

Reference Number: FOI/LHCH/2016167
From: Press/Media
Date: 14 June 2016
Subject: Noise related complaints

Q1 How many noise-related complaints the organisation has received in the past three years. For each year, I would like to know:

- The department/ward the noise-related complaint refers to
- Who made the complaint (patient/relative/staff member etc)
- The nature of the complaint – i.e. if it is noise from staff, noise from another patient, equipment, building work etc

A1 None

Q2 I would also to know if your organisation has a noise policy or any noise-reduction measures in place – for example soft-closing doors, not transferring patients at night, ‘sleep kits’ for patients and so on.

A2 We have no specific noise policy
 There are references to noise-reduction measures in certain Trust policies:

Policy	Category	Policy content
Contractors Working on Trust Property	Non-clinical	“To ensure that occupants are aware of noisy or hazardous work”
Environmental Management	Non-clinical	‘Noise and Statutory Nuisance Act 1993’ listed as a reference but nothing else in policy
Estates Maintenance	Non-clinical	‘Control of Noise at Work Regulations 2005’ listed in regulations but nothing else in policy
Health & Safety	Non-clinical	“Ensure that the operation of any equipment is conducted in such a manner that hazardous substances or noise are not emitted, which could cause harm to members of staff or others”
Maintaining Patient Privacy & Dignity	Clinical	“Ensuring that noise during the day and night is kept to an absolute minimum”
Theatre Etiquette	Clinical	“Once the patient has arrived in the anaesthetic room, talking outside of the anaesthetic rooms and theatres must be kept to a minimum”

Specific care plans are also available to support patients who have specific need in regards to noise and we use the inpatient survey results to implement actions, which are readily available on the CQC website (<http://www.cqc.org.uk>).