

28 September 2026

Belfast Trust Domiciliary Care Service

Under the Freedom of Information Act 2000, please provide the following information concerning the Trust's internally operated domiciliary care service for Monday 6 July to Sunday 12 July 2026 inclusive.

Summary information

1. Please provide, if held in recorded form:

a. Total number of visits scheduled;

12,608

b. Total scheduled care time, in hours or minutes;

5,593 hours

c. Total number of visits recorded as delivered;

11,017

d. Total recorded visit time, in hours or minutes

3,554 hours

We are requesting figures already held by the Trust or capable of being produced through a routine report or database query. We are not asking the Trust to undertake a manual review of individual care records.

2. Sample of visit records

Please select a random sample of 20 internally employed domiciliary care staff who delivered care during this period. For every visit allocated to those sampled staff during the period, please provide an existing system export containing, where held:

- a. A pseudonymous staff identifier;**
- b. A pseudonymous visit or service-user identifier;**
- c. Date of visit;**
- d. Planned visit duration in minutes;**
- e. Actual clock-in time;**
- f. Actual clock-out time;**
- g. Actual recorded visit duration in minutes; and**

28 September 2026

h. Whether the visit was recorded as completed, cancelled or missed.

Names, addresses and other identifying information are not required. Consistent pseudonymous identifiers may be used. Please provide the information in Excel or CSV format. The Trust is not being asked to explain individual differences between planned and actual visit times or to create information that is not already recorded.

Collating this information would require the generation of multiple reports which have not, to date, been used collectively for this type of reporting.

Once generated, the reports would require staff resource to merge, analyse, validate and extract the relevant data across separate reporting outputs.

Based on the work undertaken to date, the Trust estimates that retrieving, validating and collating the requested information would exceed 18 hours. Under Section 12 of the Freedom of Information 2000, the limit has been specified as £450 and represents the estimated cost of one or more persons spending 18 hours in determining whether we hold the information, locating, retrieving and extracting this information.

3. Electronic monitoring

Please confirm:

a. Whether Careline Live (or other digital platform) was used to record clock-in and clock-out times during this period;

The Trust uses CareLineLive for Home Care Workers to record clock-in and clock-out times for calls.

Clock-in and clock-out times used to calculate actual visit duration in system reports are subject to validation by office-based staff. The Trust continues to improve data input processes to support the accuracy and reliability of this information.

b. The name or description of any other system or manual process used for this purpose;

The Trust uses paper recording as a contingency for any potential breakdown in the CareLineLive system.

c. Whether recorded clock-in and clock-out times were used to monitor visit duration;

Yes

28 September 2026

d. Whether those times were used when calculating staff pay

No

4. Please also provide any policy or staff guidance in force during the period explaining how clock-in and clock-out data were used.

A Visit Report process guide was developed during the roll out phase for staff reviewing clock-in and clock-out data. This was in place during the relevant period and is attached for reference.

The Service has been engaging with Trade Union representatives in relation to the implementation of this process by staff. As a result, this process guide is not implemented in its entirety. Currently the data is used to give oversight for daily governance, accountability and oversight of delivery of care to individual service users.

During the period in question, the Service was not operating under a specific policy or staff guidance that required data inputters to categorise calls in a manner that would enable reliable reporting of missed or cancelled visits. Therefore, while clock-in and clock-out data were used operationally to monitor call delivery, the data was not routinely applied or validated for the purpose of producing formal figures on missed or cancelled calls.

Please see the attachments provided, these have been redacted to remove personal information, such as staff under Band 8a and patients names, under Section 40 of the FOI Act (2000).