NHS
Cornwall and Isles of Scilly

Freedom of Information Act 2000
NHS Cornwall and Isles of Scilly Integrated Care Board's response to information request

Date request received: 15 July 2026
FOI ref: 107630
Date response sent: 04 August 2026

Requested information

This is a request under the Freedom of Information Act 2000. It concerns adults aged 18 and over living in CQC-registered adult care homes within the ICB area, including care homes with and without nursing.

Please answer from recorded information held by the ICB. Where services are commissioned from NHS trusts or other providers and the ICB does not hold the activity data requested, please state that the data is not held by the ICB and provide the name of the commissioned provider or service that is most likely to hold the information.
Please do not manually review individual case files. If a figure is not held in a structured or reasonably retrievable format, please state 'not held' or 'not separately reportable without manual case review' and answer the remaining questions.
Please provide information for the two most recent complete financial years: 2024/25 and 2025/26. If your systems use calendar years rather than financial years, please state this and provide the closest available equivalent.

1. Please provide the current written policy, service specification, eligibility criteria, operational guidance or referral pathway for NHS community occupational therapy, physiotherapy, care home support, specialist seating, postural management or other relevant therapy services for adults living in care homes.
2. For each relevant NHS service in question 1, please state whether adults living in care homes can be referred for: (a) rehabilitation or short-term therapy; (b) moving and handling, hoists or slings; (c) specialist seating; (d) postural management, body shape or contracture concerns; (e) bed-based care or bed equipment concerns; (f) bed rails, bed levers or bed safety equipment; and (g) bathing/toileting access. Please answer yes, no or depends and provide the criteria or exclusion that applies.
3. Please provide the current ICB policy, CHC operating procedure or local guidance on funding, arranging or providing resident-specific, bespoke, specialist or out-of-the-ordinary equipment for NHS Continuing Healthcare-funded adults living in care homes. This should include, where covered, specialist seating, postural management equipment, hoists/slings, profiling beds, bed rails/bed grab handles, bathing/toileting equipment and pressure/postural equipment.

4. Does the ICB, or a service commissioned by the ICB, accept referrals from care homes for OT/PT assessment where the need is long-term management, postural management, specialist seating or equipment rather than short-term rehabilitation? Please answer yes, no or depends and provide the criteria or pathway used.
5. Does the ICB hold or receive activity data on referrals or assessments from adult care homes to NHS community OT, physiotherapy, care home support, specialist seating or postural management services? If yes, for 2024/25 and 2025/26 please provide, where held: (a) total care home therapy referrals; (b) completed assessments/reviews; (c) care homes with nursing; (d) care homes without nursing; and (e) primary referral reason categories. If no, please state which commissioned provider(s) are most likely to hold this data.
6. For NHS Continuing Healthcare-funded adults living in care homes, where held in a structured/reportable format, please provide the number of residents in 2024/25 and 2025/26 for whom the ICB funded, arranged or approved resident-specific equipment following an OT, PT, nurse or specialist assessment. Please provide broad categories where held: specialist seating, postural management/positioning, hoists/slings, beds/bed rails/bed safety equipment, bathing/toileting equipment, pressure care equipment and other/not recorded.
7. Does the ICB record care home therapy or equipment requests that are declined, refused, not accepted or redirected as out of scope? If yes, please provide the number for 2024/25 and 2025/26 and the recorded reason categories where held.
8. Please provide any formal written interface, memorandum of understanding, escalation process or dispute-resolution pathway with local authority adult social care OT, community equipment services or safeguarding/quality teams for care home residents whose therapy or equipment needs cross NHS and local authority responsibilities. If no formal written pathway is held, please confirm this.
9. Please provide any guidance, checklist, training material or referral triggers issued to CHC teams, commissioned providers, care home support teams or care homes to identify and escalate OT/PT-related risks in care homes. This may include prolonged bed-based care, contractures, postural deformity, unsafe hoisting or slings, specialist seating, bed rails/entrapment risk, pressure care, falls, choking risk linked to posture, or bathing/toileting access issues.
10. Does the ICB commission or fund a proactive care home support, postural management, specialist seating, moving and handling, falls or therapy-in-care-homes model that includes OT or PT input? If yes, please provide the service name, provider, remit, start date and any evaluation or monitoring report held.
11. Please provide any current policy or eligibility criteria that excludes, limits or redirects referrals solely or partly because the adult lives in a care home. If no such policy is held, please confirm this.

Response

1. Please provide the current written policy, service specification, eligibility criteria, operational guidance or referral pathway for NHS community occupational therapy, physiotherapy, care home support, specialist seating, postural management or other relevant therapy services for adults living in care homes.

   NHS Cornwall and Isles of Scilly ICB does not hold a separate written policy or pathway covering the full range of services requested. For community equipment, the ICB follows Cornwall Council's community equipment policy and processes. Cornwall Council should be contacted for this documentation. Operational NHS

community OT/PT policies and pathways are most likely held by Cornwall Partnership NHS Foundation Trust (CFT) - cpn-tr.freedomofinformation@nhs.net

2. For each relevant NHS service in question 1, please state whether adults living in care homes can be referred for: (a) rehabilitation or short-term therapy; (b) moving and handling, hoists or slings; (c) specialist seating; (d) postural management, body shape or contracture concerns; (e) bed-based care or bed equipment concerns; (f) bed rails, bed levers or bed safety equipment; and (g) bathing/toileting access. Please answer yes, no or depends and provide the criteria or exclusion that applies.

