

Information Governance

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14 July 2023

Our reference: FOI DA4793

I am responding to your request for information received 14 June 2023 . I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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'what matters' to everyone, achieve a better quality
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Chief Executive: Paul Calaminus
Chair: Eileen Taylor

Request: This is a request for information under the Freedom of Information Act 2000.

I am writing to request information regarding 'care hotels' as per the following NHS guidance: <https://www.england.nhs.uk/publication/hotel-space-how-to-guide/>

Question 1: Per month in financial year 2022/23, how many hotel rooms were booked?

Answer: The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information centrally as there is no cost code allocated specifically to care hotels as requested. Therefore the Trust is unable to provide a response as the information is not held in this way and is therefore not retrievable.

Question 1a: Please provide a breakdown per hotel, and share both the name of the hotel and the provider/ company that runs the hotel.

Answer: The Trust has reviewed question 1a of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information centrally. Therefore the Trust is unable to provide a response as the information is not held in a way that facilitates identification and is therefore not retrievable.

Question 2: Per month in financial year 2022/23, please also share the following information:

Question 2a: The cost of a hotel room per care recipient per day.

Answer: The Trust has reviewed question 2a of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information centrally as there is no cost code allocated specifically to care hotels as requested. Therefore



the Trust is unable to provide a response as the information is not held in this way and is therefore not retrievable.

Question 2b: The average patient stay (in weeks) in a care hotel.

Answer: The Trust has reviewed question 2b of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information requested on patient stay in care hotels and is therefore unable to provide a response.

Question 2c: Whether the Trust is the sole owner of the bookings, or if the booking is shared with another Trust.

Answer: The Trust has reviewed question 2c of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information centrally Therefore the Trust is unable to provide a response as the information is not held and is therefore not retrievable.

Question 2d: If the booking is shared with another Trust, please name the Trust.

Answer: The Trust has reviewed question 2d of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information centrally Therefore the Trust is unable to provide a response as the information is not held and is therefore not retrievable.

Question 3: Please share the minutes from all Trust Board meetings in financial year 2022/23, including copies of any presentations, such as PowerPoint slideshows, which were shown during meetings and copies of any written documents that were distributed to those attending the meetings.

Answer: The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.



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Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

<https://www.elft.nhs.uk/sites/default/files/2023-05/Combined%20Public%20Trust%20Board%20Papers%20-%20May%202023%20%28v001%29.pdf>

Question 4: I assume that the Trust records the complaints made. For the purposes of this request, I am going to call those records “complaints logs”. You may use a different terminology internally such as “complaint records” or “complaint notes”. Please can you conduct a keyword search across the complaints logs in the financial year 2022/23 for the term “hotel” the date, the hotel and the provider. Please also provide a total for the number of times the term “hotel” appears.

Answer: The Trust does not have any complaints logged for this period which relate to hotels or their providers.

Question 4a: and provide each complaint log, including the summary of the complaint,

Answer: Not applicable.

Question 4b: and the date, the care hotel and the provider.

Answer: Not applicable.

Question 4c: Please also provide a total for the number of times the term “hotel” appears.

Answer: Not applicable.



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