

20 February 2025

Our Ref: FOI 456

Dear

**Freedom of Information Act 2000
Information in Relation to Costs of Calls to Elderly Persons Where Care is
Delivered by the Private Sector**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to the above, which you requested on 8 January 2025. Please accept my apologies for the delay in responding to your request. Thank you for your understanding and forbearance.

A response to the question you have raised has been provided by the Primary Care and Older Peoples Service Directorate and is attached in Appendix A.

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

Keith McCollum
Information Governance Team

Q1. *What, approximately, is the cost to the Trust of providing 4x15 minute care calls every day to an elderly person where the care is delivered by the private sector?*

A1. The Trust commission a number of Private Providers and pay a standard hourly rate of £20.01. However, on occasions there may be a need to use providers who charge an hourly rate of £35.00.