

27/08/2025

NN-ICB/25-1282

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 11 August 2025, regarding personal assistants/paid carers. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we partially hold the information requested.

Please find below our response to your request:

Please could you send me the following information

1. Does your ICB allow those with CHC funding/personal health budgets to pay their personal assistants to continue providing personal care in hospital settings?

Yes, the ICB will allow Personal Assistants (PAs) to either continue to provide care in the hospital setting (where this is possible and agreed with the Trust) or, if this is not possible, then for the PAs to take leave/undertake training during this period.

For all these scenarios, the ICB would monitor the length of time for example it may be reviewed after four weeks.

2. Is your policy on this written into the DP agreement? If so, what does it say?

The ICB has the following statement within its PHB guidance:

- Hospital stays: The ICB will continue to pay for the Personal Assistant (PA) if the person receiving the care has a hospital admission. The PA should either be available to provide any support within the hospital setting where safe and appropriate to do so, take annual leave or update their training. Where a hospital admission results in a prolonged stay then a review of the care will be required.

The ICB also has the following statement within its direct payment agreement as a responsibility of the PHB holder or their representative/nominee:

- Tell NHS Nottingham and Nottinghamshire about any substantial changes in circumstances. For example, changes in need, a residential/nursing care or hospital stay or a change of address.

3. Does ICB have a protocol in place regarding Personal Assistants/paid carers assisting with complex care needs in hospital settings? What is it?

In this scenario, the employer of the Personal Assistant would need to discuss with the hospital Trust/setting, as they have their own protocol.

4. How many times in the last 3 years has a service user had their care needs met by their usual PAs/paid carers whilst in a hospital setting?

The ICB does not hold this information.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Director of Corporate Affairs via lucy.branson@nhs.net or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>.

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>.

Yours sincerely

Freedom of Information (FOI) Officer on behalf of NHS Nottingham and Nottinghamshire Integrated Care Board

nnicb-nn.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via nnicb-nn.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.