

Freedom of information request NCC-035630-18

Thank you for your recent freedom of information request, for ease we have provided our response alongside each point as follows:

Please tell me how many home care visits of 15 minutes were commissioned by the council in a) 2018 and b) 2017

Home based care is commissioned as a block of hours per week for each service user

Please tell me how many home care visits of five minutes were commissioned by the council in a) 2018 and b) 2017

Home based care is commissioned as a block of hours per week for each service user

Please tell me how many home care visits were missed in a) 2018 and b) 2017

We don't routinely record or hold info on missed and late visits.

Please tell me how many home care visits were late in a) 2018 and b) 2017

We don't routinely record or hold info on missed and late visits.

Please tell me which firms were contracted by the council to carry out home care visits in 2018 and 2017.

2017 and up to June 2018	From July 2018
Bassetlaw	
Comfort Call	Comfort Call Leda Home Care Gemini Exclusive Care Gracious Health Solutions
Broxtowe	
Direct Health Broxtowe	Direct Health Comfort Call Radis Community Care Fosse Healthcare Caremark
Gedling	
Agincare	Human Support Group Radis Community Care Caremark Agincare
Newark & Sherwood	
Comfort Call	Fosse Healthcare Bhandal Homecare Gemini Exclusive Care
Mansfield/Ashfield	
Mears	Fosse Healthcare Comfort Call Direct Health Agincare Caremark
Rushcliffe	
Agincare	Agincare Westminster Homecare Gracious Health Solutions Direct Health Absolute Care

I trust the above information is of assistance to you.

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.

With kind regards

Lorraine Hayes
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