

**Reference:** FOI.ICB-2324/172

**Subject:** Commissioning and Management of Care for Continuing Healthcare Patients

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

QUESTION	RESPONSE
<p>1. Who is the ICB's current Case Management System provider for Continuing Healthcare, and what is the current contract end date?</p>	<p>The ICB uses the Caretrack system, supplied by CHS Healthcare. The ICB has exercised the option of an addition year in 2023-24. A further year remains as an option for the ICB to exercise in 2024-25.</p>
<p>2. What is the ICB's total annual Continuing Healthcare spend?</p> <p>Clarification received 21/08/23: Thank you for your response. The information requested in questions two and three is regarding CHC for both Adults and Children, and would not include PHB or FNC figures.</p>	<p>Year end 22-23</p> <p>£53,070,651 £69,781,601 if you include fast track</p>
<p>3. What is the ICB's current Continuing Healthcare budget?</p> <p>Clarification received 21/08/23: Thank you for your response. The information requested in questions two and three is regarding CHC for both Adults and Children, and would not include PHB or FNC figures.</p>	<p>23-24 budget</p> <p>£56,272,282 £73,730,338 if you include fast track</p>
<p>4. By which processes does the ICB broker/commission packages of care for Continuing Healthcare patients? i.e telephone, email, software etc.</p>	<p>The ICB brokers packages using both telephone contact and email.</p>

5. Who is the Head of Continuing Healthcare for the ICB?	Head of Funded Care (Operations) Head of Funded Care (Commissioning)  Rosi Shepherd - Chief Nursing Officer - Senior Responsible Officer (SRO) for CHC
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?	The ICB does not use a framework to engage Nursing Homes and Domiciliary Care agencies.
7. Does the ICB use a software system to manage CHC payments? If so, which, and when does the contract expire?	The Oracle system is used which is overseen by NHS Shared Business Services.
8. Are there currently any plans to implement any digital solutions to manage Continuing Healthcare across the ICB?	The ICB is currently trialling the use of the electronic referral portal via Caretrack.

***The information provided in this response is accurate as of 23 August 2023 and has been approved for release by Denise Moorhouse, Deputy Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.***