

J Allen
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FOI ref: 4756

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6 September 2019

Dear Mr Allen

Thank you for your Freedom of Information request received on 13 August 2019, requesting the information copied below.

1. Could the authority state how they use agencies and/or software to expedite the discharge of DTOC patients?

Response:

Hertfordshire County Council (HCC) which employs staff in West Hertfordshire NHS Hospitals Trust's Integrated Discharge Team (IDT), does at times deploy locum social work staff within the team to support with assessment and case management demand. This work supports the discharge arrangements of people with the most complex needs transferring from hospital. Software is used to support discharge planning, this includes SHREWD which details system pressures, Microsoft ACCESS database which enables tracking of IDT's caseload and a Liquid Logic based system that is the social care electronic case file.

Hertfordshire County Council currently has a contract with Care Home Select (CHS) which supports the arrangement of care home and home care placements for people who have savings over £23,250 and elect not to use HCC brokerage services.

2. How much did they spend with agencies to arrange placements with care homes or home care for DTOC patients in each of the last three financial years?

Response:

- The current contract with CHS is:
 - 30 placements per month - £22,500+VAT
 - Additional placements £700 + VAT
- The current contract has been in place for six months and is due to cease at the end of September 2019
- The previous contractual arrangement with this provider supporting IDT was commissioned by West Hertfordshire Hospitals NHS Trust.

3. Do they use Capacity Tracker or any other software of services to identify care homes or home care packages? Please state which software or services are used.

Response:

- We do not hold this information.
- HCC works with Hertfordshire Care Providers Association to deliver Herts Care Search developed by OLM.

The Trust operates an internal complaints procedure in relation to Freedom of Information. If you are not satisfied with this response, you may request an internal review, please email: wherts-tr.foi@nhs.net stating with which parts of the response you are not satisfied.

If you remain dissatisfied, you have the right to complain to the Information Commissioner for a determination on whether the Trust has complied with the requirements of the Freedom of Information Act. The Information Commissioner's contact details are: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

A handwritten signature in grey ink, appearing to read 'Louise Halfpenny', with a stylized flourish at the end.

Louise Halfpenny
Director of Communications