

Information Governance

3 March 2017

Our Ref: RFI 19553

Dear

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

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for the information relating to the above which you requested on 3 February 2017.

A response to each of the questions raised has been provided by Nursing, Older People and Primary Care Directorate.

Under the terms of the legislation, if you are unhappy with this response you have the right to seek a review within the Trust in the first instance. If you wish to do so, please write to me at the address below.

If after such a review you are still unhappy with the response, you have the right to appeal to the Information Commissioner who will undertake an independent review. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

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

**Laura Algie
Senior Manager
Risk Management & Governance Department**

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- a). *The number of people awaiting the start of an initial package of domiciliary care on Monday 16th January 2017.*
- Aa. There were 90 people awaiting the start of an initial domiciliary package on 16 January 2017.
- b). *The total number of hours of domiciliary care that had been approved but were unmet on Monday 16th January 2017*
- Ab. 1039 hours of domiciliary care had been approved but were unmet on Monday 16 January 2017.
- c). *The single longest number of days an individual had been awaiting the start of an initial package of domiciliary care on Monday 16th January 2017*
- Ac. 121 working days was the single longest number of day an individual had to wait.
- d). *Have you had any domiciliary care contracts handed back over the last 12 months, to Monday Jan 16th 2017?*
- Ad. The Trust has had no contracts handed back in the last 12 months.