



4 February 2025

Our Ref: FOI 397

Dear

Freedom of Information Act 2000
Information in relation to Care Line Home Care Monitoring Software

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 26 November 2024. Please accept my apologies for the delay in responding to your request. Thank you for your understanding and forbearance.

A response to questions 1a and 3 - 6 has been provided by the Primary Care & Older Peoples Services Directorate and is attached in Appendix A.

In relation to questions 1b & 2, the Trust has decided not to release the information that is held for the following reasons:

The information requested in questions 1b & 2, is exempt from release under Section 43 (2) of the Freedom of Information Act 2000.

This is a qualified exemption and so a Public Interest Test was carried out to decide if the information should be released or not. Having weighed up the factors for and against release, it was decided to withhold this information because:

Section 43 (2) - (Prejudice to Commercial Interests, of the Freedom of Information Act 2000). The disclosure of such information would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

In accordance with the Freedom of Information Act 2000 this statement acts as a Refusal Notice in respect of questions 1b & 2.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital (informationgovernance@setrust.hscni.net) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show

evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

Rebecca Manning
Information Governance Officer

Q1a. How was CareLineLive commissioned - was a procurement process followed, and if so, when and where was this published? Did the Trust produce a business case? If a procurement process was not followed prior to the introduction of CareLineLive, please provide a rationale for the awarding of any direct award contract. (source: IT, SET)

A1a. The procurement procedure was followed at that time, consulted with Health & Social Care Northern Ireland (HSCNI), procurement and logistics colleagues. Careline was procured by direct award via the Health Trust Europe framework.

The service completed two business cases for phase 1 and phase 2.

Q3. Please provide details of Trust Board meetings where the introduction and implementation of CareLineLive have been discussed and agreed.

A3. Details of agenda and minutes from the Trust Board meetings can be accessed at the below link:
[Trust Board Meetings and Papers - South Eastern Health & Social Care Trust](#)

Q4. Please provide details of correspondence between the Trust and SPPG (or the former regional health and social care board) the Department of Health in relation to the introduction and implementation of Careline Live.

A4. Careline Live was discussed with the Strategic Planning and Performance Group (SPPG) from pre-implementation stage through to post project evaluation being submitted to SPPG.

Q5. Please provide details of alternative software solutions considered prior to opting for Careline Live.

A5. Framework Direct Award was used because of limited supply base that could meet the specific service requirements.

Q6. Please provide details of post implementation evaluations.

A6. A post project evaluation was completed and submitted to the SPPG.