

Ref. No: 859
From: Public
Date: 15/06/23
Subject: Care hotels

REQUEST

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/>

1. 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.
2. Per month in financial year 2022/23, please also share the following information:
 - 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.
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.
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" 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.

RESPONSE

1. 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.

None

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

- 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.

N/A

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.

<https://www.sthk.nhs.uk/trust-papers-and-archive>

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” 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.

None