



15 October 2025

**Our Ref:** FOI 1412

Dear

**Freedom of Information Act 2000  
Information in relation to Domiciliary Care**

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 18 September 2025.

A response to each of the questions raised has been provided by the Finance & Estates Directorate and is attached in Appendix A.

Please be advised that in relation to the spend break down by individual supplier requested within question 4, I would like to advise you that the Trust has decided not to release the information that is held for the following reasons:

The information requested in question 4 relating to the spend breakdown by individual supplier, 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 letter acts as a Refusal Notice in respect of the information relating to the spend breakdown by individual supplier within question 4.

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**

**Q1. *Is the provision of domiciliary care to the Trust by the independent/private sector covered by a framework agreement – and if so, which framework agreement covers this provision?***

A1. The Trust does not currently operate, nor is it party to any regional or local framework agreement for the provision of domiciliary care services by independent sector providers.

**Q2. *If the provision of domiciliary care services to the trust by the independent sector is not covered by a formal framework agreement, please detail how the trust engages with, and contracts with independent providers of domiciliary care services.***

A2. In the absence of a formal framework, the Trust engages with independent providers of domiciliary care services on a spot-purchase basis. Providers wishing to contract with the Trust must meet a range of criteria, including but not limited to:

- Regulatory Compliance: Registration with the Regulation and Quality Improvement Authority (RQIA) for the relevant service type. Providers must provide evidence of RQIA registration and at least one operational inspection (in addition to the pre-registration inspection).
- Contractual Requirements: Providers must meet the Trust's standard contractual and quality assurance requirements, including safeguarding, staffing, and service delivery standards.

Once these criteria are satisfied, individual care packages are commissioned on a spot-purchase basis through the Trust's established referral process.

**Q3. *Please explain how the trust decides to use an independent domiciliary care provider rather than provide the care package to the individual directly.***

A3. Requests for domiciliary care packages are shared with all homecare providers, independent providers and the Trust homecare service. The care package is allocated to whichever provider responds to confirm they have capacity and can commence the care package

**Q4. *In the most recently available 12 month period please detail the total Trust spend on the provision of domiciliary care services in patient's own homes by independent/private sector providers. Please advise whether each independent provider is on or off framework/contract.***

A4. Please see Table 1 for the list of suppliers providing services in the financial year 2024/2025.

The total spend, for all suppliers, for 2024/2025 was £63,158,000.

In relation to off framework/contract, please refer to A1.

Table 1

Advanced Community Care
Age Concern in Kilkeel
All Ireland Homecare
Bluebird Homecare Hollywood
Bluebird Homecare L and D
Caremark
Complete Homecare 24 Ltd
Connected Health Domiciliary Care Ltd
Crossroads Care NI
Down Community Care NI
Essential Homecare Service
Extra Care for Elderly People Limited
Harmony Community Care Service
Homecare and Nursing Services Care Helen Kane
Jark Downpatrick Ltd
Kingdom Healthcare Ltd
Link Community Care
Lydian Care Ltd
MCare Ltd
Nursing & Caring Direct
Optimum Care TA L & P Megarrity
Opus Homecare
Peninsula Care Services NI Ltd
Prime Care
Provincial Care Services Agency Ltd
Quality Care
Rodgers Community Care Ltd
T Gem Healthcare

**Q5. The number of patients in receipt of a domiciliary care package within the Trust.**

A5. There were in total 5063 service users (all programmes of care included) in receipt of a domiciliary care package paid via the Independent Sector Agencies last 4 week invoice at the point of this request. This total would exclude service users who are solely in receipt of a Managed Budget package and exclude double counting for any service users who are receiving care from multiple agencies.

**Q6. The number of patients currently waiting for domiciliary care packages in the Trust area.**

A6. Within the Trust there are 34 service users waiting on domiciliary care packages, please note this relates to all service users, across all

programmes of care who require a domiciliary care package, not just patients in hospitals.

**Q7. *Please provide the contact details of the individual and/or department that manages the trust's relationship with independent domiciliary care providers.***

A7. The contact is the Assistant Director of Contracts and Social Care Procurement  
[Domcare.contracts@setrust.hscni.net](mailto:Domcare.contracts@setrust.hscni.net)