

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

Please could you supply me with the following information:

- **The total hours of home care commissioned by the Council and reported for 2011/12: 1,250,427 hours**

Of which,

- **The proportion of those hours which were commissioned for each of the following client groups:**

People aged 65 and over – 948,416.64 hours

People aged 18 – 64 with a Learning Disability – 66,307.21 hours

People aged 18 – 64 with Mental Health needs – 30,088.50 hours

People aged 18 – 64 with a Physical Disability – 199,562.25 hours

- **For each of these client groups, the number of clients receiving home care during the year,**

People aged 65 and over – 2,799 clients

People aged 18 – 64 with a Learning Disability – 130 clients

People aged 18 – 64 with Mental Health needs – 104 clients

People aged 18 – 64 with a Physical Disability – 462 clients

- **For each of these client groups, the proportion or number of clients receiving an intensive package of home care, defined as more than 10 hours per week and 6 or more visits per week, during the year,**

People aged 65 and over – 1,863 clients

People aged 18 – 64 with a Learning Disability – 54 clients

People aged 18 – 64 with Mental Health needs – 38 clients

People aged 18 – 64 with a Physical Disability – 256 clients

- **For each of these client groups, the proportion of hours of home care which were provided by the independent sector during the year**

People aged 65 and over – 877,783.93 hours (93% of the total commissioned)

People aged 18 – 64 with a Learning Disability – 63,007.82 hours (95%)

People aged 18 – 64 with Mental Health needs – 28,141.86 hours (94%)

People aged 18 – 64 with a Physical Disability – 188,511.54 hours (94%)

Second Question

- **A list of the independent sector providers the Council uses for home care, including:**
 - **The volume of hours commissioned for each client group from each provider (or the total volume commissioned from each provider if a breakdown by client group is not available)**

People aged 65 and over

AGE UK LEICESTER (Day Care)	405.29
ALWAYS THERE HOMECARE LTD	75964.30
AMICARE	124791.44
BLUEWOOD HEALTHCARE	885.21
CARE UK HOMECARE	106047.07
CAREMARK (LEICESTER)	128.36
CAREWATCH CARE SERVICES	156599.53
CLAIMAR CARE LTD	63666.94
DIRECT HEALTH UK LTD	29966.96
DIRECT HEALTH UK LTD,	38596.79
DNA CARE SERVICES	85.50
DOMICILIARY CARE SERVICES (D.C.S.)	89759.21
NHS COMMISSIONED HOME CARE (Continuing Care)	1095.00
ENA CARECALL LTD	24669.29
HELP AT HOME	41599.29
HOME INSTEAD	13.50
LIFEWAYS COMMUNITY CARE (Supported Living)	1981.43
SELECT CARE SERVICES LTD	5020.54
STORM HOMECARE LTD	1225.54
SUPPORTING TENANTS AND RESIDENTS (Housing Related Support Services)	391.07
VICTORY CARE LIMITED	3898.64
WESTMINSTER HOMECARE (LEICESTER)	110993.05
Grand Total	877,783.93

Note: The above list includes Providers of Day Care (Age UK), Supported Living (Lifeways Community Care) and Housing Related Support (Supporting Tenants and Residents) who were used for the provision of home care under special arrangements.

People aged 18 – 64 with a Learning Disability

ADVANCE HOUSING & SUPPORT LTD (Supported Living)	625.71
ALWAYS THERE HOMECARE LTD	4112.86
AMICARE	430.75
CARE UK HOMECARE	1243.39
CAREWATCH CARE SERVICES	14068.18
CLAIMAR CARE LTD	6263.75
DIRECT HEALTH UK LTD	769.11
DIRECT HEALTH UK LTD,	1104.71
DOMICILIARY CARE SERVICES (D.C.S.)	854.64
HELP AT HOME	3846.43
HUNTSMANS LODGE LTD (BEACON CARE)	1580.57
LIFEWAYS COMMUNITY CARE (Supported Living)	11673.93
LIFEWAYS COMMUNITY CARE LIMITED – LD(Supported Living)	1986.00
MACINTYRE(Supported Living)	7409.14
MACINTYRE CARE(Supported Living)	220.57
SELECT CARE SERVICES LTD	352.00
WESTMINSTER HOMECARE (LEICESTER)	6466.07
Grand Total	63007.81

Note: The above list includes Providers of Supported Living (Advance Housing, Huntsman Lodge Ltd – Beacon Care, Lifeways Community Care, Macintyre Care) who were used for the provision of home care under special arrangements.

