

Date 03/12/2025
Your Ref
Our Ref 10798

Enquiries to Richard Mutch
Extension 35687
Direct Line 0131 465 5687
loth.freedomofinformation@nhs.scot
richard.mutch@nhs.scot

Dear

FREEDOM OF INFORMATION – COMPLEX HOME CARE

I write in response to your request for information in relation to complex home care.

Question:

1. *Please could you supply the name, email address and telephone number of the commissioner with responsibility for packages of complex home care funded by NHS Scotland for (a) adults aged 18+ and (b) children aged 0-18 years old.*

Answer:

Each HSCP commissions individual packages of care, there is no single commissioner for NHS Lothian.

We refer to our previous response:

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:

2. *Please provide the number of people in receipt of complex home care packages funded by NHS Scotland (all active packages during the year including those which started prior) for (a) adults aged 18+ and (b) children aged 0-18 years old.*

Answer:

There are 7 people currently receiving a home care package from ACENS for their complex healthcare needs.

Headquarters
Mainpoint
102 West Port
Edinburgh EH3 9DN

Chair Professor John Connaghan CBE
Chief Executive Professor Caroline Hiscox
Lothian NHS Board is the common name of Lothian Health Board

Question:

3. *Please provide the total number of complex home care hours funded by NHS Scotland delivered for adults aged 18+.*

Answer:

Total number of hours provided per week by ACENS - the most recent figures available are from August 2025 – weekly average provision is 550 hours

Question:

4. *Please provide the Health Board's total gross expenditure on NHS-funded complex home care packages for adults aged 18+.*

Answer:

	2020/21	2021/22	2022/23	2023/24	2024/25
Total expenditure	£1,076,775	£1,217,673	£1,418,640	£1,456,034	£1,538,278

Question:

5. *Please provide the Health Board's total gross expenditure on NHS-funded complex home care packages for (a) adults aged 18+ and (b) children aged 0-18 years old.*

Answer:

- a. *As question 4 above (same question)*
- b. *Not ACENS*

Question:

6. *Please provide the lowest, mean and highest hourly rate for NHS-funded complex home care packages for adults aged 18+ for 2020/21 to 2023/24, as well as a current snapshot.*

Answer:

We do not hold this information – hourly rate would be based on agenda for change pay plus on costs and would depend on whether the person required a registered nurse or a clinical support worker to meet their care needs

Question:

7. *Please provide the lowest, mean and highest weekly fee for NHS-funded complex home care packages for children aged 0-18 for 2020/21 to 2023/24, as well as a current snapshot.*

Answer:

As per response to question 6 – we do not hold this information

Question:

8. *Please provide a list of the top 10 providers who received the greatest amount of funding from NHS-funded complex home care packages. Please provide data for the last financial year 2023/24 for both (a) adults aged 18+ and (b) children aged 0-18 years old.*
- i. For each provider, please provide the number of NHS-funded complex home care packages in 2023/24 (all active packages during the year including those which started prior).*
 - ii. For each provider, please provide total expenditure in 2023/24 related to NHS-funded complex home care packages.*

Answer:

As per our response to your earlier query, NHS Lothian does not commission NHS funded care from external providers

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.

I hope the information provided helped 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 www.itspublicknowledge.info/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 FOI Reviewer at the email address at the head 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.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing
Cc: Chief Executive