



7 July 2025

**Our Ref:** FOI 1203

Dear

**Freedom of Information Act 2000  
Information in relation to Domestic & Catering Staff**

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 30 May 2025. Please accept my apologies for the delay in responding to your request. Thank you for your understanding and forbearance.

A response to each of the questions raised has been provided by the People and Organisational Development 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](mailto: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

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**Rebecca Manning**  
**Information Governance Officer**

**Q1a. A breakdown of the total number of staff, including WTE staffing levels for domestic & catering staff per ward/department.**

**Q1b. Number of beds in each ward.**

**Q2. A breakdown of the WTE staffing levels within the catering departments of each hospital.**

A. Please be advised that ward catering staff are only employed at the Ulster Hospital In-Patient Ward Block (IWB) and Acute Services Block (ASB). The Catering Service within the Ulster Hospital Retained Estate (RET), Lagan Valley and Down Hospitals is completed by Ward Domestic staff.

In response to questions 1a, 1b & 2, please find the requested information below, listed in the following Tables.

Table 1 – Ulster Hospital - Catering staff

Table 2 – Lagan Valley Hospital - Number of domestic staff, WTE (Whole Time Equivalent) and beds

Table 3 – Downe Hospital - Number of domestic staff, WTE and beds

Table 4 – Ulster Hospital IWB - Number of domestic staff and beds

Table 5 – Ulster Hospital IWB - Domestic staff total WTE

Table 6 – Ulster Hospital ASB - Number of domestic staff and beds

Table 7 – Ulster Hospital ASB - Domestic staff total WTE

Table 8 – Ulster Hospital RET - Number of domestic staff and beds

Table 9 – Ulster Hospital RET - Domestic staff total WTE

Table 1 – Ulster Hospital

Ward/Department	Total Hours	WTE	No. of Staff
Inpatient Ward Block	721	19.22	28
Acute Services Block	724.5	19.32	25

Table 2 – Lagan Valley Hospital

Ward/Department	No. of Beds	No. of Staff	WTE
Accident & Emergency	N/A	3	2.10
Critical Care Unit	9	2	1.50
Day Hospital	N/A	1	0.67
Day Procedure Unit	24	2	1.80
Estates	N/A	1	0.13
GP Out of Hours	N/A	2	1.37
Halls & Corridors	N/A	1	0.80
Lisburn Primary & Community Care Centre	N/A	18	10.40
Maternity	4	2	0.99
Maternity Outpatients	N/A	1	0.53
Medical Assessment Unit	20	1	0.87

Medical Day Case	N/A	1	0.67
Nursery & IT	N/A	1	0.53
Outpatients	N/A	1	0.53
Outside Run	N/A	1	0.93
Relief	N/A	7	5.83
Scopes	4	1	1.00
Task Team	N/A	4	3.60
Theatre	4	3	1.61
Toilet Run	N/A	2	1.73
Ward 01A	17	1	0.87
Ward 01B	18	2	1.37
Ward 09	1	1	0.53
Ward 11	16	5	3.23
Ward 12	18	4	2.62
Ward 14	26	4	2.55
Whitehouse	N/A	1	0.67
X-Ray	N/A	1	0.53

Table 3 – Downe Hospital

Ward/Department	No. of Beds	No. of Staff	WTE
Ward 15	10	4	1.97
Bernagh House to include staff accommodation	20	5	1.11
Psychiatric Intensive Care Unit	7	5	3.33
Estates, Sewing Room & Transport	N/A	1	0.27
Ambulance Station	N/A	2	0.37
Office Departments in Downshire	N/A	9	4.07
Occupational Therapy Department	N/A	1	0.53
Ardglass Road	16	2	0.94
Finneston House	N/A	2	1
Map a	N/A	1	0.53
Ward 1	23	4	3.47
Ward 2	23	4	3.47
Rapid Access Clinic	9	2	0.8
GP Surgeries	N/A	2	0.8
Children's	N/A	1	0.4
Day Procedure Unit	15	1	1
Theatre	4	1	1
Administration Offices	N/A	1	0.44
Staff Changing Rooms	N/A	2	0.19
Goods In/out	N/A	1	0.2
Maternity/Outpatient Maternity	1	1	0.67
Circulation Area	N/A	4	1.39
Physiotherapy	N/A	2	0.94
Mental Health	N/A	6	3.04
Dementia	15	6	3.04
Outpatients	N/A	2	1.34
Special Cleans	N/A	3	1.77
X-Ray	N/A	3	1.09
Urgent Care/GP Out of Hours	8	6	2.05

