

Title

Lack of Hot Water in Ward - NDDH

Reference Number: RDF1906-23

Date of Response: 18/10/2023

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).

The below is for the dates prior and from 14th to 21st December 2022

- 1) What date was the lack of hot water in the bathroom of this room in the Staples ward (from 14th to 21st December) first noted and recorded by the staff or managers within the Staples ward?
- 2) What date was the lack of hot water in the bathroom of this room in the Staples ward first reported to the relevant maintenance department?
- 3) How often - specifically on how many days - was the lack of hot water in the bathroom recorded by nurses or managers within the Staples Stroke ward because of complaints by nurses, patients, or anyone else?
- 4) How many times, and on which days, was the lack of hot water in this bathroom notified to the relevant maintenance department?
- 5) Was anyone within NDDH (for example - nurses, management, or maintenance) aware that there was no hot water in the bathroom before 14th December?
- 6) What date was hot water finally restored to this bathroom?

We have investigated your questions above; however, we can confirm that the Trust does not hold the information that you have requested.

To establish whether the information was held we made enquiries with our Estates Department who conducted a thorough search on their systems. They have confirmed that no information is held.

If the information were held by the Trust, it is reasonable to expect that it would have been reported to the Estates Department and held within their systems.

The Freedom of Information Act does not oblige a public authority to create information to answer a request if the requested information is not held. It does not place a duty upon public authorities to answer a question unless recorded information exists.