NHS Cornwall and Isles of Scilly ICB does not hold the detailed referral criteria, exclusions or "yes/no/depends" information requested. CFT is most likely to hold this information for NHS community OT/PT services, and Cornwall Council for local-authority OT and community-equipment services.

3. Please provide the current ICB policy, CHC operating procedure or local guidance on funding, arranging or providing resident-specific, bespoke, specialist or out-of-the-ordinary equipment for NHS Continuing Healthcare-funded adults living in care homes. This should include, where covered, specialist seating, postural management equipment, hoists/slings, profiling beds, bed rails/bed grab handles, bathing/toileting equipment and pressure/postural equipment.

NHS Cornwall and Isles of Scilly ICB does not hold a separate CHC-specific policy for resident-specific or bespoke equipment. For CHC-funded individuals, the same Cornwall Council community-equipment policy and processes are followed as for other eligible adults. Cornwall Council should be contacted for the relevant policy documentation.

4. Does the ICB, or a service commissioned by the ICB, accept referrals from care homes for OT/PT assessment where the need is long-term management, postural management, specialist seating or equipment rather than short-term rehabilitation? Please answer yes, no or depends and provide the criteria or pathway used.

NHS Cornwall and Isles of Scilly ICB does not manage operational referrals or hold the detailed acceptance criteria and pathways requested. CFT is most likely to hold this information for NHS community OT/PT services, and Cornwall Council where the request relates to local-authority OT or community equipment.

5. Does the ICB hold or receive activity data on referrals or assessments from adult care homes to NHS community OT, physiotherapy, care home support, specialist seating or postural management services? If yes, for 2024/25 and 2025/26 please provide, where held: (a) total care home therapy referrals; (b) completed assessments/reviews; (c) care homes with nursing; (d) care homes without nursing; and (e) primary referral reason categories. If no, please state which commissioned provider(s) are most likely to hold this data.

NHS Cornwall and Isles of Scilly does not hold this information. CFT is most likely to hold NHS community OT/PT referral and assessment data. Cornwall Council may hold information relating to its community-equipment service.

6. For NHS Continuing Healthcare-funded adults living in care homes, where held in a structured/reportable format, please provide the number of residents in 2024/25 and 2025/26 for whom the ICB funded, arranged or approved resident-specific equipment following an OT, PT, nurse or specialist assessment. Please provide broad categories where held: specialist seating, postural management/positioning, hoists/slings, beds/bed rails/bed safety equipment, bathing/toileting equipment, pressure care equipment and other/not recorded.

NHS Cornwall and Isles of Scilly ICB does not hold this information in a structured or separately reportable format. Providing it would require a manual review of individual records.

7. Does the ICB record care home therapy or equipment requests that are declined, refused, not accepted or redirected as out of scope? If yes, please provide the number for 2024/25 and 2025/26 and the recorded reason categories where held.

NHS Cornwall and Isles of Scilly ICB does not maintain a central record of declined, refused, or redirected care-home therapy or equipment requests. CFT is most likely to hold this information for NHS community therapy services, and Cornwall Council for community-equipment requests.

8. Please provide any formal written interface, memorandum of understanding, escalation process or dispute-resolution pathway with local authority adult social care OT, community equipment services or safeguarding/quality teams for care home residents whose therapy or equipment needs cross NHS and local authority responsibilities. If no formal written pathway is held, please confirm this.

NHS Cornwall and Isles of Scilly ICB does not hold a formal written interface document, memorandum of understanding, escalation process or dispute-resolution pathway specifically covering the circumstances described.

9. Please provide any guidance, checklist, training material or referral triggers issued to CHC teams, commissioned providers, care home support teams or care homes to identify and escalate OT/PT-related risks in care homes. This may include prolonged bed-based care, contractures, postural deformity, unsafe hoisting or slings, specialist seating, bed rails/entrapment risk, pressure care, falls, choking risk linked to posture, or bathing/toileting access issues. Do not have these.

NHS Cornwall and Isles of Scilly ICB does not hold specific written guidance, checklists, training materials, or referral triggers matching the description in the question. Within CHC, referrals to relevant services are generated following multidisciplinary assessment and review of the individual's care plan.

10. Does the ICB commission or fund a proactive care home support, postural management, specialist seating, moving and handling, falls or therapy-in-care-homes model that includes OT or PT input? If yes, please provide the service name, provider, remit, start date and any evaluation or monitoring report held.

NHS Cornwall and Isles of Scilly ICB does not separately commission or fund a dedicated care-home support or therapy-in-care-homes model matching the description in the question. The ICB therefore does not hold a service name, start date or evaluation report for such a model.

11. Please provide any current policy or eligibility criteria that excludes, limits or redirects referrals solely or partly because the adult lives in a care home. If no such policy is held, please confirm this.

NHS Cornwall and Isles of Scilly ICB does not hold a policy or eligibility criteria that exclude, limit, or redirect referrals solely or partly because an adult lives in a care home.

Attachment(s)

None