Enhanced Care at Home/Home from Home	N/A	3	0.18
(Allied Health Professionals) Pharmacy Dental Community Offices, Podiatry, Clinical Skills & New Outpatients/Hospice	N/A	1	0.87

Table 4 – Ulster Hospital Inpatient Ward Block (IWB)

Ward/Department	No. of Beds	No. of Staff
3A	24	8
3B	24	8
3C	24	8
4A	24	8
4B	24	8
4C	24	8
5A	24	8
5B	24	8
5C	24	8
6A	24	8
6B	24	8
6C	24	8
Circa x 6 Levels	N/A	9
Pharmacy x 2	N/A	2
Aseptics	N/A	2
Cardiac Investigations	N/A	1
Endoscopy Theatre x 3	N/A	3
Endoscopy Ward	6	1
Endoscopy Day Procedure	N/A	3
Day Procedure Unit Ward	16	3
Cardiac Cath Labs Recovery (Coronary/Angiogram)	6	2
Cardiac Cath Labs	N/A	3

Table 5 – Ulster Hospital IWB WTE

Ward/Department	WTE Total
Inpatient Ward Block	68.33

NB. Please be advised that Ulster Hospital IWB and ASB WTE hours are only counted in total and not by each ward/department, therefore the Trust is unable to provide the requested WTE breakdown for Ulster Hospital Domestic Staff.

Table 6 – Ulster Hospital Acute Services Block (ASB)

Ward/Department	No. of Beds	No. of Staff
3D	24	8
3E	40	13
3F	10	3
4D	20	8
4E	19	8

5D	24	8
5E	24	8
6D	26	8
6E	27	8
Circ x 6 Levels	N/A	6
Nuclear	N/A	1
Mortuary	N/A	1
X-Ray/MRI/IRR	N/A	3
Emergency Department	58	34

Table 7 – Ulster Hospital ASB WTE

Ward/Department	WTE Total
Acute Services Block	60.65

Table 8 – Ulster Hospital RET

Ward/Department	No. of Beds	No. of Staff
Ward 5	12	1
Ward 6 & 7	24	6
Ward 8	18	1
Ward 27	28	3
Maternity Ward	32	8
Labour Ward	19	4
Neonatal	13	3
Home from Home	6	3
Maynard Ward	25	4
Craig Ward	18	3
Jaffa	N/A	1
Renal	33	4
Medical Day Case	4	1
Intensive Care Unit	17	2
Emergency Obstetric Unit	4	2
Pain	N/A	1
Pre-Assessment	N/A	1
Lounge Central Sterile Services Department (CSSD)	N/A	2
Physiotherapy	10	1
Labs	N/A	4
MRI	N/A	1
CSSD Cleaning	N/A	3
Theatres x 8	N/A	8
Recovery	8	1
Ward 25	N/A	2
McMillan Unit	7	3
Ward 11 GP X-Ray	N/A	1
Minors	19	2
Laundry	N/A	3
Retained Circ	N/A	3
Homes	N/A	3

Critical Care Complex Administration Areas	N/A	4
Ward 21	4	1
Care of Elderly Circulation Areas	N/A	3
Cardiac Investigation	4	2
Breast & Endocrine	9	1
Outpatients 1 & 2	15	2
Ear, Nose & Throat/Front of House	N/A	1
Maternity Outpatients	5	1
Retained Discharge	N/A	1
Oral, Ultra, Canteen	6	1
Circular Areas x 3	N/A	1

Table 9 – Ulster Hospital RET WTE

Ward/Department	WTE Total
Retained Estate	96.84

**Q3. Any policies or guidelines that regulate the allocation of domestic and catering staff across wards/departments**

A3. Whilst there are no direct policies or guidelines that regulate the allocation of domestic and catering staff, Managers are aware of the funded staffing levels for each area and work within the allocated budget. At times of high staff shortages a risk assessed approach is taken to maintain safe services within both cleanliness and catering.

