

14 February 2019

**Our Ref:** RFI 27035

Dear

**Freedom of Information Act 2000  
Information in relation to Home Care Plan Providers.**

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 24 January 2019.

A response to each of the questions raised has been provided by the Planning, Performance and Informatics 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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**Catherine Treanor  
Information Governance Assistant**

**Q1. *How many home care plan providers the Trust currently operates with, the geographical areas they are working in and whether or not there are presently any gaps within the service delivery?***

A1. Domiciliary care is provided both by a Trust Domiciliary Care Service and also through contracts with 34 Independent Sector Providers across the Trust geographical area.

In relation to gaps in service delivery, at times the Trust finds it difficult to source service provision in some areas due to the demand against the limited available capacity in the service. In these circumstances the Trust seeks to extend service provision and to directly provide or purchase additional care to meet the needs of the local population.