



Information Governance Team

Postal Address:
Coventry City Council
PO Box 7097
Coventry
CV6 9SL

www.coventry.gov.uk

E mail: infogov@coventry.gov.uk

Phone: 024 7697 5408

22 April 2025

Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI698934196

Thank you for your request for information relating to Complex Home Care.

You have requested the following information:

Under the Freedom of Information Act, I would like to request the following information regarding complex home care packages for adults aged 18+, except for questions 1, 2, 4 and 7 where information is required for both adults aged 18+ and children aged 0-18 years old.

I'm aware that there are differing definitions of 'complex' home care across local authorities but that the council may categorise a care package as 'complex' based on:

- Number of Hours:** Some authorities may define complex home care based on the number of hours of care needed per week or per day. For instance, if a person requires a significant amount of care each day, involving multiple interventions and skilled nursing, it may be considered complex home care.
- Health Conditions:** The presence of certain health conditions or combinations of conditions may also define complex home care. This could include chronic illnesses, severe disabilities, or a combination of physical and mental health needs that require ongoing support and monitoring.
- Interventions and Procedures:** Complex home care may involve the need for specialized procedures, medication management, wound care, monitoring of vital signs, or other skilled nursing tasks that go beyond basic home assistance.
- Functional Limitations:** Individuals with significant functional limitations, such as those who are bedridden, wheelchair-bound, or have limited mobility, may require complex home

care due to the level of assistance needed for daily activities and health maintenance.

- **Risk Factors:** Local authorities may also consider factors such as the risk of complications, hospital readmissions, or the need for emergency interventions when defining complex home care. Individuals with complex medical needs that require close monitoring to prevent health crises may fall into this category.

If you can't make a classification using the above list generally I would be looking for anything above 100 hours per week.

Home care refers to packages of care delivered in the individuals' own homes (not in care homes or residential facilities).

Please provide data for the following financial years: 2020/21, 2021/22, 2022/23, 2023/24 and 2024/25 (projected) except questions 5 and 6 which require a current snapshot (instead of projections for 2024/25), and question 7 which only requires data for 2023/24. If any data for 2023/24 is not available, please provide budgeted figures for the year or the latest snapshot data that is available.

Where possible, please kindly include responses on the attached spreadsheet.

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

Adults:

Jon Reading, Head of Commissioning and Quality.
Email: Jon.Reading@coventry.gov.uk

Children:

Charlotte Rowan Lancaster, Program Officer.
Email: charlotte.rowan-lancaster@coventry.gov.uk

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

(a) adults aged 18+

2020/2021: 1
2021/2022: 16
2022/2023: 17
2023/2024: 7
2024/2025: 9

(b) children aged 0-18 years old: Nil.

3. Please provide the total number of complex home care hours delivered for adults aged

18+.

2020/2021: 675

2021/2022: 2873

2022/2023: 3426

2023/2024: 918

4. Please provide the total gross expenditure on complex home care packages during the year for (a) adults aged 18+ and (b) children aged 0-18 years old.

Adults:

Year	Min Total Cost Perweek	Max Total Cost Perweek	Avg. Total Cost Perweek
2020/2021	£10,681.29	£10,681.29	£10,681.29
2021/2022	£2,044.35	£14,489.4	£5,622.00
2022/2023	£2,264.22	£19,780.56	£7,062.66
2023/2024	£4,210	£15,145.4	£8,459.74
2024/2025	£2,280.32	£15,145.4	£6,848.99

Children: Nil.

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

2020/21	21/22	22/23	23/24	24/25
15.23	16.25	18.45	21.03	22.39
19	15.48	17.45	20.22	21.36
15.23	19	17.45	20	21.36
15.23	15.48	16.43	20	21.36
15.28	15.48	16.48	18.95	21.36
15.83	15.53	17.45	19	20.31

6. Please provide the lowest, mean and highest weekly fee for complex home care packages for adults aged 18+ for 2020/21 to 2023/24 as well as a current snapshot.

Year	Min Total Cost Perweek	Max Total Cost Perweek	Avg. TotalCost Perweek
2020/2021	£10,681.29	£10,681.29	£10,681.29
2021/2022	£2,044.35	£14,489.4	£5,622.00
2022/2023	£2,264.22	£19,780.56	£7,062.66
2023/2024	£4,210	£15,145.4	£8,459.74
2024/2025	£2,280.32	£15,145.4	£6,848.99

7. Please provide a list of the 10 providers who received the greatest amount of funding for complex home care packages. Please provide data for the last financial year 2023/24 for (a) adults aged 18+ and (b) children aged 0-18 years old.

i. For each provider, please provide the number of complex home care packages in 2023/24 (all active packages during the year including those which started prior).

Adults:

Year	Provider	Packages
2023/2024	PBL Care Limited	2
2023/2024	Allied Healthcare Coventry	2
2023/2024	Caremark Coventry	1
2023/2024	Priority Plus	1
2023/2024	UK Caring Services Limited	1

ii. For each provider, please provide total expenditure in 2023/24 related to complex home care.

Adults:

Provider Name	Spend in 2023/24
Care Quality Services Limited (Allied)	£1,207,975.00
PBL Care Limited	£403,724.57
Priority Plus Ltd	£479,985.32
SM Homecare Services Ltd T/A Caremark Coventry	£2,012,434.27
UK Caring Services Ltd	£2,426,687.40
Grand Total	£6,530,806.56

Children: We have not had any home care packages of over 100 hours for any of the years in scope of this request.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance