

**6. 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?**

Procurement contracts are managed under current place base arrangements. Local authorities manage the contracts for care homes and domiciliary care. The NHS Standard contract is implemented for individuals and will therefore vary. Where local authorities are lead commissioners, these would need to be approached to confirm any procurement contracts in place.

**7. Does the ICB use a software system to manage CHC payments? If so, which, and when does the contract expire?**

Where the ICB/NECS manages CHC payments this is done through Broadcare. Places such as North Tyneside, Northumberland and Sunderland perform this action using their Local Authority Systems to make payments on behalf of the ICB. The contract end date is answered in Q1

**8. Are there currently any plans to implement any digital solutions to manage Continuing Healthcare across the ICB?**

*Digital Solutions are either already in place or in the process of being implemented.*

In line 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 make a complaint or 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 complaint, you may apply directly to the Information Commissioner for a decision. 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.gov.uk](http://www.ico.gov.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

*Paul Atkinson*

**Paul Atkinson**  
**Information Governance Officer**