

25 March, 2021

**Our Ref:** RFI 38200

Dear

**Freedom of Information Act 2000  
Information in relation to Social Alarms – Quantity, Payment and Service  
Provision**

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 11 March 2021.

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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**Susan Clarke**  
**Information Governance Assistant**

- Q1** *How many social alarms (also possibly referred to as telecare or personal pendant alarms) were installed within the South Eastern Health and Social Care Trust per year for the last 3 years?*
- Q2** *Payments made for social alarms (also possibly referred to as telecare or personal pendant alarms) by the South Eastern Health and Social Care Trust per year for the last 3 years?*

A1&2: In response to questions 1 and 2 above, please refer to Table 1 below:

**Table 1:**

<b>Financial year</b>	<b>Total Installations</b>	<b>Active clients @ financial year end</b>	<b>Total Telecare spend</b>
2018-19	2	182	£128948.82
2019-20	72	214	£103646.25
April 20 - Feb 21	118	276	£118818.77

- Q.3.** *When the current service provision was last tendered and when does the current tender expire?*

A3: The current service provision was last tendered in 2011 and The Trust is actively working with the other Health & Social Care Trusts and the Centre for Connected Health & Social Care (part of the Public Health Agency) to agree a specification for a new Telecare service with a view to going to the market by Autumn 2021.