



21 April 2023

Our Ref: RFI 49799

Dear

**Freedom of Information Act 2000
Information in Relation to Domiciliary Care Contracts**

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 13 March 2023. Please accept my apologies for the delay in responding to your request. Thank you for your understanding and forbearance.

A response to each of the questions raised has been provided by the Planning, Performance & 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 Manager (Interim)

Q1. How many individual domiciliary care contracts have been handed back to you by providers in the years below. Please also detail the number of hours of care that were contained in those contracts per week, and if available the reasons why the contracts were handed back.

- **The current financial year to date**
- **21/22**

A1. For the financial year 2022/2023 there was 81 domiciliary care contracts handed back to the Trust by providers. 35 contracts were due to behavioural issues or relationship breakdown, 44 due to staff capacity, 1 for access to the property and 1 has not been recorded.

For the financial year 2021/2022 there was 76 domiciliary care contracts handed back to the Trust by providers. 47 contracts were due to staff capacity, 27 for behavioural issues or relationship breakdown, 1 due to not adhering to Covid guidance and 1 because the service user refused an unvaccinated care worker.