



Customers & IT

Head of Service: Julian Massel

Information Governance Unit
Information Protection and Assurance
Manager: Sarah Williams

Service address: Corporate Services
Floor 2
Number One Riverside
Smith Street
Rochdale OL16 1XU

Tel: (01706) 925005
Email: foi@rochdale.gov.uk
Web site: www.rochdale.gov.uk

Aria Rahmani
[request-344982-8e366e13@whatdotheyknow.com](#)

Our Ref: Request : 11994
Date: Monday 8 August 2016

Dear Ms Rahmani

RE: - REQUEST FOR INFORMATION UNDER THE FREEDOM OF INFORMATION ACT 2000

In response to your request for information under the Freedom of Information Act, Rochdale MBC are happy to supply the following information:

- 1) Number of Safeguarding alerts/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, expected or otherwise) of any person who used the care service

Concerns and Enquiries		2014	2015	2016
Heywood Court	Concerns	0	0	0
Heywood Court	Enquiries	2	6	3
Enquiry outcomes		2014	2015	2016
	In Progress	1	1	2
	Ceased at Individual's Request	0	0	1
	Outcome Substantiated	0	3	0
	Outcome Partly Substantiated	1	0	0
	Outcome Inconclusive	0	2	0
Deaths (for any reason		2014	2015	2016
		0	3	8

5) Number of Incidents reported to or investigated by the police, again not necessarily related to safeguarding concerns.

We are unable to provide a response to this question. We suggest the question is directed to Greater Manchester Police

Information Compliance and Records Management Unit,
Greater Manchester Police,
Openshaw Complex
Lawton Street
Manchester,
M11 2NS

6) Number of Pressure Ulcers of any grade reported by the provider or external medical staff or family, etc.

We are unable to provide a response to this question. We suggest the question is directed to Bury CCG.

North West Commissioning Support Unit
Patient Services
St James's House
Pendleton Way
Salford
M6 5FW
Or email: foi.gmcusu@nhs.net

7) Number of complaints received by anyone and by any route (phone, email, in person, letter, etc) in connection with this home.

2014	3
2015	0
2016	2

Please note this data is subjective as the concerns/enquiries may not be in relation to the home itself, but attached to the person who was residing at that home at the time of the concern/enquiry therefore, an element of caution needs to be applied when using this data.

If you are unhappy with the service you have received in relation to your request or wish to make a complaint or appeal against any decision we have made in response to your request you should write in the first instance to:

The Internal Review Panel
The Information Governance Unit
Corporate Services
Floor 2
Number One Riverside
Smith Street
Rochdale
OL16 1XU
E-mail: foi@rochdale.gov.uk

Should you further disagree with the decision following the appeal you may wish to contact the Office of the Information Commissioner:

Office of the Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

Tel: 0303 123 1113

Fax: 01625 524510

Should you have any queries, please contact me.

Yours sincerely,

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Corporate Services
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