



Our Ref: PW/TLR/FOI/0125/1145

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

30th January 2025

Telephone: 0300 123 1461

Sent by email

Dear

FOI-0125/1145

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on Tuesday 14th January 2025. We can confirm that the 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.

Please see our responses in blue below:

Under the Freedom of Information Act 2000, I kindly request information regarding the commissioning and management for All Age Continuing Healthcare (AACC) patients.

1. Does the ICB administer the AACC service within the ICB or is the service contracted out to another organisation. If so:

The Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) currently commissions the Midlands and Lancashire Commissioning Support Unit (ML) to deliver a All Age Continuing Care (AACC) service on its behalf.

a. Which organisation is contracted to run the service, who is responsible for AACC within that organisation and is the ICB considering bringing the service back in house and if so, what date is this planned for?

The Midlands and Lancashire Commissioning Support Unit (ML) is commissioned to deliver the AACC service until 31 March 2025. The ICB will in-house the service and staff with effect from 01 April 2025.

2. Which AACC Case Management System is currently in use within the ICB to administer AACC and what is the current contract end date?

The service uses Access Adam Case Management System. The ICB is unable to provide details of the contract as it is not the current lead.

3. How was the current system procured, was this on a specific procurement framework and where can the details of the contract be accessed publicly.

The ICB is unable to provide details of the contract as it is not the current lead.

4. Are there any plans to procure and implement a digital end to end AACC case management solution to manage AACC across the whole ICB in the next 12-24 months?

Work is ongoing to develop what a future AACC operating model for the ICB may look like, this is in its infancy at this time and therefore no detailed plans are yet established.

5. Who is the head of ACCC for the ICB?

Natalie Cotton
Head of Service for All Age Continuing Care (AACC)

Claire Underwood
Director of Nursing All Age Continuing Care

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 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

Yours sincerely

Paul Winter
Associate Director of Corporate Governance