

## **Freedom of Information – Response – 26550**

*Under the Freedom of Information Act, I would like to request the following information regarding complex home care packages for adults aged 18+, except for questions 1, 2, 4 and 7 where information is required for both adults aged 18+ and children aged 0-18 years old.*

*I'm aware that there are differing definitions of 'complex' home care across local authorities but that the council may categorise a care package as 'complex' based on:*

*Number of Hours: Some authorities may define complex home care based on the number of hours of care needed per week or per day. For instance, if a person requires a significant amount of care each day, involving multiple interventions and skilled nursing, it may be considered complex home care.*

*Health Conditions: The presence of certain health conditions or combinations of conditions may also define complex home care. This could include chronic illnesses, severe disabilities, or a combination of physical and mental health needs that require ongoing support and monitoring.*

*Interventions and Procedures: Complex home care may involve the need for specialized procedures, medication management, wound care, monitoring of vital signs, or other skilled nursing tasks that go beyond basic home assistance.*

*Functional Limitations: Individuals with significant functional limitations, such as those who are bedridden, wheelchair-bound, or have limited mobility, may require complex home care due to the level of assistance needed for daily activities and health maintenance.*

*Risk Factors: Local authorities may also consider factors such as the risk of complications, hospital readmissions, or the need for emergency interventions when defining complex home care. Individuals with complex medical needs that require close monitoring to prevent health crises may fall into this category.*

*If you can't make a classification using the above list generally I would be looking for anything above 100 hours per week.*

*Home care refers to packages of care delivered in the individuals' own homes (not in care homes or residential facilities).*

*Please provide data for the following financial years: 2021/22, 2022/23, 2023/24, 2024/25 and 2025/26 (projected) except questions 5 and 6 which require a current snapshot (instead of projections for 2025/26), and question 7 which only requires data for 2024/25. If any data for 2024/25 is not available, please provide budgeted figures for the year or the latest snapshot data that is available.*

*Where possible, please kindly include responses on the attached spreadsheet.*

- 1. Please could you supply the name, email address and telephone number of the commissioner with responsibility for packages of complex home care for (a) adults aged 18+ and (b) children aged 0-18 years old.*
- 2. Please provide the number of people in receipt of complex home care packages (all*

active packages during the year including those which started prior) for (a) adults aged 18+ and (b) children aged 0-18 years old.

3. Please provide the total number of complex home care hours delivered for adults aged 18+.

4. Please provide the total gross expenditure on complex home care packages during the year for (a) adults aged 18+ and (b) children aged 0-18 years old.

5. Please provide the lowest, mean and highest hourly rate for complex home care packages for adults aged 18+ for 2021/22 to 2024/25 as well as a current snapshot.

6. Please provide the lowest, mean and highest weekly fee for complex home care packages for adults children aged 0-18 for 2021/22 to 2024/25 as well as a current snapshot.

7. Please provide a list of the 10 providers who received the greatest amount of funding for complex home care packages. Please provide data for the last financial year 2024/25 for (a) adults aged 18+ and (b) children aged 0-18 years old.

i. For each provider, please provide the number of complex home care packages in 2024/25 (all active packages during the year including those which started prior).

ii. For each provider, please provide total expenditure in 2024/25 related to complex home care.

We can confirm that Suffolk County Council (SCC) holds this information; however, it is exempt from disclosure under section 12 of the Freedom of Information Act 2000 (the Act). Whilst this information is held, it is held against each individual's file, so it is not recorded centrally or in a format that allows SCC to extract and provide the information quickly.

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for local government is set at £450. This represents the estimated cost of one person spending two and a half working days in determining whether the Council holds the information, locating, retrieving and extracting the information.

Therefore, this level of detail is not recorded within our reporting and would involve a manual trawl to retrieve and determine whether puberty blockers were a factor in the assessment and/or referral.

To answer this whole request would take us over 18 hours.

#### Advice and Assistance

Whilst we cannot provide you with what you have requested in full, if you are happy to narrow down your request to questions 1, 2, 3, 4, 5 and 7 and provide us with clarification as to what is meant by 'complex care' then we should be able to provide you with some information.

