



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

Tel: 0151 556 5000  
Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 1 August 2019

**Re: Freedom of Information Request**  
**Ref: 178- 2019**

Thank you for your email, dated the 5th July 2019 requesting information regarding care packages.

The information that you require is as follows:

**Which agencies are on your approved supplier list (or PSL) to provide complex care packages or nursing care packages within the community?**

**Which agencies are on your approved supplier list (or PSL) to provide domiciliary care within the community?**

**How many service users currently have a care package in place?**

**How many complex care packages have been given to this list of approved agencies in the past 3 months?**

**Adult complex care packages:**

**Paediatric complex care packages:**

**Mental Health or Elderly complex care packages:**

**How many general nursing care packages have been given to this list of approved agencies in the past 3 months?**

**Have any care packages been given to agencies that are not on this list? If so, how many packages were given and to which agencies?**

**Which agencies are on your approved supplier list (or PSL) to provide 'secondary supply' – i.e. if a care package requires a nurse for a single**

**shift, and the primary supplier is unable to cover, is there a list of suppliers that are approved to provide this service?**

**How many shifts have been filled by this list of approved agencies in the past 30 days:**

**How many shifts have been covered by agencies that are not on this approved list in the past 30 days:**

**What is the total spend for care packages for each of the following departments over the past 30 days:**

**Adult complex care packages:**

**Paediatric complex care packages:**

**Mental Health or Elderly complex care package:**

**Are there any service users that currently have a 'joint provider' i.e. two or more separate agencies managing the package for a single service user?**

**Who is the person responsible for allocating new providers to the approved supplier agency list? Please provide contact details below:**

**Full name:**

**Work Telephone Number:**

**Work E-mail Address:**

**Not Applicable- The Clatterbridge Cancer Centre does not arrange any of care. When a patient needs a package of care a referral is made to social services in the area of residence in order for this to be arranged by the local authority.**

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

**In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:**

<https://www.surveymonkey.co.uk/r/H39RFMM>