

Mr Afzal Afghan

Email Address: request-344161-41037183@whatdotheyknow.com

25th October, 2016

Our Ref: AA070716

Dear Mr Afghan

Re: Request for information – Freedom of Information Act 2000

Further to my email dated 7th July, 2016, please find below the Northern Health and Social Care Trust's (the 'Trust') response to your request and please accept my sincere apologies on behalf of the Trust for the delay.

Abbeylands Care Home, 441 Shore Road, Whiteabbey, Newtownabbey BT37 9SE
Provide the following information for: 2014, 2015 for full year; and for 2016 between January and June.

- 1) Number of Safeguarding concerns received from or in connection with the above named home from all sources (the home itself, family, hospital, etc)**
- 2) Number of Investigations conducted in response to safeguarding alerts, complaints, allegations of abuse, etc.**
- 3) Outcome of the investigations conducted. (e.g. substantiated, not substantiated, partially substantiated, etc.)**
- 4) Number of Deaths (for any reason, natural or otherwise) of any person who used the care service**
- 5) Number of Incidents reported to or investigated by the police, again not necessarily related to safeguarding concerns.**
- 6) Number of Pressure Ulcers of any grade reported by the provider or external medical staff or family, etc.**

The Trust cannot provide the above information as Abbeylands Care Home is privately owned, therefore you should contact the Home directly to pursue this information.

Trust decisions in relation to the release of information that the Trust holds are governed by the Freedom of Information Act (FOIA) 2000, the Data Protection Act (DPA) 1998 and other pieces of associated legislation.

If you are dissatisfied with the Trust's response, you may request an internal review by writing to me within two calendar months of the date of this letter. You may make a complaint to the Information Commissioner, by putting your complaint in writing to the following address.

The Information Commissioner's Office
FOI/EIR Complaints Resolution Team
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If I can be of any further assistance, please do not hesitate to contact me.

Yours sincerely

(Electronically sent, therefore not signed)

Janette Moffett
Information Governance Officer