

17 July 2025

**Our Ref:** FOI 1244

Dear

**Freedom of Information Act 2000  
Information in Relation to Home Care Packages**

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 19 June 2025.

A response to the questions 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](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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**Olivia Robinson**  
**Information Governance Officer**

**Q1. How many people currently have a home care package in your health trust?**

A1. In the Trust, 5998 people currently have a home care package.

Please note that this data, as per June 2025, reflects all service users who receive a package of care including the minimum of one call per week. The data includes all providers, i.e. the independent sector and the Trust home care service.

**Q2. How many people are currently waiting for a home care package within your trust catchment area as of the date of this request?**

A2. As of the date of this request, 100 people are currently waiting for a home care package within the Trust.

**Q3. Can you also please provide me with the top ten longest times people have been waiting for a home care package in your health trust as of the date of this request.**

A3. As of the date of this request, the ten people that have been waiting the longest for a home care package in the Trust have been waiting from the following dates listed:

- 07/03/24
- 16/09/24
- 18/11/24
- 28/11/24
- 10/01/25
- 20/01/25
- 22/01/25
- 04/02/25
- 12/02/25
- 18/02/25

Please note that the dates listed above are a combination of people waiting for their complete home care package and people who are receiving a home care service but are waiting for additional calls to be provided.