

Thank you for your recent Freedom of Information Request.

The response from the department concerned is as follows:

1. Do you commission domiciliary care calls in increments of 15 minutes (i.e. 15, 30, 45, 60 minutes)? If not, which time increments do you commission?

Home based care is commissioned as a block of hours per week and providers are expected to work with service users and their carers to agree how this is best arranged and delivered to meet their individual outcomes

2. Does your local authority directly deliver domiciliary care or is it outsourced to the private/third sector? If it's a split between the two, are you able to estimate what percentage is outsourced and what percentage is directly delivered?

Long term domiciliary care packages are commissioned externally from independent providers

3. Do your Social Workers have real-time access to their clients' domiciliary care-delivery records?

Council officers do not have real time access but providers are required to submit details of care calls delivered

I hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly on the details below.

In addition to this and for future reference Nottingham County Council regularly publishes previous FOIR,s and answers on its website, under Disclosure logs. (see link)
<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

You can use the search facility using keywords.

If you wish to raise any concerns about the way your request was dealt with, then please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottscc.gov.uk quoting the reference number above.

Kind Regards

Complaints, Information & Mediation Officer.
Complaints and Information Team
Chief Executive's Dept
Nottinghamshire County Council
County Hall, West Bridgford, Nottingham, NG2 7QP