

Freedom of Information – Response – 26664

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.

[Suffolk County Council's Adult Social Care directorate – Reply:](#)

[Please see the following excel spreadsheet. Please note that the definition used for complex care in our responses is that of anything above 100 hours per week.](#)

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.

Suffolk County Council (SCC)'s Children and Young People's Services (CYP) – Reply:

The commissioner for young people 0-17 for complex care packages is:

Suffolk County Council, Service Manager, Disabled Children and Young Peoples Team.

Email address DCYP@suffolk.gov.uk, 01473 265044

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.

CYP Reply: b) – children aged 0-18 years old

There are currently (November 2025) 88 young people who are in receipt of a home care package of support through DCYP. This figure can fluctuate due to many matters and includes all young people who are in receipt of a home care package. This is homecare via a commissioned care service and not via a Direct Payment.

Please note that in the context of children and young people 0-17yrs we have not defined complex care on the basis of the definition provided as these lean more toward an adult model of delivery.

In CYP, we have a Disabled Children Young People team, the focus of which is to support the needs of severely and profoundly disabled children and young people as such all have an element of complexity.

We have provided the number of children and young people in receipt of a home care package of support and are not able to break down the hours received for each case in the time allowed for a FOI response.

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

See the following excel spreadsheet.

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.

CYP Reply: b) – children aged 0-18 years old – DCYP

2021/22	£151,372
2022/23	£503,757
2023/24	£998,785
2024/25	£1,280,937
2025/26	£1,108,222 - forecast

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.

See the following excel spreadsheet.

~~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.

CYP Reply:

Provider	Care Cases	Total expenditure
Thornbury	<5	£61,214
Poppies	10	£12,977
Purest	16	£95,534
Pulse	<5	£35,752
QCM	<5	£852,500
Rula	21	£140,553
Hearts of Care	12	£56,000
Prospero	<5	£5,797
Haverhill Community Care	<5	£4,743
Credo	<5	£15,237

Complex home care FOI Answers

Local Authority: Suffolk
 Date:

For clarity, adults receiving complex care have substantial and ongoing healthcare needs, which require additional support to manage their symptoms These disabilities or following hospital treatment. Home care refers to packages of care delivered in the individuals' own homes (not in care homes c

1. Please could you supply the name, email address and telephone number of the commissioner with responsibility for packages of complex home care for:	Name	Job title	Telephone No.	Email Address
(a) adults aged 18+	ASC Care Market Hub	N/A	N/A	ASCCareMarketHub@suffolk.gov.uk
(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.	2021/22	2022/23	2023/24	2024/25
(a) adults aged 18+	30	39	48	47
(b) children aged 0-18 years old				

3. Please provide the total number of complex home care hours delivered for adults aged 18+.	2021/22	2022/23	2023/24	2024/25
	17,584	30,042	38,892	50,981

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.				
	2021/22	2022/23	2023/24	2024/25
(a) adults aged 18+	1,777,198	3,060,440	4,063,902	5,332,465
(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.				
	2021/22	2022/23	2023/24	2024/25
Lowest hourly rate	26.28	26.28	26.28	24.33
Mean hourly rate	44.30	72.59	70.40	61.60
Highest hourly rate	94.19	94.19	94.19	180.00

	2024/25		
7. (a) For adults aged 18+ please provide a list of the 10 providers who received the greatest amount of funding for complex home care packages.			
	Provider	(i) Number of packages	(ii) Total expenditure
(i) For each provider, please provide the number of complex home care packages in 2024/25 (all active packages during the year	U in Mind Care Limited	8	1,475,007.95

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

Magic Helping Hands Limited	5	414,533.47
Fame 24hour Care Limited	<5	388,888.47
Leading Lives	<5	282,018.81
Inspire Social Care Services	<5	87,700.82
Eternity Healthcare Limited	<5	297,966.02
Aid Homecare Limited	<5	81,437.58
Cephas Community Care	<5	187,683.24
Purest Support Limited	<5	435,270.74
WilsonParker Limited	<5	96,884.64

[illegible]

can be the result of chronic illness,
or residential facilities).

2025/26 (as of 11/25)

15.35

62.85

146.75