



GIG  
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Bwrdd Iechyd  
Addysgu Powys  
Powys Teaching  
Health Board

Information Governance Team  
Monnow Ward  
Bronllys Hospital  
Bronllys  
Brecon  
Powys LD3 0LY  
Email: Powys.FOI@wales.nhs.uk  
Tel: 01686 252159/01874 442071

Our ref: IG/FOI/23.R.322

11 October 2023

Sent via email to: [REDACTED]

Dear [REDACTED]

## Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 13 September 2023, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require.

For ease of reference your request is set out below and our response follows:

### Your Freedom of Information (FOI) Request:

I am writing to make a request under the Freedom of Information Act 2000. Specifically, I would like to request information regarding your Assisted Discharge and Support at Home Services.

For clarity, we are referring to those services where a third-party provider offer support, transport and settling services to patients to ensure an efficient, safe discharge which reduces the incidence of delayed or failed discharges. Support at Home services are those where a third party provides a set period of support to patients recently discharged from hospital to increase independence and reduce the incidence of readmission.

1. Please advise who provides your Assisted Discharge and Support at Home services (Name of all providers)
2. What is the annual value of the contract/s?
3. What is the duration of the contract/s?
4. What are the start and end dates of the contract (plus any potential extension periods)?
5. How many service users are supported through this contract on an annual basis?

Pencadlys  
Tŷ Glasbury, Ysbyty Bronllys,  
Aberhonddu, Powys LD3 0LU  
Ffôn: 01874 711661



Headquarters  
Glasbury House, Bronllys Hospital  
Brecon, Powys LD3 0LU  
Tel: 01874 711661

Rydym yn croesawu gohebiaeth Gymraeg  
Bwrdd Iechyd Addysgu Powys yw enw gweithred Bwrdd Iechyd Lleol  
Addysgu Powys



We welcome correspondence in Welsh  
Powys Teaching Health Board is the operational name of  
Powys Teaching Local Health Board

6. a. What are the individual performance measures and KPIs on the contract?
- b. How is your provider performing against each performance measure and KPI? (%)
7. Who is the person responsible for managing your Assisted Discharge and Support at Home services?
  - a. Name
  - b. Title
  - c. Email address
  - d. Contact number

Powys Response:

1. Please see table below containing a list of providers for Powys Teaching Health Board's assisted discharge and support at home services.

|  |  |                 |
|--|--|-----------------|
| Adferiad Recovery (formerly Hafal Crossroads Mid & West Wales) | Powys Urgent Response Service (PURSH) - a short term support and health care within peoples' own homes, in emergency situations when hospital admission is deemed inappropriate, reducing the number of avoidable admissions of Powys residents. | Powys wide      |
| Severn Hospice   | Provision of Specialist Palliative Care & Hospice at Home Services (North Powys)   | North Powys     |
| St David's Foundation Hospice Care                             | Palliative Care Services<br>- Hospice at Home Service<br>- Day/Supportive Care Services (Usk House)  | Mid/South Powys |
| Marie Curie Cancer Care Service                                | Nighttime Nursing/Health Care Support Service to patients with life limiting/terminal illness in their own homes.  | Powys wide      |
| British Red Cross  | Home from Hospital Service to facilitate the safe discharge from hospital or prevent the inappropriate admission into hospital, including advice and support.  | Powys wide      |
| Care & Repair in Powys   | Rapid Response Adaptation Programme including small ramps, handrails and other small works/minor repairs to prevent falls in and around the home.  | Powys wide      |

2. The value of the contracts have been withheld as they are considered exempt under Section 43 Commercial Interests of the Freedom of Information Act. This section of the Act sets out an exemption from the right to know if releasing the information is likely to prejudice the commercial interests of any person (a person maybe an individual, company, the public authority itself or any other legal entity).

This exemption was considered by the Health Board when deciding whether to release this information because it was felt that, in doing so, it could create a significant risk in prejudicing the commercial interests of the practices in question.

