

Executive Corridor  
Darlington Memorial Hospital  
Hollyhurst Road  
Darlington  
DL3 6HX  
Switchboard Tel: 01325 38 0100  
Foundation Trust Office: 01325 74 3625  
Corporate Records Office: 01325 74 3700

Request for Information Reference: 01.20.63

Direct line: 01325 743700  
Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

28 February 2020

### **Freedom of Information Act 2000 – Request for Information**

Thank you for your request for information received on 30 January 2020 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding unsafe discharges. Specifically you requested information as follows:

***a) How many unsafe discharges were recorded against Darlington Memorial Hospital in: 2017, 2018, and 2019? (Please break down by year)?***

Answer: This is not a recorded data item and therefore cannot be analysed electronically. In order to gather this information it would require a member of staff to manually examine hundreds of sets of patient notes which would take a number of days.

Therefore, we are refusing this section of your request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit. The appropriate limit at the present time is £450.00 which equates to eighteen hours of work by a member of staff at the rate of £25 per hour.

***b) How many failed discharges (i.e. patient readmitted within 48 hours) were recorded against Darlington Memorial Hospital in 2017, 2018, and 2019?***

Answer: Answer: This is not a recorded data item and therefore cannot be analysed electronically. In order to gather this information it would require a member of staff to manually examine hundreds of sets of patient notes which would take a number of days.

Therefore, we are refusing this section of your request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit. The appropriate limit at the present time is £450.00 which equates to eighteen hours of work by a member of staff at the rate of £25 per hour.

***c) How many safeguarding enquires were raised with Darlington Memorial Hospital (or raised with the Local Authority and the hospital involved in) as a result of a failed or unsafe discharge in 2017, 2018 and 2019?***

Answer: The Trust does not hold a record for all safeguarding enquiries raised. This request will need to be referred to the Local Authority who is the Lead for safeguarding enquiries. As the body to which all safeguarding issues must be reported to they hold complete and up-to-date information. Darlington Borough Council should be the first point of contact for this information. If you wish to contact them in accordance with Section 16 of the Act (duty to provide advice and assistance) you can contact them via the following contact information:

Ms Kate McLatchie  
Manager, Safeguarding Adults and MCA/DoLS  
Darlington Borough Council  
Central House  
Gladstone Street  
Darlington DL3 6JX  
Tel: 01325 406460  
[Kate.mclatchie@darlington.gov.uk](mailto:Kate.mclatchie@darlington.gov.uk)

***d) How many complaints have been received for Darlington Memorial Hospital (or raised with the LA and the hospital involved in) as a result of a failed or unsafe discharge in 2017, 2018 and 2019?***

Answer: There are 43 complaints in total relating to discharge during the time period specified. This would take one member of staff over 18 hours to read the complaints over the three years. Therefore, we are refusing this section of your request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit. The appropriate limit at the present time is £450.00 which equates to eighteen hours of work by a member of staff at the rate of £25 per hour.

***e) What percentage of the complaints were upheld?***

Answer: Of the 43 complaints identified above, 26% were upheld.

***f) What policies and procedures have been implemented, if any, over the last three years as a direct result of patient feedback and experience with regard to the hospital discharge process?***

Answer: No new policies or procedures have been implemented over the last three years as a direct result of patient feedback and experience with regard to the hospital discharge process. However, there is a long standing Trust Discharge Policy which is regularly (at least every three years) reviewed and updated accordingly. In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our

disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive  
County Durham & Darlington NHS Foundation Trust  
Darlington Memorial Hospital  
Hollyhurst Road  
Darlington  
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

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

Telephone: 0303 123 1113  
Website: [www.ico.gov.uk](http://www.ico.gov.uk).

There is no charge for making an appeal.

Yours sincerely

**Joanna Tyrrell**  
**Freedom of Information Officer**