



Our Ref: PW/AKB/FOI/11/616

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

29<sup>th</sup> November 2023

Telephone: 0300 123 1461

Sent by email

Dear

**FOI-11-616**

**Your request for information under the Freedom of Information Act 2000**

Thank you for your request for information received on the 17<sup>th</sup> November 2023. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Please see our responses in blue below:

**I am writing to request information under the Freedom of Information Act 2000. I believe your organisation holds the following information:**

**Our aim is to find out the total number of home care agencies (by asking ICBs) who are using home care management software in specific regions. It also aims to compare software usage across UK regions and investigate any potential link between software use and higher Care Quality Commission (CQC) ratings.**

**Questions:**

- 1. What is the name of your ICB?**
- 2. How many home care (domiciliary care) providers are within your ICB??**
- 3. Who is currently using a software management system? (specifically a digital-based system?)**
- 4. How many providers are currently using digital home care management software?**
- 5. Can you provide a summary of the ratings of all the agencies that are within your board? i.e.**
- 6. Does the ICB have any grant funding available to motivate providers to migrate from paper based to digital social care record systems?**
- 7. If answer 'yes', how much for each financial year is still available?**

Please be advised that this information is not held by the Staffordshire and Stoke-on-Trent Integrated Care Board. Your request should be sent to the following:

Care Quality Commission

[Freedom of information and data protection - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk)

NHS England

<https://www.england.nhs.uk/contact-us/contact-nhs-improvement/how-make-freedom-information-foi-or-subject-access-request/>

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

**To request an internal review**

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent Integrated Care Board FOI team by emailing the team at [StaffsStokeFOI@staffsstoke.icb.nhs.uk](mailto:StaffsStokeFOI@staffsstoke.icb.nhs.uk) or by post to the address at the top of this letter.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

**Paul Winter**  
**Associate Director of Corporate Governance**