

Please contact: Access to Information

Team

Email: [MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net)

Direct tel: 01782 916875

16 April 2024

**Re: Your request for information under the Freedom of Information Act 2000**  
**Ref no: FOI-3975-LSC**

Thank you for your request dated 3 April 2024.

We can confirm that the ICB does hold the information you requested.

Please find our response to your questions below:

1. What issues are you facing currently with regards to commissioning care agencies?

**In general, Lancashire and South Cumbria ICB have no significant issues within the Care at home market for Fast track placements. The cost of care has been a concern in some localities due to a limited provider market and travel distances. Occasionally in these more remote areas with less providers we have short term capacity issues that can causes some delays in discharge.**

2. .How many referrals are received daily or weekly?

**Between 100 and 110 fast track referrals per week.**

3. Are any referrals delayed due to a lack of services?

**Unable to provide this information as this is not held by the ICB.**

4. What criteria do we need to meet to be added to your approved provider list?

**Lancashire and South Cumbria ICB use the Access ADAM Dynamic Purchasing System as our procurement framework. Provider are required to enrol to this system and follow a series of checks to have their enrolment agreed. These checks replicate a more formal tender approach. An NHS contract would be issued as a part of this process and a new provider meeting would be arranged before you can commence taking referrals.**

5. How long on average does it take to be added to the approved provider list?

**Following the new provider meeting the enrolment and approval onto the DPS system will only take a few days providing all the information is provided as requested.**

6. Is there a minimum and maximum cost per client?

The ICB is currently reviewing the rate setting process so some changes may be implemented in the next few months. Currently the DPS system uses a competitive brokerage process that asks providers to submit their offer which includes the hourly rates. The ICB has a floor price of £17per hour which is the lowest we will accept. We have a guide price of £22per hour for standard care which we aim to commission within but for direct nursing care or nursing oversight cases where TDDi registration is required we approve costs on a case by case basis.

7. How do you choose between care agencies?

The Access ADAM DPS system ranks provider offers based on CQC rating and cost. If providers have the same rating and same cost the capacity to commence care at the earliest time can be a deciding factor. Patient choice is also considered if there is a pre existing relationship with a provider.

8. How many providers are on your approved providers list and is there a limit?

We currently have 220 Domiciliary Care providers enrolled on the Access ADAM DPS framework, this is an open framework so does not have a limit. The ICB does approve all enrolments though so can decline providers if we need to.

9. How many of your care providers are specialists in end of life and palliative care?

**No information held by the ICB.**

### **Right of Appeal**

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within 40 working days from the date this response was issued.

### **To request an internal review**

You can request this by contacting the FOI team by email at [MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net) or by post to Leyland House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you require a review.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the CCGs FOI complaints procedure. The ICO 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)

Yours sincerely  
**Carrie Tomlinson**

**On behalf of Kevin Lavery  
ICB Chief Executive**