

Complex home care FOI Answers

Local Authority:	Moray Council
Date:	19.11.2025

I'm aware that there are differing definitions of 'complex' home care across local authorities but that the council may categorise a care package as 'complex' based on:

- Number of Hours:** Some authorities may define complex home care based on the number of hours of care needed per week or per day. For instance, if a person requires a significant amount of care each day, involving multiple interventions and skilled nursing, it may be considered complex home care.
- Health Conditions:** The presence of certain health conditions or combinations of conditions may also define complex home care. This could include chronic illnesses, severe disabilities, or a combination of physical and mental health needs that require ongoing support and monitoring.
- Interventions and Procedures:** Complex home care may involve the need for specialized procedures, medication management, wound care, monitoring of vital signs, or other skilled nursing tasks that go beyond basic home assistance.
- Functional Limitations:** Individuals with significant functional limitations, such as those who are bedridden, wheelchair-bound, or have limited mobility, may require complex home care due to the level of assistance needed for daily activities and health maintenance.
- Risk Factors:** Local authorities may also consider factors such as the risk of complications, hospital readmissions, or the need for emergency interventions when defining complex home care. Individuals with complex medical needs that require close monitoring to prevent health crises may fall into this category.

If you can't make a classification using the above list generally I would be looking for anything above 100 hours per week.

1. Please could you supply the name, email address and telephone number of the commissioner with responsibility for packages of complex home care for:	Name	Job title	Telephone No.	Email Address
(a) adults aged 18+		Senior Commissioning Officer Health and Social Care Moray, Moray Council		<a href="mailto:commissioning@moray.gov.uk">commissioning@moray.gov.uk</a>
(b) children aged 0-18 years old		Senior Commissioning Officer for Children, families and justice		

2. Please provide the number of people in receipt of complex home care packages (all active packages during the year including those which started prior) for:	2020/2021	2021/22	2022/23	2023/24	2024/25 (projected)
(a) adults aged 18+	12.0	15.0	20.0	29.0	35.0
(b) children aged 0-18 years old	Nil	Nil	Nil	Nil	Nil

3. Please provide the total number of complex home care hours delivered for adults aged 18+	2020/2021	2021/22	2022/23	2023/24	2024/25 (projected)
	70,419.2	91,272.0	113,852.0	145,405.0	166,409.8

4. Please provide the total gross expenditure on complex home care packages during the year for:	2020/2021	2021/22	2022/23	2023/24	2024/25 (projected)
(a) adults aged 18+	1,439,367.8	1,865,599.7	2,327,134.9	2,972,078.2	3,401,416.1
(b) children aged 0-18 years old	N/A	N/A	N/A	N/A	N/A

5. Please provide the lowest, mean and highest hourly rate for complex home care packages for adults aged 18+	2020/2021	2021/22	2022/23	2023/24	Current snapshot
Lowest hourly rate	The information requested is commercially sensitive and as such it is exempt under section 33(1)(b) of the Freedom of Information (Scotland) Act 2002 (FOISA) - Commercial Interests and Economy.				
Mean hourly rate					
Highest hourly rate					

6. Please provide the lowest, mean and highest weekly fee for complex home care packages for adults children 0-18 years old	2020/2021	2021/22	2022/23	2023/24	Current snapshot
Lowest weekly fee	The information requested is commercially sensitive and as such it is exempt under section 33(1)(b) FOISA				
Mean weekly fee					
Highest weekly fee					

7. (a) For adults aged 18+ please provide a list of the 10 providers who received the greatest amount of funding for complex home care packages.	2023/24	
	Provider	(i) Number of packages (ii) Total expenditure
(i) For each provider, please provide the number of complex home care packages in 2023/24 (all active packages during the year including those which started prior).	The information requested is commercially sensitive and as such it is exempt under section 33(1)(b) FOISA	
(ii) For each provider, please provide total expenditure in 2023/24 related to complex home care.		

7. (b) For children aged 0-18 years old please provide a list of the 10 providers who received the greatest amount of funding for complex home care packages.	2023/24	
	Provider	(i) Number of packages (ii) Total expenditure
(i) For each provider, please provide the number of complex home care packages in 2023/24 (all active packages during the year including those which started prior).	Not applicable	
(ii) For each provider, please provide total expenditure in 2023/24 related to complex home care.		