

8 December 2023

Our Ref: RFI 54582

Dear

**Freedom of Information Act 2000
Information in Relation to Community Social Care Services.**

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 6 November 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 Primary Care & Older People 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

Caroline Degans
Information Governance Officer

Q1. The methods by which an adult can access the care of a social worker.

- A1. The Trust's Older People's Short Term Assessment Team provides a single point of access for advice and initial assessment of need and risk, for those aged 65 and over, who do not have any existing support or involvement with statutory services.

Older people can make a self-referral with immediate access to a duty social worker.

Relatives, carers, friends and professionals can also make contact via the single point of access to raise a concern regarding an older person and request Social Work support and intervention.

Q2. The safeguarding responsibilities of social services staff particularly:

- **A Care Worker; and**
- **Social Care Team Manager**

- A2. The Trust can confirm that the safeguarding responsibilities for enacting the procedures to protect adults from harm caused by abuse, neglect or exploitation is principally the responsibility of the Trust and where a crime is suspected the PSNI are the lead organisation. However, safeguarding is everyone's business.

All staff employed by the Trust, regardless of where they work, are expected to adhere to the Adult Safeguarding Prevention to Protection in Partnership Policy (DHSSPS) 2015. It is the responsibility of the staff member who are concerned about someone experiencing abuse or harm to promptly report these to their line manager or person in charge.

The role of the Line Manager, who on occasions may be a Social Care Team Manager, will take the immediate action required to ensure the adult at risk of harm is safe, in no immediate danger, and that any medical assistance required has been sought. Line Managers must refer all cases where it has been deemed that the adult is at risk of harm and in need of protection, to the Designated Adult Protection Officer within the HSC Adult Protection Gateway Team for further assessment.

Q3. A copy of the job description for:

- **A Care Worker; and**
- **Social Care Team Manager**

- A3. Please see Attachment 1, Job Description for a Domiciliary Care Worker. Please see Attachment 2, Job Description for a Domiciliary Area Manager.