**Q4. A breakdown of supervisory and management levels within each department per hospital from Bands 3 - 8B.**

A4. Please see Table 3 for the breakdown of sub manager and manager staff within domestic and catering services.

Table 3

Hospital	Position & Band	Band	Headcount	WTE
Ards Community Hospital	Supervisor	3	1	1.00
	Admin & Clerical	4	1	1.00
	Assistant Operational Manager	4	3	3.00
	Admin & Clerical	5	3	3.00
	Admin & Clerical	7	1	1.00
	Facilities	3	1	0.73
	Assistant Operational Manager	4	1	1.00

<b>Bangor Community Hospital</b>	Services Assistant	3	1	1.00
	Support Services Supervisor	3	1	0.53
<b>Downe Hospital</b>	Patient Experience Supervisor	3	1	0.88
	Supervisor	3	1	0.40
	Assistant Operational Manager	4	2	2.00
<b>Downshire Hospital</b>	Admin & Clerical	3	2	2.00
	Supervisor	3	2	1.60
	Admin & Clerical	4	1	1.00
	Assistant Operational Manager	4	1	1.00
	Temporary Operations Manager	5	1	1.00
<b>Lagan Valley Hospital</b>	Admin & Clerical	3	2	2.00
	Patient Experience Supervisor	3	2	2.00
	Service Co-ordinator	3	1	0.88
	Support Services Supervisor	3	1	0.93
	Assistant Operations Manager	4	1	0.87
	Service Manager	6	3	3.00
	Admin & Clerical	8b	1	1.00
	Assistant Operational Manager	4	1	1.00
	Support Services Supervisor	3	3	2.20
<b>Ulster Hospital</b>	Assistant Operational Manager	4	8	7.60
	Assistant Operations Manager	4	1	1.00
	Catering Administration Manager	4	1	1.00
	Admin & Clerical	5	1	1.00
	Operational Manager	5	2	2.00
	Admin & Clerical	6	1	1.00
	Decontamination Service Manager	6	1	1.00
	Service Manager	6	3	3.00

	Service Manager – Laundry	6	1	1.00
	Service Lead	7	2	2.00
	Service Lead – Decontamination	7	1	1.00
	Service Manager	7	1	1.00
	Admin & Clerical	8b	1	1.00
	Support Services Manager	8b	1	1.00
	Assistant Director – Support Services	8c	1	1.00
	Estates Officer	7	1	1.00
	Support Services Manager	4	1	0.80
	Support Services Manager	8b	1	1.00
	Assistants Operations Manager	4	1	1.00
	Retail Manager	5	1	1.00
	Chaplains	7	1	1.00

**Q5. If available, historical data on any changes made to domestic and catering WTE per ward over the last five years**

A5. Please see Table 4 for changes made to domestic and catering WTE over the last five years.

Table 4

Hospital	31/03/2021	31/03/2022	31/03/2023	31/03/2024	31/03/2025
<b>Ards Community Hospital</b>					
Catering	1.60	0.80	2.85	2.65	3.75
Domestic	9.00	9.56	9.33	9.57	11.86
<b>Bangor Community Hospital</b>					
Catering	Nil	Nil	0.78	1.00	2.00
Domestic	Nil	1.00	1.00	Nil	Nil
<b>Downe Hospital</b>					
Catering	12.36	12.73	15.39	13.63	18.13
Domestic	16.64	21.31	23.42	20.09	25.44

<b>Downshire Hospital</b>					
Domestic	7.69	14.17	13.01	11.40	18.40
<b>Lagan Valley Hospital</b>					
Catering	8.85	15.52	16.36	12.90	17.95
Domestic	23.16	33.26	38.78	40.33	55.07
<b>Ulster Hospital</b>					
Catering	39.02	48.28	64.41	56.94	92.76
Domestic	83.67	99.85	118.06	128.23	143.22