

Request for information under the Freedom of Information Act – 2023.094
Released – 3 July 2023

Thank you for your email received 14 June 2023 requesting information regarding hotel room bookings.

Please find detailed below a summary of your request, together with our response.

Summary of your original request:

Q1. Per month in financial year 2022/23, how many hotel rooms were booked? Please provide a breakdown per hotel, and share both the name of the hotel and the provider/company that runs the hotel.

The Trust does not use hotels as settings for care; however there has been one hotel room that was booked via the Trust. The Integrated Care Board (ICB) agreed to pay for this via winter money but the hotel did not accept invoices so the Trust paid for it and invoiced the ICB for the funds; therefore this was at no cost to the Trust.

Q2. 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.**

Please see above, Trust does not use hotels as settings for care.

Q3. Please share the minutes from all Trust Board meetings in financial year 2022/23, 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.

Copies of the Trust's Board Meetings are available on our website:
[The Board for Kent Community Health \(kentcht.nhs.uk\)](https://www.kentcht.nhs.uk)

Q4. I assume that the Trust 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 as the Trust does not use hotels as settings for care.

Chair John Goulston Chief Executive Mairead McCormick
Trust HQ Trinity House, 110-120 Upper Pemberton, Eureka Park, Ashford, Kent TN25 4AZ