



Mr Al Rahmani
request-345065-36a163d0@whatdotheyknow.com

18 August 2016

Our Ref: RFI 17868(DG)

Dear Mr Rahmani

Freedom of Information Act 2000 Safeguarding information in relation to Manor Lodge Care Home, Belfast

I refer to your request for information regarding the above subject which was received on 11 July 2016.

I am writing to advise you that following a search of our paper and electronic records, I have established that the information you requested is not centrally held by the Trust. The database system used by the Trust does not capture information for specific homes; therefore I am unable to provide data for Manor Lodge Care Home, Belfast.

However, I am able to provide details regarding safeguarding referrals within the Trust, based on the questions you provided (please see Table 1 below). Please note that the Trust database collates information for financial years, therefore I am unable to provide calendar year breakdowns.

As the data for referrals and investigations supplied below covers the entire Trust, and includes all sources, it is not possible to provide a breakdown for each home.

With regards to Q3, the number of PSNI (Joint Protocol) figures relates to the number of referrals to the PSNI and not the number that were investigated. We cannot provide figures for single agency PSNI investigations in nursing homes as the Trust is not involved in these matters.

In relation to Q4, the Trust does not centrally collate this information, therefore it cannot be provided.

Table 1

Year	2013-14	2014-15	2015-16	Q1 2016-17
Q1. Number of Safeguarding referrals received	1144	1302	1069	262
Q2. Number of Investigations conducted	832	821	607	106
Q3. Outcome of Investigations conducted	n/a	n/a	n/a	n/a
Q4. Number of deaths	n/a	n/a	n/a	n/a
Q5. Number of Incidents reported to or investigated by the Police (Joint Protocol)	160	111	101	5

Q6) Number of Pressure Ulcers of any grade reported by the provider or external medical staff or family, etc.

A6. I can confirm that data relating to pressure ulcers is not centrally collated on the Trust database; therefore this information cannot be provided.

Q6) Number of complaints received by anyone and by any route (phone, email, in person, letter, etc) in connection with this home.

A7) The Trust does not code complaints information specific to individual homes and therefore is unable to provide any information in relation to this matter.

Under the terms of the legislation, if you are unhappy with this response you have the right to seek a review within the Trust in the first instance. If you wish to do so, please write to me at the address below.

If after such a review you are still unhappy with the response, you have the right to appeal to the Information Commissioner who will undertake an independent review. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely



L McAree (Miss)
Head of Information Governance &
Directorate Support