

Please contact: Access to Information Team

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

Direct tel: 01782 872648

4 November 2022

Dear

**Re: Your request for information under the Freedom of Information Act 2000**  
**Ref no: FOI-2641-LSC**

Thank you for your request dated 26 October 2022

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

Please find our response to your questions below:

Q1	<p>Your Question:</p> <p>What steps is your Integrated Care Board taking to meet Recommendation 7: Discharge vulnerable people from health or social care settings to a warm home.</p>
	<p>Our Response:</p> <p><b>There are a range of support services, advice and information that vulnerable people being discharged from hospital can access. This includes services such as Hospital Aftercare through AgeUK which is a service that will support people on the day they are discharged with switching the heating on or getting warm food, as well as other supports to settle back in at home. 'Home First' which sees people who may need care and support following discharge having an assessment by NHS and/or social care professionals in their own home on the day they are discharged, will also support people to switch the heating on and commission any immediate care and support. Where issues such as broken heating systems or lack of heating or hot water are identified, people are referred (where they want to be) to the relevant Housing or Home Improvement services for support with this. People may also be signposted to information and advice on warm homes or referred for support with accessing relevant benefits to assist with heating their home.</b></p> <p><b>As part of discharge planning, people are also encouraged to arrange with families where they can to have their home ready for them if possible, and this would include switching the heating on.</b></p> <p><b>With the current cost of living increases, help and advice is also available through a range of support offers and services across local Councils, Voluntary &amp; Charitable organisations and the NHS and people will be signposted to these or supported to access.</b></p>

## **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 two calendar months 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 Jubilee 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

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