

Information Governance

01 July 2021

Our Ref: RFI 39208

Dear

**Freedom of Information Act 2000
Information in relation to All Letters issued by the Trust to Families who have
Residents in both Nursing and Residential Care Homes.**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 1 June 2021. Please accept our sincere apologies on the delay in responding to you. Thank you for your patience.

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) 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

**Rebecca Manning
Information Governance Assistant**

Q1. The dates of when the Trust first started to issue letters to all families of residents within both Nursing and Residential Care Homes in NI informing them of the Care Partner Role and Concept?

A1. The date the Trust began to issue letters to the families was the 5th October 2020.

Q2. Who took this decision to issue these Care Partner letters to families?

A2. The Trust received correspondence from the Department of Health on 24th September 2020 outlining the requirement for Trusts to assure themselves that homes operated within the visiting guidance issued on 23rd September 2020.

This letter also articulated that individual clients and their relatives would be involved and the Trust subsequently issued a letter to outline where the guidance could be viewed and offered a point of contact should anyone have any concerns.

The letter was prepared by the contracts team and the decision to send the letter was made by the Assistant Director for Older Peoples Community Health Services, the letter was signed and issued by the Senior Manager of the Permanent Placement Team.

Q3. When was this decision made to issue these Letters informing Families of the Care Partner Role and Concept?

A3. The decision to issue the letters was made on the 25th September 2020.

Q4. Copy of the Letter that was sent by the Trust to all families of residents within both Nursing and Residential Care Homes

A4. Please see Attachment 1 - Nursing and Residential Care Homes Visiting Arrangements Letter.