

Date: 08/08/2025
Our Ref: 10355
Enquiries to loth.freedomofinformation@nhs.scot

Dear

FREEDOM OF INFORMATION – COMPLEX COMMUNITY CARE

I write in response to your request for information in relation to complex community care services in NHS Lothian.

Question:

1. Does your Health Board commission complex care and support in the community for individuals with significant clinical needs, such as those requiring a tracheostomy?
2. If so, please provide details of the types of services commissioned, including whether these are delivered directly by the NHS, through Health and Social Care Partnerships (HSCPs), local authorities, or via third-party providers.

Answer:

NHS Lothian does not commission other providers to deliver nursing care and support in the community for adults with significant clinical needs. NHS Lothian directly provides nursing care and support to adults and children with exceptional healthcare needs and multiple comorbidities (including some individuals who have a tracheostomy). This includes up to 24-hour, 7-days-per-week, one-to-one nursing care delivered in the individual's own home. Eligibility for this support is determined by the application of an agreed Decision Support Tool.

For adults whose care is less complex and care and support can be safely delivered by an external provider—including packages of care—these are commissioned or provided through the social work / social care commissioning process within the Health and Social Care Partnerships.

Question:

3. Please provide the name(s), role(s), and contact details (email and/or phone number) of the team(s) or individual(s) responsible for arranging and overseeing complex care packages in the community.
4. If this responsibility lies with a specific HSCP or Integrated Joint Board (IJB), please indicate which one and provide relevant contact information.

Answer:

Direct provision of nursing care and support to adults with exceptional healthcare needs is managed and delivered through the Adult Complex and Exceptional Needs Group, loth.ACENS@nhs.scot. ACENS is hosted within Midlothian Health and Social Care Partnership and provides the service for the whole of Lothian.

For children, care and support is managed and reviewed through the Lothian Exceptional Needs Support Group, contactable via the group administrator Erin.williamson@nhs.scot.

Commissioning of packages of care that can be provided by other providers is managed through the 4 Lothian Health and Social Care Partnerships.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at <https://www.foi.scot/appeal>. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the reviewer at the address at the top of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhslothian.scot/FOI>

Yours sincerely

ALISON MACDONALD
Executive Director of Nursing Midwifery and AHPs
Cc: Chief Executive