

Ref: FOI/2023/8980

Date Received: 15TH June 2023

Response Due: 17th July 2023

Date: 23rd June 2023

Dear Sir/Madam

You asked:

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/>

Q1. Per month in financial year 2022/23, how many hotel rooms were booked?

None.

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

Q2. Per month in financial year 2022/23, please also share the following information: N/A

- The cost of a hotel room per care recipient per day
- The average patient stay (in weeks) in a care hotel
- Whether the Trust is the sole owner of the bookings, or if the booking is shared with another Trust. If the booking is shared with another Trust, please name the Trust.

Q3. 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.

This information can be accessed via the link supplied below:

<https://www.wwl.nhs.uk/board-and-board-papers>

Refusal Notice: Section 21 - Information accessible to applicant by other means.

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

(2) For the purposes of subsection (1)—

(a) information may be reasonably accessible to the applicant even though it is accessible only on payment, and

(b) information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.

(3) For the purposes of subsection (1), information which is held by a public authority and does not fall within subsection (2)(b) is not to be regarded as reasonably accessible to the applicant merely because the information is available from the public authority itself on request, unless the information is made available in accordance with the authority's publication scheme and any payment required is specified in, or determined in accordance with, the scheme.

Q4. 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" and provide each complaint log, including the summary of the complaint, the date, the hotel and the provider. Please also provide a total for the number of times the term "hotel" appears.

N/A.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Tabitha Gardner
Chief Finance Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

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

Helpline number: 0303 123 111