

Our ref: IG/FOI/FOI.141.26

12 May 2026

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 1 April 2026, 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, but have applied an exemption to elements of this request. For ease of reference your request is set out below and the Health Board's response follows each question individually.

Your Freedom of Information (FOI) Request and Powys Response (Bold):

Under the Freedom of Information Act 2000, please provide the following recorded information relating to NHS-commissioned complex care at home and specialist community nursing services:

Q1. Total expenditure on complex care packages delivered at home (including NHS Continuing Healthcare (CHC) and non-CHC complex community health packages) for each of the last three full financial years and the current year to date. Please separate adults and children where the data is held.

Please see the table below:

Year	Adults	Childrens	Total
2025/2026	£3,199,955.75	£143,622.30	£3,343,578.05
2024/2025	£3,222,337.24	£181,704.44	£3,404,041.68
2023/2024	£3,196,373.18	£310,244.34	£3,506,617.52

Q2. The number of active complex care packages at home as at the most recent data available, broken down by:

- Adults / Children

	Number of active complex care packages
Adults	40
Children	4

- Broad clinical category where held (e.g. learning disabilities/ autism, mental health, tracheostomy/ ventilation/ airway management, other clinically complex needs)

General CHC: Complex needs and respite.

Mental Health CHC: Mental Health.

Children's CHC: Complex needs, respite and overnight respiratory ventilation.

Q3. A list of all independent, private or voluntary sector providers commissioned for complex care at home or specialist community nursing packages in the period, including (where recorded):

Please note: the figures provided in the table below include both active and closed packages. It should also be noted that one patient may have multiple packages.

- Number of packages per provider

Please see the table below:

Name of Provider	Number of packages
3 Circles Care Limited	<5
Abicare services LTD	10
Affinity Homecare	22
Back to Basics Care & Training	<5
Battlefield Healthcare	<5
C.L.C.A Cherry Adams	23
Cadog Homecare Ltd	<5
Care and Grace	<5
Caredig - Gwasanaeth Gofal Cartref - Abacare	8
Cartrefi Cymru	<5
Compass Community	6
Golden Link care services	<5
Hand in Hand - Community Care Ltd	<5
Llewelyn Support Services Ltd	11
MPS Healthcare	<5
Next Steps Nursing	<5
Nurse Link Homecare	<5
Origin Spinal Injury Care	<5
People Support LTD	12
Phoenix Homecare and Support	16
Primrose Homecare Services LTD	12
Q Care - Ebbw Vale	18
Radis	<5
Spectrum Health Care Church Square	<5
Suncare	<5
Treherne Care	<5
We Are Your Care Ltd	6

Where <5 is shown, Powys Teaching Health Board (PTHB) is withholding the exact figure under Section 43 Commercial Interests of

the Freedom of Information Act 2000 where disclosure would, or would be likely to, prejudice commercial interests.

The Health Board considers that releasing these low figures could prejudice both its own commercial interests and those of the providers concerned.

Section 43 is a qualified exemption and therefore requires consideration of the public interest. The Health Board recognises the public interest in 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.

- Approximate total spend per provider (or top 10 providers by value)

Please see the table below:

Name of Provider	Total spend (£)
C.L.C.A Cherry Adams	1,275,688.97
Hand in Hand - Community Care Ltd	326,466.25
Phoenix Homecare and Support	278,289.75
Compass Community	264,798.36
Abicare services Ltd	210,497.75
Affinity homecare	196,953.82
Caredig - Gwasanaeth Gofal Cartref - abacare	138,768.03
Radis	94,131.78
Q Care - Ebbw Vale	72,404.41
Origin Spinal Injury Care	65,777.17

- Whether provision was via full managed package, spot purchase, framework agreement, or rapid-response/temporary staffing - **All CHC packages are provided via spot purchase.**

Q4. Details of any current framework agreements, block contracts or dynamic purchasing systems for complex home care / specialist nursing / rapid-response staffing, including:

- Provider names
- Contract start and end dates (or review/renewal dates)
- Scope (e.g. 24/7 nursing, paediatric, LD/autism/MH, hospital discharge support)

General CHC – Services are commissioned through dynamic purchasing systems with the Local Authority

Mental Health CHC – Not applicable

Children's CHC – There are no current long-term block contracts

Q5. The name, job title and contact details (email/telephone) of the commissioner or team lead responsible for sourcing complex care at home packages and rapid-response nursing support.

David Farnsworth

Job Title: Assistant Director of Community Services

General Continuing Health Care Telephone number: 01686 252105

General Continuing Health Care email address:

Powys.ComplexCare@wales.nhs.uk

Jacqui John

Head of Complex & Unscheduled Care Mental Health/ Learning Development

Telephone number: 01874 712523

Mental Health Continuing Health Care email address:

mhldcomplex.care.powys@wales.nhs.uk

Childrens Continuing Care (0-18 years)

Powys.CCN@wales.nhs.uk

If you are dissatisfied with the handling or response to your request, you have the right to ask for an internal review. Should you wish an internal review, please quote the reference number and send your correspondence to the above address.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Address: Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH.

Telephone: 0330 414 6421

Complaints Portal: www.ico.org.uk/foicomplaints

Web site: <https://ico.org.uk/>

Re-use of Public Sector Information

All information supplied by the Health Board in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2015.

Under the terms of the Regulations, the Health Board will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however, the Health Board reserves the right, in certain circumstances to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information including a sample license terms and fees can be found at [Open Government Licence](#).

Yours sincerely



Hywel Pullen
Deputy Director of Finance



David Farnsworth
Assistant Director, Community Services Group



Amie Symes
Director of Midwifery, Women and Family

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.