

28/01/2026

NN-ICB/25-1457

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 30 December 2025, regarding domiciliary care provider for NHS referrals. 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 do hold the information requested.

Please find below our response to your request:

1. The requirements for independent domiciliary care providers to receive NHS or discharge-related referrals

Independent domiciliary care providers are not entitled to receive NHS or hospital discharge referrals by default.

To receive NHS-funded or discharge-related referrals within Nottingham and Nottinghamshire, providers must:

- Be appropriately registered with the Care Quality Commission (CQC) for the regulated activity of personal care (and any other relevant regulated activities).
- Hold a formal contract or be accredited under an ICB-commissioned framework, dynamic purchasing system (DPS), or other recognised contractual arrangement.
- Meet local quality, assurance, safeguarding, and information governance requirements, as set out within the relevant contract or framework.
- Be deemed suitable by the relevant commissioning, discharge, or brokerage teams based on service need, capacity, and performance.

Providers that are not contracted or accredited by the ICB (or relevant Local Authority where jointly commissioned) are not routinely used for NHS-funded care or hospital discharge pathways.

2. Registration processes for NHS systems (e.g. ODS code, NHSmail, information governance requirements)

Access to NHS systems is not automatic and is only granted where there is a legitimate contractual or operational requirement.

Where applicable, requirements may include:

- ODS Code: Issued only where a provider has a formal contractual relationship with the NHS and requires system recognition for service delivery or reporting purposes.
- NHSmail: Access is considered where secure communication with NHS organisations is required under a contract or commissioning arrangement.
- Information Governance (IG): Providers delivering NHS-funded services must demonstrate compliance with relevant IG standards, which may include:
 - Data Security and Protection Toolkit (DSPT)
 - UK GDPR and Data Protection Act 2018 compliance
 - Local assurance processes specified within contracts.

Access to NHS systems is assessed on a case-by-case basis and is dependent on contractual status and service need.

3. Any local frameworks, contracts, or partnership arrangements relevant to domiciliary care providers

Within Nottingham and Nottinghamshire, domiciliary care services may be commissioned through:

- ICB-led or jointly commissioned frameworks or accreditation arrangements
- Local Authority commissioning routes (where services are jointly funded or aligned)
- Time-limited or pathway-specific arrangements (e.g. discharge support services)

Details of live opportunities are published through recognised procurement portals, and providers are required to apply through those formal routes when frameworks or accreditations are opened.

The ICB does not operate an open referral model for independent domiciliary care providers outside of these arrangements.

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.