FREEDOM OF INFORMATION REQUEST – 722/19

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request & Response:

1. Do you commission domiciliary care calls in increments of 15 minutes (i.e. 15, 30, 45, 60 minutes)? If not, which time increments do you commission?

Answer:
Rutland County Council do not commission 15 min calls, they would be for a full hour or 30 or 45 mins

2. Does your local authority directly deliver domiciliary care or is it outsourced to the private/third sector? If it's a split between the two, are you able to estimate what percentage is outsourced and what percentage is directly delivered?

Answer:
Rutland County Council have a mix of domiciliary care outsourced to private sector providers. We are not able to supply the exact split between the outsourced and the inhouse provider. The inhouse provider only supplies Reablement, crisis response and safety net for those awaiting commissioning of an external care package.

3. Do your Social Workers have real-time access to their clients' domiciliary care-delivery records?

Answer:
No, Social Workers do not have real time access to client dom-care records

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If you are dissatisfied with the handling of your request please contact the Data Protection Officer, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP.
You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator
Business Support Team
Rutland County Council