People aged 18 – 64 with Mental Health needs

ALWAYS THERE HOMECARE LTD	4325.11
AMICARE	1493.71
CARE UK HOMECARE	2961.93
CAREWATCH CARE SERVICES	4584.00
CLAIMAR CARE LTD	2224.64
DIRECT HEALTH UK LTD	812.61
DIRECT HEALTH UK LTD,	697.86
DOMICILIARY CARE SERVICES (D.C.S.)	449.50
ENA CARECALL LTD	135.00
HELP AT HOME	3085.75
STORM HOMECARE LTD	2724.29
WESTMINSTER HOMECARE (LEICESTER)	4647.46
Grand Total	28141.86

People aged 18 – 64 with a Physical Disability

ALWAYS THERE HOMECARE LTD	15172.21
AMICARE	15707.39
BLUEWOOD HEALTHCARE	3815.00
CARE UK HOMECARE	10781.71
CAREWATCH CARE SERVICES	24396.75
CLAIMAR CARE LTD	18407.07
DIRECT HEALTH UK LTD	2328.11
DIRECT HEALTH UK LTD,	3601.86
DNA CARE SERVICES	171.00
DOMICILIARY CARE SERVICES (D.C.S.)	12654.04
NHS COMMISSIONED HOME CARE (Continuing Care)	8942.50
ENA CARECALL LTD	2346.11
FOSSE HEALTHCARE	2258.29
HELP AT HOME	14559.52
NEW HORIZONS CARE LIMITED	23002.55
PRIME LIFE (Supported Living)	30.43
PRIME LIFE LTD - ASHLANDS MEWS BUNGALOWS (supported Living)	4029.64
SELECT CARE SERVICES LTD	3475.79
STORM HOMECARE LTD	125.36
VICTORY CARE LIMITED	5420.21
WESTMINSTER HOMECARE (LEICESTER)	17286.00
Grand Total	188511.5

Note: The above list includes Providers of Continuing Care (NHS Commissioned Home Care), Supported Living (Prime Life, Prime Life LTD – Ashland Mews Bungalows) who were used for the provision of home care under special arrangements.

A list of the independent sector providers the Council uses for home care, including:

- **The volume of hours commissioned for each client group from each provider (or the total volume commissioned from each provider if a breakdown by client group is not available)**
- **The gross cost of the home care commissioned from each provider**

AGE UK LEICESTER (Day Care)
ADVANCE HOUSING & SUPPORT LTD(Supported Living)
ALWAYS THERE HOMECARE LTD
AMICARE
BLUEWOOD HEALTHCARE
CARE UK HOMECARE
CAREMARK (LEICESTER)
CAREWATCH CARE SERVICES
CLAIMAR CARE LTD
DIRECT HEALTH UK LTD
DIRECT HEALTH UK LTD
DNA CARE SERVICES
DOMICILIARY CARE SERVICES (D.C.S.)
NHS COMMISSIONED HOME CARE (Continuing Care)
ENA CARECALL LTD
FOSSE HEALTHCARE
HELP AT HOME
HOME INSTEAD
HUNTSMANS LODGE LTD (BEACON CARE)- (Supported Living)
LIFEWAYS COMMUNITY CARE (Supported Living)
LIFEWAYS C(Supported Living)COMMUNITY CARE LTD – LD
MACINTYRE(Supported Living)
MACINTYRE CARE(Supported Living)
NEW HORIZONS CARE LIMITED
PRIME LIFE
PRIME LIFE LTD – ASHLAND MEWS BUNGALOWS(Supported Living)
SELECT CARE SERVICES LTD
STORM HOMECARE LTD
SUPPORTING TENANTS AND RESIDENTS (Housing Related Support Services)
VICTORY CARE LIMITED
WESTMINSTER HOMECARE (LEICESTER)

Note: The above list includes Providers of Day Care (Age UK), Supported Living (Advance Housing, Huntsman Lodge Ltd, Lifeways Community Care, Macintyre, Prime Life, Primelife Ltd Ashland Mews Bungalows) and Housing

Related Support (Supporting Tenants and Residents) who were used for the provision of home care under special arrangements.

S43 Commercial Interests

Under s43(2), information is exempt if its disclosure would, or would be likely to, prejudice commercial interests of any person (including the public authority holding it). S43 is a qualified exemption and we are obliged to apply the public interest test. We have come to the decision that it is not in the public interest to release the information at this time. This therefore acts as the statutory refusal notice required by section 17.1 of the Freedom of Information Act 2000

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If you are dissatisfied with the handling of your request please write to:

Information Governance Manager
Information and Support
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG
e-mail: info-requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.