

<b>Reference:</b>	FOI.17320.25
<b>Subject:</b>	Homecare services
<b>Date of Request:</b>	13 May 2025

**Requested:**

We ask you to provide the information described below, including the prices paid to independent and voluntary sector Homecare Providers for the provision of regulated Homecare services delivered to people aged 65 years and over in their own home during the seven-day Reference Period which includes Monday 14 April 2025.

The following guidance will help you select the correct data sample to complete this request in questions (a) to (i) only.

In case of doubt, you should apply a common-sense interpretation to the request outlined in section 1, above. For example, if you do not hold the requested information specifically for the Reference Period, please provide the information for as close to the Reference Period as possible.

The data sample used to provide this information should include:

- Homecare delivered by independent and voluntary sector Homecare Providers.
- Services delivered to adults aged 65 years and over.
- Services which are primarily designed to provide personal care and support, including prompting people to undertake such activities for themselves.
- The care element (only) of services delivered in 'extra care housing' or 'supported living' schemes (i.e. excluding any payment for providing housing or housing services).
- You should exclude the following items from the data sample used:
- Services provided to adults under the age of 65 years.
- Services which are charged by reference to a unit price, other than a price per hour (or part thereof).
- Any payments made directly to people in lieu of the provision of services by your organisation (e.g. a direct payment).
- Services provided by any 'in-house' homecare team, where the workforce is employed by your organisation.

The information requested is:

Questions (a)-(i) refer to Homecare services.

- a. The lowest rate per hour paid to any individual Homecare Provider during the Reference Period, expressed in pounds and pence per hour.
- b. The highest rate per hour paid to any individual Homecare Provider during the Reference Period, expressed in pounds and pence per hour.
- c. The average ("arithmetic mean") rate per hour paid to all Homecare Providers for all Homecare services purchased during the Reference Period, expressed in pounds and pence per hour.

- d. The total hours of Homecare purchased from all Homecare Providers during the Reference Period (i.e. any period of seven consecutive days which includes Monday 14 April 2025).
- e. The total hours of Homecare purchased from all Homecare Providers during a seven-day period which includes Monday 15 April 2024 (i.e. the figure which provides a like-for-like comparison with item (d), above, for the previous year).
- f. Your organisation's total spend on Homecare services purchased from all Homecare Providers during the Reference Period.
- g. The total number of Homecare Providers that delivered the total hours of Homecare purchased during the Reference Period (as specified in item (d), above).
- h. The total number of people aged 65 years and over that received Homecare services from Homecare Providers during the Reference Period.
- i. A brief description of the type of contracts you currently hold with Homecare Providers (i.e. whether they are block contracts, lead provider contracts, framework contracts, spot contracts, etc.).

Questions (j) and (k) refer to Direct Payments

- j. The 2025-26 rate per hour for a Direct Payment, expressed in pounds and pence per hour. If you have more than one Direct Payment rate per hour, please select the rate paid to a recipient to employ a personal assistant (PA). If you have more than one Direct Payment PA rate per hour, please provide all such rates.
- k. The total number of adults in receipt of a Direct Payment as of: (I) 1 April 2024 and (II) 1 April 2025 (or dates as close to these as possible).

## **Definitions**

Terms defined below in the singular include the plural, unless otherwise stated.

**Homecare** should be interpreted as referring to social care and support services delivered in people's own homes. This service may also be known as 'domiciliary care' or 'care at home'.

**Homecare Provider** refers to an independent or voluntary sector organisation providing Homecare registered by any of the following national statutory regulators:

[Care Quality Commission](#) (CQC)

[Care Inspectorate Wales](#) (CIW)

[Care Inspectorate](#)

[The Regulation and Quality Improvement Authority](#) (RQIA)

**Reference Period** means any period of seven consecutive days which includes Monday 14 April 2025.

In relation to the *lowest*, *highest* and *average* prices paid to Homecare Providers in questions (a) to (c), you should note that our assumption is that your answers will include care workers' travel time and mileage costs, unless you advise us to the contrary. You may, at your discretion, provide

any qualifying statements or clarification about the figures returned in your reply to these questions.

A **Direct Payment** is a sum of money paid to an individual so that they can arrange their own care and support.

**Response:**

Hywel Dda University Health Board (UHB) does not hold the information exactly as requested, the UHB does not record data for homecare services separately, all information is incorporated within Continuing Healthcare (CHC). Therefore, the UHB provides the information overleaf for CHC as a whole and not solely personal care and support.

Please note:- the costs provided are inclusive of the uplift awarded for the 2025/26 financial year and do not include travel time, mileage or visit fees, as the UHB is unable to separate these costs.

- a. The UHB confirms the lowest rate per hour paid to a homecare provider was £20.56, during the period 14 to 20 April 2025.
- b. The UHB confirms the highest rate per hour paid to a homecare provider was £34.40, during period 14 to 20 April 2025.
- c. The UHB confirms the average rate per hour paid to homecare providers for homecare services purchased was £26.10, during the period 14 to 20 April 2025.
- d. The UHB confirms the total number of hours of homecare services purchased from homecare providers was seven hundred and ninety-one (791), during the period 14 to 20 April 2025.
- e. The UHB confirms the total hours of homecare services purchased from homecare providers was six hundred and eighty-five (685), during the period 15 to 21 April 2024.
- f. The UHB confirms its total spend on homecare services purchased from homecare providers was £19,710.70, during the period 14 to 20 April 2025.
- g. The UHB confirms the number of homecare providers that delivered purchased homecare services was twenty-three (23), during the period 14 to 20 April 2025.
- h. The UHB confirms the number of people aged 65 years and over that received homecare services from homecare providers was thirty-three (33), during the period 14 to 20 April 2025.
- i. The UHB provides below the contract types it holds with its homecare providers:
  - Jointly Funded services
  - Local Authority Led services
  - Spot Purchases – one off purchase of services
- j. & k. The UHB regrets to inform you that it does not hold the information requested. Social Care Services within the Local Authorities (LA) are responsible for undertaking care assessments. We would therefore recommend that you redirect this part of your request to the Freedom of Information Teams within each LA in the UHB's footprint, who may be able to help you with your enquiry. For ease, their details are set out below:-

- Information & Data Protection Officer, Carmarthenshire County Council, County Hall, Carmarthen, SA31 1JP or by email [foia@carmarthenshire.gov.uk](mailto:foia@carmarthenshire.gov.uk)
- Complaints & Freedom of Information Team, Ceredigion County Council, Canolfan Rheidol, Rhodfa Padarn, Llanbadarn Fawr, Aberystwyth, Ceredigion, SY23 3UE or by email [foi@ceredigion.gov.uk](mailto:foi@ceredigion.gov.uk)
- Information Governance Team, Pembrokeshire County Council, County Hall, Haverfordwest, Pembrokeshire, SA61 1TP or by email [FOI@pembrokeshire.gov.uk](mailto:FOI@pembrokeshire.gov.uk)