



18 July 2024

Our Ref: RFI 59107

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

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 26 June 2024.

A response to each of the questions raised has been provided by the Primary Care & 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

Rebecca Manning
Information Governance Officer

Q1. What is the average duration of each domiciliary care visit in NI?

A1. Generally domiciliary care calls, within the Trust, range from 15 minutes up to 1 hour per call, depending on the assessed need of the service user and the tasks required.

Q2. What proportion of patients in receipt of a domiciliary care package require some form of support with their medicines?

A2. The information requested is not recorded by the Trust.

Q3. What is the annual FTE salary cost of a staff member who is only able to prompt a patient to take their medicines, or if not available the average cost funded to providers per hour?**Q4. What is the annual FTE salary cost of a staff member who can administer medicines to a patient, or if not available the average cost funded to providers per hour?**

A3, 4. In regards to questions 3 and 4 the Trust can confirm that all Trust care staff receive Agenda for Change (AFC) Band 3 salary.

Q5. What is the typical cost per home visit of a care package that requires no medicines support, with a prompt with medicines and care package that requires medicines administration?

A5. The Trust can confirm that the regional rate is £20.01 per hour for home visits of a care package.

Q6. What typical time is allowed per home visit of a care package that requires no medicines support, with a prompt with medicines and care package that requires medicines administration?

A6. The Trust is unable to provide the requested information because the time taken for care calls is dependent upon the task being completed and the Trust considers this factor of greater importance rather than adherence to a rigid timeframe for calls.

Q7. What are the typical number of visits per week for a care package that requires no medicines support, with a prompt with medicines and care package that requires medicines administration?

A7. The Trust does not record the requested information. The Department of Health (DoH) collate this information from all Trusts annually. If you wish to pursue this request please refer to the DoH on FOI@health-ni.gov.uk