

02 September 2026

Domiciliary Care - Learning Disability

I would like to request the following information in relation to Domiciliary Care (with support) for adults with a learning disability.

1. When should the Service User Guide be given to the service user and their representative?

The Belfast Health and Social Care Trust (BHSCT) Service User Guide is given to the Service User prior to commencing a tenancy. It is then signed on the commencement of the tenancy by the tenant and Belfast Trust as the Care Provider.

Please see attachment one – Service Users Guide.

2. Does the Belfast Trust have a template Service User Guide? If so, provide a copy.

Yes, for Belfast Trust run services there is a specific Service User Guide that is amended depending on the specific Housing Association or Housing Executive ownership of the property.

Please see attachment one – Service Users Guide.

3. When should the Written Individual Service Agreement be given to the service user and their representative?

The Written Individual Service Agreement is given to the Service User and/or their representative on commencement of their tenancy.

Please see attachment two – Service Users Agreement.

4. Does the Belfast Trust have a template Written Individual Service Agreement? If so, provide a copy.

The Belfast Trust template is used for the Trust as the care provided.

Please see attachment two – Service Users Agreement.

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5. When should the service user and their Representative receive a copy of their tenancy agreement from the landlord?

Normally on the day of signing the tenancy agreement, a copy is provided to client and/or their representative. Additionally, an easy read copy is provided if necessary.

6. Within the Belfast Trust how many adults with a learning disability currently live in a house that is owned by the company that operates the domiciliary care agency?

The Belfast Trust has 26 clients living in Trust owned properties in which they are also the domiciliary care provider. In Belfast Trust Commissioned Services we currently have 6 adults which live in a property that is owned by the company that operates the domiciliary care agency.