

Reference: FOI.ICB-2526/025

Subject: Individuals with Complex Care Needs

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE
I am writing to request the following information under the Freedom of Information Act 2000. This request related to the commissioning of healthcare services for individuals with complex needs, particularly in the context of Continuing Healthcare (CHC) provisions.	
1. Please provide a list of the top 10 providers most frequently commissioned by the ICB/CHC to deliver healthcare services at home for individuals with complex needs.	The top 10 providers most frequently commissioned for our CHC Funded cohort (Excluding Fast Track) are in alphabetical order: - Bluebird Care (Bristol, Bath & NE Somerset) - Bluebird Care (South Gloucestershire) - Care 1st Homecare - Courtfield Healthcare - Fresh Haven Healthcare Ltd - Happy Care - Newcross Healthcare Solutions Limited (Bristol, Bath & North Somerset Service) - Olive Leaf Health & Homecare Limited - Prestige Nursing Bristol - Prime Way Care Ltd - Synergy Complex Care Ltd - Verve Homecare

2. Please provide a list of specialist nursing homes or care settings approved by the ICB for long-term placements of adults with complex health needs – specifically those who require interventions such as tracheostomy care and/or mechanical ventilation.	The ICB does not maintain a list of care home providers detailing the specific types of interventions supported. When exploring options for CHC placement, a summary of an individual's needs is shared with potential care homes, to identify if they are able to meet the assessed needs, either under their current remit, or with further training and input.
3. Please provide the contact details (e.g. team name, email address, and telephone number) of the clinical teams responsible for managing Continuing Healthcare (CHC) funded services provided at home.	CHC clinical functions are performed by the ICB's All Age Continuing Care Team, which can be contacted at: Email: Bnssg.chcteam@nhs.net Phone: CHC 0117 9002626 (option 2) CHC care commissioning is led by the ICB's Brokerage Team, which can be contacted at: Email: bnssg.brokerage@nhs.net Phone: 0117 900 2626 (option 4)

The information provided in this response is accurate as of 15 May 2025 and has been approved for release by Rosi Shepherd, Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.