As this is a qualified exemption the Health Board must consider the public interest in deciding whether to withhold or disclose the information. The Health Board accepts that there is a public interest in ensuring openness and transparency. However, the Health Board believes that disclosure of information in a manner which fails to protect the interests and relationships arising in a commercial context could discourage third parties from dealing with the Health Board because of fears that the disclosure of information could damage them commercially. In turn, this could jeopardise the Health Board's ability to compete fairly and pursue its function to bring forward development in the area and obtain value for money. As a result, exemption section 43 is engaged as it is not considered in the public interest to disclose this information.

3. The duration of this contract is one year.

4. The start and end dates of this contract is 01/04/2023 - 31/03/2024.

5. I can confirm that the service reacts to the current demand and wider capacity constraints and so the number of service users supported varies significantly.

6a. Please see below the key Performance Indicators (KPIs) included within our SLA which is under review.

### Third Sector Key Performance Indicators

- |  |
|--|
| <ul style="list-style-type: none"> <li>• % of Service Users who are able to realise their potential and have a better quality of life;</li> <li>• % of Service Users who reported their confidence to deal positively with changed life circumstances;</li> <li>• % of Service Users who reported that they felt valued;</li> <li>• % of Service Users who felt they were in control and independent;</li> <li>• % of Service Users who required additional support to safeguard their rights;</li> <li>• % of Service Users who reported that the Service helped them to live the life they want to live to the best of their ability.</li> </ul> |
| <ul style="list-style-type: none"> <li>• % of Services provided which reduce the need for onward statutory support for Service User;</li> <li>• % of Service Users who confirmed that that they were supported with dignity and respect;</li> <li>• % of Service users who were able to improve or maintain their functioning and day to day living skills</li> </ul>  |
| <ul style="list-style-type: none"> <li>• % of Service Users who report their needs have been met first time (2 elements);</li> <li>• Average response time to a Service User query or issue;</li> <li>• Average time taken by the Service to process the referral/a Service User Assessment and commencing the actual Service;</li> <li>• % of Staff (including volunteers) who participated in person centred and value based training;</li> <li>• % of Staff (including volunteers) who feel engaged with the work they do and feel supported to continuously improve the Service;</li> </ul>  |

- |  |
|--|
| <ul style="list-style-type: none"><li>• % of Staff (including volunteers) who could demonstrate competency and confidence in delivering the service.</li></ul> |
|--|

6b The performance of the providers against the KPI's have been withheld as they are considered exempt under Section 43 Commercial Interests of the Freedom of Information Act. This section of the Act sets out an exemption from the right to know if releasing the information is likely to prejudice the commercial interests of any person (a person maybe an individual, company, the public authority itself or any other legal entity).

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7 Senior Management within PTHB with responsibility for managing Assisted Discharge and Support at Home Service are:

- Assistant Director, Community Services Group
- Assistant Director of Performance and Commissioning

Email: [Powys.geninfo@wales.nhs.uk](mailto:Powys.geninfo@wales.nhs.uk)

Should you need any further assistance, please do not hesitate to contact me at the address below.

If you are dissatisfied, with the way your request has been dealt with by PTHB, you have the right to request a review in which case you should write to:

Chief Executive  
Powys Teaching Health Board Headquarters  
Glasbury House  
Bronllys Hospital  
Bronllys  
Brecon  
Powys LD3 0LY

If you are still dissatisfied at the end of the review, you may complain to the Information Commissioner, who can be contacted at the following address:

Information Commissioner's Office - Wales

2<sup>nd</sup> Floor,

Churchill House,

Churchill Way,

Cardiff, CF10 2HH


Tel: 029 2067 8400 Fax 029 2067 8399

[www.ico.org.uk](http://www.ico.org.uk)

[twitter.com/iconews](https://twitter.com/iconews)

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi. We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.

Yours sincerely



**Stephen Powell**

**Director of Panning, Performance & Commissioning**