

**Freedom of Information Request**

**Ref: 23-441**

12 July 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we hold some of the information you are requesting

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.**

We do not hold this information. Please contact the Bristol, North Somerset and South Gloucestershire (BNSSG) Integrated Care Board at [bnssg.foi@nhs.net](mailto:bnssg.foi@nhs.net)

**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.

We do not hold this information. Please contact the Bristol, North Somerset and South Gloucestershire (BNSSG) Integrated Care Board at [bnssg.foi@nhs.net](mailto:bnssg.foi@nhs.net)

**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.**

We are able to obtain this information however we have decided to apply Section 21 of the FOIA as this information is reasonably accessible in the public domain on the following link: [UHBW NHS - Trust Board meetings](#). Section 21 of the FOIA provides that we are not obliged to provide the requested information is already reasonably accessible and therefore we are withholding this information at this time.

**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.**

There were four complaints made and the word hotel appears four times. We have not provided any further details regarding the complaints in the requested format as we have considered that there is the potential for the individuals to be identified, when considered with other information that may be in the public domain. In our view disclosure of information would breach the Data Protection Act. Therefore please find that Section 40(2) exemption contained within the Freedom of Information Act 2000 is engaged. Section 40 is the exemption for personal information.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust’s Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team  
University Hospitals Bristol and Weston NHS Foundation Trust**