

12 June 2018

**Our Ref:** RFI 23519

Dear

**Freedom of Information Act 2000  
Information in Relation to Regional Guidance on 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 the above which you requested on 15 May 2018.

A response to each of the questions raised has been provided by the Nursing, Primary Care and Older People's 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, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. 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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**Catherine Treanor  
Information Governance Assistant**

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***With regard to the two following paragraphs, I would be grateful if you could send me the 'regional guidance' as specified below:***

***'If applying eligibility criteria, the trust will consider the risk to the person as a result of their care needs. The trust considers risk in four categories – low, moderate, substantial and critical. These categories are outlined in regional guidance and are available from the relevant trust upon request.***

***A trust must provide care to people that have been assessed as being at either substantial or critical risk. If someone has a moderate or low risk, the trust is not legally required to provide care or support but should refer the person to voluntary sector organisations where support may be available.'***

Please find attached the following Regional document entitled 'Circular HSS (ECCU) 2/2008: Regional Access Criteria for Domiciliary Care'.