

Reference Number: FOI/2020/291
From: Private Individual
Date: 15 October 2020
Subject: Clinical service incidents caused by estates and infrastructure failure at LHCH in 2019/20.

Q1 Please provide details of clinical service incidents caused by estates and infrastructure failure at your hospital trust in 2019/20.

A “clinical service incident” is defined as follows: Number of incidents caused by estates and infrastructure failure which caused clinical services to be delayed, cancelled or otherwise interfered with owing to problems or failures related to the estates and infrastructure failure. Exclude failures relating to non-estates causes e.g. nursing availability but include where external incidents which estates and infrastructures should have mitigated e.g. utility power failures where the Trusts backup power system failed to offset. An incident is considered to be a delay of at least 30 minutes to clinical services affecting at least 5 patients or equivalent. Both inpatient and outpatient service incidents should be included.

Please note that the information provided will not always capture the length of delay or the total number of patients affected.

Such incidents will include, but are not limited to: • Power and/or heating failures including overheating • Fires and false alarms (where caused by equipment faults or malfunction, deliberate/malicious causes should be excluded) • Water and/or sewage supply • Food production and/or delivery • Pest control

For each incident, please provide a summary of the incident and the impact on services. Please provide details of the problem and in what way clinical services were affected, including the number of patients affected, the service and how long the service was delayed/if it was cancelled.

A1 Information not held. There were zero clinical service incidents caused by Estates and Infrastructure failure at the Trust in 2019/20.