

07/08/2023

NN-ICB/23/375

Dear Requestor

RE: Freedom of Information Request

With reference to your request for information I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information that you have requested. A response to each part of your request is below.

In the request you asked:

I am writing to request information regarding 'care hotels' as defined as the following by the [British Medical Journal](#):

the use of hotel accommodation to meet the needs of patients who no longer need to be in hospital but cannot yet be transferred into the social care system.

Q1. In the financial year 2022/23, how many hotel stays were booked? Alongside a total, please also provide a breakdown per month. Please provide a breakdown per hotel, and share both the name of the hotel and the provider/ company that runs the hotel. To clarify, if one hotel room was booked for 30 days, that would count as 30 hotel stays.

The ICB did not use any 'care hotels' in 2022/23.

Q2. In the financial year 2022/23, what was the total amount spent on 'care hotels'.

Not applicable.

Q3. Per month in financial year 2022/23, please also share the following information:

- The cost of a hotel room per care recipient per day
- The average patient stay (in weeks) in a care hotel
- Whether the Trust is the sole owner of the bookings, or if the booking is shared with another Trust. If the booking is shared with another Trust, please name the Trust.

Not applicable.

Q4. Please share the minutes from all ICB Board meetings in financial year 2022/23 that refer to 'care hotels', including copies of any presentations, such as PowerPoint slideshows, which were shown during meetings and copies of any written documents that were distributed to those attending the meetings.

None of the minutes for the financial year 2022/23 refer to 'care hotels'. All of the ICB Board meeting papers including minutes can be found on our website via the following link - <https://notts.icb.nhs.uk/about-us/our-icb-board/>

Q5. I assume that the ICB records the complaints made. For the purposes of this request, I am going to call those records "complaints logs". You may use a different terminology internally such as "complaint

records” or “complaint notes”. Please can you conduct a keyword search across the complaints logs in the financial year 2022/23 for the term “hotel” and provide each complaint log, including the summary of the complaint, the date, the hotel and the provider. Please also provide a total for the number of times the term “hotel” appears.

From 1 April 2022 to 31 March 2023 there were no complaints received by the ICB that included the word “hotel”.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) have an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Associate Director of Governance via lucy.branson@nhs.net or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham, NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner’s Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner’s Office website at: <https://ico.org.uk/for-the-public/>

Complaints to the Information Commissioner’s Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>

Yours sincerely

Freedom of Information (FOI) Officer on behalf of *NHS Nottingham and Nottinghamshire Integrated Care Board*

notts.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence \(OGL\)](#) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via notts.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.