

## Freedom of Information request 430-17

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### Request

I wish to know whether all in-patients have access within their room or ward, whenever needed, to the following disabled facilities; and if not, the number of beds where patients do not have ready access at all times, broken down by hospital and ward, noting the ISD Scotland classification of each.

- 1) Wheelchair accessible toilets
- 2) Toilets at a suitable height for wheelchair users
- 3) Bars or hand grips in the toilets
- 4) Emergency cords in the toilets
- 5) Disabled showering facilities
- 6) Emergency cords beside beds
- 7) Automatic doors between beds and toilets
- 8) Automatic doors between beds and showering facilities
- 9) Hoists

### Response

- 1) All 428 in patients in the Borders Acute and Community Hospitals have access to wheelchair accessible toilets except those in wards 4, 5 and 9 in the BGH. A total of 70 patients. Refurbishment of ward 4 is planned for summer 2018.
- 2) Aids are available to adapt all toilets to a height suitable for wheelchair users.
- 3) Bars / hand grips are provided in all toilets / showering facilities.
- 4) Emergency cords are provided in all toilets.
- 5) Disabled showering facilities are provided to all patients except those in wards 4, 5 and 9 at the BGH.
- 6) Emergency call buttons are provided to all in-patient bed spaces.
- 7) Automatic doors are provided between 14 in-patient bed and toilet facilities.
- 8) Automatic doors are provided between 14 in-patient bed and showering facilities.
- 9) Hoists are available for all in-patients.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or [foi.enquiries@borders.scot.nhs.uk](mailto:foi.enquiries@borders.scot.nhs.uk).

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **430-17** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for

correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.