

Freedom of Information request 281-20

Request

Under FOI legislation could I please request the following:

Complaints to the health boards regarding:

1. Lack of PPE in care homes from care home staff since March 2020 till present day. Broken down by month.
2. Lack of testing in care homes from care home staff since March 2020 till present day. Broken down by month.
3. Lack of guidance for care homes from care homes staff since March 2020 till present day. Broken down by month.
4. Number of complaints from family members of residents in care homes since march 2020 till present day. Broke down by detail and month.

Response

- 1-3 This information would not be held by NHS Borders as complainants would be signposted to Scottish Borders Council complaints handling team. Therefore under Section 17 of the FOI(S)A 2002 this data is not held.
4. NHS Borders has received <5 complaints in relation to treatment for a care home resident as this concerned services provided by the Health Board.

Please note that as NHS Borders is such a small Board the number of complaints is very small, and to provide further details of these could allow individuals to be identified and we would be in breach of the Data Protection Act 1998. We are therefore withholding all other data under Section 38(2)(ii) of the Freedom of Information (Scotland) Act 2002. This is also in accordance with the Code of Practice for Official Statistics any number that is less than five, actual numbers and potentially identifiable information is withheld to help maintain patient confidentiality due to potential risk of disclosure. Further information is available in the ISD Statistical Disclosure Control Protocol.

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.

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 **281-20** 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.

