



Freedom of Information Team  
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Queen Alexandra Hospital  
Southwick Hill Road  
Portsmouth  
Hampshire  
PO6 3LY

Name:  
Email:  
Date: 20/06/2023  
Ref: 23-24 165

Dear

**RE: Freedom of Information request**

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 15/06/2023. Please see responses to your requests below.

**I am writing to request information regarding 'care hotels' as per the following NHS guidance:**  
<https://www.england.nhs.uk/publication/hotel-space-how-to-guide/>

**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.**

Portsmouth Hospitals University NHS Trust has not booked any hotels for patients to stay in therefore, the Trust cannot provide any information regarding your request.

**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**  
Not applicable.
- **The average patient stay (in weeks) in a care hotel**  
Not applicable.
- **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.

**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.**

The Trust can confirm that we do hold the information you have requested. This information is exempt under section 21 of the Freedom of Information Act because it is reasonably accessible to you, and we are pleased to inform you that you can access the information via the following links:

Trust Board meetings minutes for financial year 2022-2023:  
<https://www.porthosp.nhs.uk/about-us/previous-minutes.htm>

**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.**

Portsmouth Hospitals University NHS Trust has not received any complaints regarding hotel care therefore, the trust cannot provide any information regarding your request.

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on [Information.Governance@porthosp.nhs.uk](mailto:Information.Governance@porthosp.nhs.uk) or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner’s Office; for more information, please visit the [ICO’s website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team