FOINHSD26/1803

NHS Devon
Aperture House
Pynes Hill
Rydon Lane
Exeter
EX2 5AZ

d-icb.foi@nhs.net

Tel: 01392 205205

Dear,

Re: Request for information under Freedom of Information Act 2000

Thank you for your request under the Freedom of Information Act 2000.

NHS Devon Integrated Care Board (ICB) is confirming in accordance with Section - (1) (a) of the Act, whether it holds the information requested and (b) is supplying it unless otherwise specified.

NHS Devon can confirm it holds part of the requested information.

Please note. NHS Devon is responsible for commissioning Continuing Healthcare (CHC) for the GP registered population for Devon, except for Torbay.

The Torbay and South Devon NHS Foundation Trust hold responsibility for CHC in that area. You may wish to contact them for the information they hold. Their contact details are provided below.
Torbay and South Devon NHS Foundation Trust
Contact information: Freedom of Information

You requested the following information.

I am requesting aggregate information about NHS Continuing Healthcare (CHC) administered by your Integrated Care Board. No personal or identifiable data is requested. For each item below, please provide the figure for each of the three most recent financial years for which data is available (ideally 2023/24, 2024/25 and 2025/26), giving each year separately.

1. **Standard-route full assessments completed (Decision Support Tool completed).**

This information is routinely published available to view from NHS England website - Statistics » Continuing Healthcare and NHS-funded Nursing Care

The key identifier for NHS Devon is QJK.

2. **Of those, the number decided not eligible.**

   This is included as part of the information published.
   Of the figures in the link, on average 14-18% of referrals convert to CHC eligibility.

3. **Requests for local resolution (reconsideration of a "not eligible" decision) received.**

   This is included as part of the information published.

4. **Local resolution cases concluded where the decision was changed to eligible.**

   This is included as part of the information published.

5. **Local resolution requests withdrawn or lapsed before conclusion.**

   NHS Devon does not hold this information in a format that would allow us to provide it without going beyond exemption section 12 of the Freedom of Information Act - **Exemption where cost of compliance exceeds appropriate limit.**

6. **Mean number of days from a local resolution request to the outcome being issued.**

   NHS Devon does not hold this information.

7. **Longest number of days from a local resolution request to the outcome being issued.**

   NHS Devon does not hold this information.

8. **Cases referred to NHS England for an Independent Review Panel.**

   2025/26 40 cases were referred to Independent Review Panel.

9. **Decisions that took longer than 28 days from a positive Checklist.**

   On average, 70 percent of assessments are completed within 28 days. The remainder are completed with 12 weeks.

10. **Decisions that took longer than 6 months from a positive Checklist.**

None.

11. **Longest single wait for a decision, in days.**

183 days. Occasionally decisions are deferred or disputed with Local Authorities and on occasion can take longer to process.

Satisfaction

We trust this matter has been dealt with to your satisfaction but if there is anything you need clarifying, please do not hesitate to contact the office on 01392 205205 or emailing d-icb.foi@nhs.net Please remember to quote the reference number at the top of this letter in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision or make a complaint, you can write to the office and arrangements will be made for an independent review. You can write directly to the NHS Devon Chief Executive Officer if you prefer using the "contact us" details displayed on the NHS Devon website.

If you remain dissatisfied with the outcome of the independent review, you have the right to appeal again to the Information Commissioner at:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510

Yours sincerely,

The Freedom of Information Office
NHS Devon Integrated Care Board