

Our Ref: PW/AKB/FOI-07-449

19th July 2023

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

Sent by email

Telephone: 0300 123 1461

Dear

FOI-07-449

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on the 12th July 2023. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Please see our responses in blue below:

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 Staffordshire and Stoke-on-Trent ICB did not use 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.](#)

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.

Not applicable.

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.

Not applicable.

Right of Appeal

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

To request an internal review

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent Integrated Care Board FOI team by emailing the team at StaffsStokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

Yours sincerely

Paul Winter
Associate Director of Corporate Governance