

Information Governance

Robert Dolan House
9 Alie Street
London
E1 8DE

Email elft.foi@nhs.net

Website: <https://www.elft.nhs.uk>

19 March 2024

Our reference: FOI DA5244

I am responding to your request for information received 1 March 2024. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Interim Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: Under the Freedom of Information Act, 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.

Question 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.

Answer: Please see Appendix 1 attached.

Question 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.

Answer: Please see Appendix 1 attached.

Question 3: Please provide the total number of complex home care hours delivered for adults aged 18+.

Answer: Please see Appendix 1 attached.

Question 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.

Answer: Please see Appendix 1 attached.

Question 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.

Answer: Please see Appendix 1 attached.

Question 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.

Answer: Please see Appendix 1 attached.

Question 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.



- a. 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).
- b. For each provider, please provide total expenditure in 2022/23 related to complex home care.

Answer: Please see Appendix 1 attached.



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