



## Freedom of Information request & West Norfolk CCG response

### WN 343 – Care Packages & Serious Incidents

**1. For the year 2013-14 to date please provide me with the total number of complex care packages paid for by the CCG for patients not cared for in nursing homes.**

*It is not possible to separate the figures to specific CCGs and therefore the figures below relate to the total number of NHS North Norfolk, NHS South Norfolk, NHS West Norfolk and NHS Norwich Clinical Commissioning Group patients*

- *At the end of the financial period 2013/14, in total 105 Norfolk CCG patients with Physical Disabilities, not cared for in nursing homes received CHC funding,*
- *Calendar period 2014 to date, records show 107 patients with Physical Disabilities not cared for in nursing homes received CHC funding*

**2. Please let me know, when community services (e.g. District Nurses and Physiotherapists) are excluded, how many of those care packages are staffed entirely by Healthcare Assistants.**

*We are unable to provide this information, as it is for the provider to determine the competent carers and also District Nurses, Physiotherapists will often continue to provide care. To elicit this information would require either a review of every single patient record and/or contact with every provider of an individual patient's package of care and therefore the time required to determine, locate, retrieve and extract the information would exceed the appropriate cost limit applicable to public authorities. As such, this information is exempt under section 12 (1) of the Freedom of Information Act 2000.*

**3. For those care packages please provide me with the total number of Serious Incidents Grades 1 or 2 reported to the CCG.\***

*This information is not held by the CCGs, as we are unable to differentiate between the roles responsible for the provision of the care packages reference in Question 2 and do not capture data to this extent within STEIS.*

**4. How many of those Serious Incidents were filed by private sector agencies.**

*During the period 1 April 2013 to 3 December 2014 there were no serious incidents reported to STEIS by independent providers of domiciliary care for which NHS West Norfolk, NHS North Norfolk, NHS Norwich or NHS South Norfolk was the commissioner of care.*

**Subsequently clarified by the requestor:**

***We would like to clarify that the figures we are looking for are for the Calendar year 2013-14 and then the Calendar year 2014 to date. We would like to clarify that it applies to patients with complex care needs who have Physical Disabilities and Continuing Healthcare Funding.***