

Trust Headquarters  
Russells Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**Ref:** FOI-102025-0001929

**Date:** 7.10.25

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000.

What are your lowest and highest agreed charge rates for Complex Care providers to provide Home Care services in 2025? (per hour) - **The Trust does not commission "Complex" Home Care Services**

What are your lowest and highest agreed charge rates for Home Care providers to provide Domiciliary Care services in 2025? (per hour) - **The Trust does have agreed charge rates for Home Care - this would be based on Local Authority agreements.**

Can you provide all current contact email addresses for both your Brokerage and Commissioning Managers for, Adult complex care services, Paediatric complex care services, Supported living services and Learning disability and Mental Health teams? - **This would be [g.marson1@nhs.net](mailto:g.marson1@nhs.net) & [jenny.cale@nhs.net](mailto:jenny.cale@nhs.net)**

Can you provide all current contact phone numbers for both your Brokerage and Commissioning Managers for, Adult complex care services, Paediatric complex care services, Supported living services and Learning disability and Mental Health teams? - **01384 456111**

Do you work with providers on a spot purchase agreement? - **Yes**

Who are your top 5 providers for Complex Care Services? (Most used and Highest spend with provider) - **The Trust does not commission "Complex" Home Care Services**

Who are your top 5 providers for Domiciliary Care Services? (Most used and Highest spend with provider) - **ELR Home Care, Tipton Home Care, Monarch Home Care, Cradley Home Care, Aregon Home Care**

In 2024, how many referrals did you send to Complex care Providers - **The Trust does not commission "Complex" Home Care Services**

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team**  
**The Dudley Group NHS Foundation Trust**