

Title

Hotel Care for Covid-19 Patients

Reference Number: RDF1611-23

Date of Response: 27/06/2023

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

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. The Trust is unable to respond to this question as no information is held by the Trust, no records of any bookings made.

Q2. 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.

The Trust is unable to answer the questions above – please see response to question 1.

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.

Section 21 – Available elsewhere

The Trust can confirm that it holds information that you have requested. This information is exempt under Section 21 of the Freedom of Information Act because it is reasonably accessible to you. The information you requested can be accessed via the following links:

[NHS Royal Devon | Board meetings, papers & minutes](#)

[NHS Royal Devon | Archive](#)

All Trust responses to Freedom of Information requests can be found at the following link: <https://royaldevon.nhs.uk/about-us/information-governance/freedom-of-information-foi-and-environmental-information-regulations-eir/foi-disclosure-log/>

Section 21 of the Freedom of Information Act exempts disclosure of information that is reasonably accessible by other means. The terms of this exemption mean that the Trust does not have to consider whether or not it would be in the public interest for you to have the information.

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.

The Trust does not hold this information. No complaints for the term “Hotel” recorded on the Trust systems.