



Reference: FOI0609

**Request:**

Please tell me how many home care visits of 15 minutes were commissioned by the council in a) 2018 and b) 2017

In 2017 the Council did not commission any fifteen minute visits. This is because the Council commissioned each individual homecare package as a sum of hours. The Council did not specify how many fifteen minute visits should be conducted within each package.

In 2018 the Council did commission fifteen minute visits. However, it is not possible to quantify how many visits were commissioned. This is because this information cannot be easily extracted from the system and would require a manual check of all (homecare) current and historical client files.

Therefore this part of the request is refused under s12 (1) Freedom of Information Act 2000, since the cost of complying would exceed the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

In assessing the cost of complying, the costs attributable to officer time involved in complying have been taken into account. Such costs are limited to £450.00 under the Regulations, which equates to eighteen hours of officer time.

This is therefore refused as the time taken to respond would exceed the time allowed by the Act

Please tell me how many home care visits of five minutes were commissioned by the council in a) 2018 and b) 2017

The Council does not commission five minute visits.

Please tell me how many home care visits were missed in a) 2018 and b) 2017

The Council does not have this information. This is held by individual service providers.

Please tell me how many home care visits were late in a) 2018 and b) 2017

The Council does not have this information. This is held by individual service providers.

Please tell me which firms were contracted by the council to carry out home care visits in 2018 and 2017.

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The service providers that are contracted or accredited to deliver a homecare service in 2017 and 2018 are:

Absolute Quality Care,  
Adjuvo Care and Support,  
AGE UK (NT),  
AGE UK Newcastle,  
Allcare Community Care Service,  
Allied Healthcare Group,  
Ark Home Healthcare Ltd,  
Blue Bird Care (North Tyneside),  
Bluebird Care (Northumberland),  
Care Outcomes UK Ltd,  
Care Visions at Home,  
Care Watch,  
Care Watch (North Tyneside),  
Careline Homecare Ltd (Domiciliary),  
Castle Rock Care Services,  
Comfort Call,  
D H Homecare Ltd,  
Dementia Matters,  
Everlasting Care,  
Helping Hands Community Care (Domiciliary),  
HMS Services Limited,  
Home Care,  
Home Care Associates,  
Home care Direct,  
Homecare Plus,  
Housing & Care 21,  
Housing 21,  
Iccm Ltd (Private Agency),  
Inspired Care Ltd,  
Kay Care Services,  
L S Care (Domiciliary),  
LD North East,  
Mears Domiciliary Care,  
Mears Homecare Ltd,  
Melrose House,  
Mental Health Matters (Dom Care),  
New Prospects Association Ltd,  
Pinnacle Cares For You Limited,  
Places For People,  
Positive Life Choices Ltd,  
Reablement Support Team,

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Right At Home Tyneside,  
Riverside Extra Care,  
Riverside Group (ECHG),  
St Anthony's Of Padua,  
Sure Care Newcastle Limited,  
Svp Health Care Ltd

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