

Reference Number: FOI202324/124
From: Private Individual
Date: 14 June 2023
Subject: Use of and spend on 'Care Hotels', minutes from all Trust Board meetings in financial year 2022/23 and complaints regarding hotels

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

A1 Information not held – we do not use care hotels

Q2 Per month in financial year 2022/23, please also share the following information:
a. The cost of a hotel room per care recipient per day
b. The average patient stay (in weeks) in a care hotel
c. 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.

A2 Information not held – we do not use care hotels

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.

A3 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our Board of Directors Meeting section:
<http://www.lhch.nhs.uk/about-lhch/our-board-of-directors/board-of-directors-meetings-2023/>

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.

A4 Zero