



Northamptonshire County Council

By Email
Anahita Behrooz
request-345512-2b8feb44@whatdotheyknow.com

Please ask for: Freedom of Information
Tel: 01604 368360
Our Ref: FR6623
Your ref:
Date: 5th August 2016

Dear Ms Behrooz,

Information Request:FR6623

Thank you for your Freedom of Information request dated 12th July 2016, received by us on 13th July 2016. Your request has been dealt with under the Freedom of Information Act 2000 and is detailed below in italics with our response in bold.

(Please note the extract below has been taken directly from your original information request and is unedited).

Would you please provide:

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

Please provide these figures in the following way:

Northamptonshire County Council
County Hall
Northampton
NN1 1ED

w. www.northamptonshire.gov.uk
t. 01604 368360
e. freedomofinformation@northamptonshire.gcsx.gov.uk



Northamptonshire
County Council

Breakdown of the above for years 2014, 2015 for full year; and for 2016 between January and June. 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

The Freedom of Information Team has been provided with the following information in response to your recent request on behalf of Northamptonshire County Council (NCC).

The council is not able to provide the information requested as it does not record and hold management information concerning safeguarding alerts/concerns received, the number and outcome of investigations conducted, number of deaths, incidents reported to the Police or number of pressure ulcers in a format which enables the identity of the care home to be extracted.

The Complaints Team have confirmed that NCC does not investigate Provider complaints. As per Care Quality Commission regulations, the Provider is accountable for these and should have their own policies/procedures in place.

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If you are unhappy with the way in which the Council has handled your request, you can ask the Council to review it. To do this, please write to the address below:

Janine Lythe
Corporate Support Manager
Northamptonshire County Council
Room 223
County Hall
Northampton
NN1 1ED

Email – dataprotection@northamptonshire.gcsx.gov.uk

If our internal review does not resolve the issue to your complete satisfaction, you have the right to apply to the Information Commissioner for a decision at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Or, if you have any complaints in respect of your information request please complete the on-line comments form that can be found at www.northamptonshire.gov.uk, along with a full set of guidance.

Yours sincerely

Freedom of Information/Data Protection Officer
Business Intelligence and Performance Improvement
Email- freedomofinformation@northamptonshire.gcsx.gov.uk