

Information Governance

15 June 2021

Our Ref: RFI 38338

Dear

Freedom of Information Act 2000

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to Homecare Services which you requested on 24 March 2021.

Please accept my apologies for the delay in responding to your correspondence as the Information Governance Department is dealing with a large number of requests for information, including a backlog of requests as a result of the Covid-19 pandemic which had a major impact across services.

A response to each of the questions raised has been provided by the Older Peoples Services 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) 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

Cathryn Hedley

Q1. Total number (whole-time-equivalent) of in-house Domiciliary Care Employees employed within your Trust at 1 January 2020 and 1 December 2020.

A1. The total number of whole time equivalent Domiciliary Care Employees employed within the Trust as at 1 January 2020 was 488 staff.

The total number of whole time equivalent Domiciliary Care Employees employed within the Trust as at 1 January 2020 was 492 staff.

Q2. Total number of clients and client-facing Domiciliary care hours provided by your in-house service during January 2020 and December 2020.

A2. The total number of clients and client-facing Domiciliary care hours provided by the Trust's in-house service during January 2020 was 55,490.

The total number of clients and client-facing Domiciliary care hours provided by the Trust's service during December 2020 was 62,532.

Q3. Total payroll cost for Domiciliary Care workers within your in-house provision for the months of January 2020 and December 2020.

A3. The Total payroll cost for Domiciliary Care workers within the Trust's in-house provision in January 2020 was between £80,000 and £1,000,000.

The Total payroll cost for Domiciliary Care workers within the Trust's in-house provision in December 2020 was between £80,000 and £1,000,000.

Q4. The number of sickness/Covid isolation days recorded for each month during 2020 across your in-house Domiciliary Care Workforce including office staff supporting the function.

A4. Please see Table 1 below which shows the number of Sickness and Covid self-isolation days for each month in 2020 for the Trust's Domiciliary Care Workforce:

Table 1:

	Absence Days	
	Covid Related Sickness	Self-Isolating
Jan-20	0	0
Feb-20	0	0
Mar-20	19	334
Apr-20	58	612
May-20	21	588
Jun-20	7	623
Jul-20	24	558
Aug-20	18	51
Sep-20	30	83
Oct-20	59	203
Nov-20	26	191
Dec-20	14	164

Q5. Rates of hourly pay for Domiciliary Care Workers within your in-house service- for each grade/band.

A5. Please see Table 2 and Table 3 below which shows the hourly rate of pay for Domiciliary Care Workers for each grade and band within the Trust.

Table 2:

Hourly Pay for each Band/Grade from April 2020 – March 2021		
Years of Experience	Salary (£)	Hourly Basic Rate (£)
1	18005	9.21
2	18005	9.21
3	19337	9.89
4	19337	9.89
5	19337	9.89
6	19337	9.89
7	19337	9.89

Table 3:

Hourly Pay for each Band/Grade from April 2021 – March 2022		
Years of Experience	Salary (£)	Hourly Basic Rate (£)
1	19337	9.89
2	19337	9.89
3	21142	10.81
4	21142	10.81
5	21142	10.81
6	21142	10.81
7	21142	10.81

Q6. Amount of overtime paid to Domiciliary Carers during 2020 for your in-house service – also the overtime rates (i.e. time/double time) that apply for night/weekend/public holidays.

A6. The amount of overtime paid to Trust Domiciliary Carers during 2020 was between £70,000 and £95,000.

The overtime rates the Trust paid to Domiciliary Carers in 2020 was as follows:

Overtime for hours worked Monday to Saturday was paid at a rate of 1.5 times the person's normal hourly wage.

Overtime paid for hours worked on Sunday's or on a Public Holidays was paid at a rate of two times the person's normal hourly wage.

Q7. Confirmation of additional employment benefits across your in-house Domiciliary Care staff as follows:

- **Weekend or bank holiday incentives to hourly rates for Domiciliary Care Workers**
- **Confirmation if Travel time is paid**
- **Confirmation if travel expenses are paid and at what rate per mile**

A7. The additional employment benefits for the Trust's Domiciliary Care staff are as per the Normal Agenda for Change Rate for each person's Appropriate Band and Contracted Hours Unsocial as follows as follows:

Allowances-any time on a Saturday until midnight to midnight and any week day after 8pm but before 6 am:

Band 2 time plus 41%; Band 3 time plus 35%

Allowances for any time on a Sunday and public holidays (midnight to midnight):

Band 2 Time plus 83%, Band 3 time plus 69%.

Travel time is paid to Domiciliary Care Workers; however it is included within their contracted hours.

Travel expenses are paid to Domiciliary Care Workers at a rate of between 3p to 51p depending on the average annual mileage.

Q8. The estimated total cost of providing one hour of in-house Domiciliary care incorporating all costs including:

- **Wages and total salary costs (inc expenses and pension)**
- **Sickness – including costs of long term sick and back fill costs.**
- **Management and admin costs**
- **Training**
- **Uniforms**
- **Travel**
- **Compliance and governance**
- **Insurance**

A8. The estimated total costs of providing one hour of Trust Domiciliary Care incorporating the costs as detailed above are £31.58.

Q9. The increase to wages made to Domiciliary Care Workers in 2020 for your in-house service – include automatic increments as well as any pay award.

A9. Please see response to Question 5.

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Appendix A

Q10. Confirm the number of:

- **Adverse incidents recorded in your in-house Domiciliary Care provision in 2020**
- **Quality Management/Contract Failure/Improvement or QIF notices recorded in your in-house Domiciliary Care provision in 2020**
- **Safeguarding Issues registered in your in-house Domiciliary Care provision in 2020**
- **Requirements/recommendations recorded against your in house service in 2020 by RQIA**
- **Staff off on long term sick absence – including full pay, half pay and off pay**

A10. The number of Adverse incidents recorded in by the Trust Domiciliary Care provision in 2020 was 94.

There were 108 missed calls reported by the Trust Domiciliary Care provision in 2020

The number of Safeguarding issues registered in by the Trust Domiciliary Care provision in 2020 was <10.

There were no requirements or recommendations recorded against the Trust Domiciliary Care provision in 2020 by RQIA.

As at 31st March the Trust had <50 staff on long term sick absence (this is defined as more than 4 weeks).

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Appendix A

Q11. % total of domiciliary hours delivered by the independent sector for the months of January and November 2020.

A11. The percentage of the total number of Domiciliary hours delivered by the Independent sector for the months of January 2020 was 82.30%.

The percentage of the total number of Domiciliary hours delivered by the Independent sector for the months of November 2020 was 80.51%.