



Our Ref: PW/TLR/FOI/1125/1499

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

3<sup>rd</sup> November 2025

Telephone: 0300 123 1461

Sent by email

Dear

**FOI/1125/1499**

**Your request for information under the Freedom of Information Act 2000**

Thank you for your email dated Friday 31<sup>st</sup> October 2025 for information under the Freedom of Information Act 2000. We can now confirm that Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website. The ICBs response is provided below in blue text.

*You have requested:*

***I am writing to request information under the Freedom of Information Act regarding the commissioning of Continuing Healthcare (CHC) and complex care services within your organisation.***

**1. CHC Commissioning Frameworks**

***Please provide details of the current CHC commissioning framework(s) in place, including:***

- ***Framework title(s) and reference numbers (if applicable)***
- ***Duration and expiry date(s)***
- ***Scope of services covered***

Staffordshire ICB operates under an Open Framework via a Dynamic Procurement System known as SPROC.Net. This covers Care Homes, Care at Home, and specialist LD services.

**2. Approved or Contracted Providers**

***Please provide a list of approved or contracted providers currently delivering CHC-funded complex care services (for both adults and children).***

The attached spreadsheet provides a full list of commissioned care providers providing CHC (Continuing Healthcare) services within the Staffordshire boundary. We do not have a definition for 'complex care' so if you require any further detail, please let us know.

### **3. Commissioning Structure and Contacts**

**Please outline the commissioning structure and responsible teams for CHC and complex care.**

- **If possible, include contact details for commissioning, procurement, and contracting functions.**

[aaccbrokerage@StaffsStoke.ICB.nhs.uk](mailto:aaccbrokerage@StaffsStoke.ICB.nhs.uk)

[aaccarehomecontracts@StaffsStoke.ICB.nhs.uk](mailto:aaccarehomecontracts@StaffsStoke.ICB.nhs.uk)

[aaccdomcarecontracts@StaffsStoke.ICB.nhs.uk](mailto:aaccdomcarecontracts@StaffsStoke.ICB.nhs.uk)

### **4. Procurement and Spot Purchasing**

- **Are there any open or planned procurement exercises relating to CHC or complex care commissioning within the next 12–24 months?**
- **If yes, please provide anticipated timelines and service areas.**
- **Alternatively, can providers operate with the ICB via a spot agreement?**

No procurement planned at this point in time as per question one. Commissioning remains under the agreement. Providers able to join DPS at any time.

### **5. Commissioning Priorities and Models of Care**

**Please outline any preferred models of care or strategic commissioning priorities currently being pursued for:**

- **Complex care at home**
- **Step-down or transitional rehabilitation**
- **Specialist community placements**

N/A

### **6. Policy and Strategy Documents**

**Please provide any policy, strategy, or market position documents outlining your approach to CHC commissioning, provider engagement, and market development. Commissioning arrangements in line with National Framework.**

### **7. Fee Information**

**Please confirm current average charge rates or fee ranges for complex care packages.**

Staffordshire ICB commission placements in a Care Home setting under a Framework bed cost rate of £1,201.06 per week. Where enhanced care or continuous observations such as 1:1 have been clinically assessed, any additional costs will be considered on a case by cases basis.

For care at home set hourly rates are as follows: Core CHC = £23.91, EOL/Hard to Reach Postcodes= £24.63, Nursing / TDDI= £27.42

As per above we do not have a definition for 'Complex Care' so please advise if you require anything further.

### **8. Demand for Complex Care**

**Please provide any available information on current demand levels for individuals requiring complex care (e.g., tracheostomy, spinal injury, neurological care, etc.).**

Not recorded within Case Management System.

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 an internal review by contacting the Staffordshire and Stoke-on-Trent ICB FOI team by emailing; [staffsstokeFOI@staffsstoke.icb.nhs.uk](mailto:staffsstokeFOI@staffsstoke.icb.nhs.uk) or by post to the address at the top of this letter within 40 working days of the initial response.

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 Staffordshire and Stoke-on-Trent Integrated Care Board's 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

**Paul Winter**  
**Associate Director of Corporate Governance**