

Durham County Council
Freedom of Information Act 2000
Information request



Reference Number:	FOI20164543SR	Date: 8 AUGUST 2016
Date Received:	11-Jul-16	
You Requested:	Requestor: Sam Rahmani	

Under the terms of the Freedom of Information Act 2000:

Brandon Lodge Care Home Commercial Street, Brandon, Durham DH7 8PH

Would you please provide:

- 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.

Please provide these figures in the following way:

Breakdown of the above for years 2014, 2015 for full year; and for 2016 between January and June. Please provide in the form of an excel spreadsheet or word document table format. If any of the numbers are fewer than 5 for certain years, and you would therefore be unable to disclose them, please feel free to add the numbers for different years together and provide the total number.

Our Response:

Please note: As per ICO guidance on Using the Fees Regulations we have aggregated this request together with 11 others as a single request as we consider that they appear to be part of a campaign.
The ICO guidance states:

Aggregation of requests

39. When a public authority is estimating whether the appropriate limit is likely to be exceeded, it can include the costs of complying with two or more requests if the conditions laid out in regulation 5 of the Fees Regulations can be satisfied. Those conditions require the requests to be:

- made by one person, or by different persons who appear to the public authority to be acting in concert or in pursuance of a campaign;
- made for the same or similar information; and
- received by the public authority within any period of 60 consecutive working days.

With this in mind we have approached our response to questions 1 – 4 as follows.

Questions 1 - 4

The Council does not have a specific field in its social services information database (SSID) which records the care home; the safeguarding incident is logged against the person. In order to provide an accurate response, each case would require manual scanning of the details of the case including referral/assessment/case notes/investigations etc. in order to identify if the alert/concern related to a specific home. It is estimated that it would take on average 20 minutes to check each case. There are approx. 1000 referrals in a six month period therefore it is estimated that it would take over 300 hours to provide this information for each 6 month period which would exceed the fees limit.

Please Note:

A referral is where an individual or care home has alerted us to a safeguarding concern. This may or may not warrant further action (around 3-400 per year result in an investigation).

We can confirm, therefore, per s.1 (1) of the Freedom of Information Act 2000, that the council does hold the requested information.

We have reviewed the request and are unable to provide the information to you because it would exceed the fees limit set by the Act. Under s.12 of the Freedom of Information Act, the council is not obliged to comply with a request for information where the cost of complying would exceed the appropriate limit.

The information is not held in a way that allows a report to show the requested information. To fulfil your request, we would have to manually review records as explained above. The exercise would exceed the limit of work required to satisfy a Freedom of Information request. The limit is £450 as set out in the Freedom of Information and Data Protection (Fees and Appropriate Limit) Regulations 2004.

As the information is not held electronically, we cannot suggest a way to narrow the request to move it within the fees limit. Even taking a small sample would not necessarily provide the information within the terms of your

request.

Question 5

We can confirm, per s.1 (1) of the Freedom of Information Act 2000, that the council does not hold the requested information. You may wish to contact Durham Constabulary direct for this information. Contact details are provided by following the attached link: [Freedom of Information](#)

Question 6

We can confirm, per s.1 (1) of the Freedom of Information Act 2000, that the council does not hold the requested information.

You may wish to contact the relevant Health Trust for this information - County Durham and Darlington NHS Foundation Trust contact email address: foi@cddft.nhs.uk or for East Durham - North Tees and Hartlepool NHS Foundation Trust, contact email address: foi@nth.nhs.uk.

Attachments:

None

Exemptions Applied:

None

The Public Interest Test:

Not applicable

Review Procedure

I hope that this information is of assistance. However, if you are dissatisfied with the handling of your request, please contact: The Information Management Team [Tel:03000268034](tel:03000268034) Email: foi@durham.gov.uk

After you have exhausted our internal appeals procedure, you also have a right of appeal to the Information Commissioner at: Telephone: 01625 545 745 Email: casework@ico.org.uk

Christine Paciorek PC foi and dp
Freedom of Information and Data Protection Officer
Information Management Team
Durham County Council