



**Torrington Community Cares: Meeting  
local needs  
Staff and stakeholder engagement and  
involvement report**

***Appendix 7  
Freedom of Information***

**Summer 2014**

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***[www.torringtoncares.co.uk](http://www.torringtoncares.co.uk)***

## FOIs responses from Northern Devon Healthcare NHS Trust

We were really pleased that people used the Freedom of Information route to request information about the test of change. Whilst the volume of requests was considerable, we were grateful for the opportunity to provide factually accurate data to support greater understanding about the Torrington Community Cares project.

Please use the reference number to find the responses here [www.torringtoncares.co.uk](http://www.torringtoncares.co.uk)

<p><b>FOI-13-106</b></p>	<ol style="list-style-type: none"> <li>1. In the event of a crisis for the patient at home, what plan is in place to safeguard their health and safety?             <ol style="list-style-type: none"> <li>a) nursing plan</li> <li>b) GPs plan</li> <li>c) care managers/social workers plan</li> <li>d) therapists plan</li> </ol> </li>   <li>2. How many Torrington and area patients are being transferred to other community hospitals - daily rate (from May 2013 - to date when you return this information)</li> </ol>
<p><b>FOI-13-130</b></p>	<ol style="list-style-type: none"> <li>1. Are there any proposals for the sale of the Torrington hospital site should the planned closure go ahead...if so can I have the valuations of the site please?</li> <li>2. Are there any interested parties?</li> <li>3. Would the money be ring fenced for use in Torrington or would it go back to the trust?</li> <li>4. Are the trust contributing any funding for the Holsworthy Hospice facility if so how much and when was that decided?</li> </ol>
<p><b>FOI-13-134</b></p>	<ol style="list-style-type: none"> <li>1. On what date was the last patient from North Devon District Hospital admitted to Torrington Community Hospital?</li> <li>2. On how many occasions during the past three years were the beds full at Torrington hospital, so were not able to admit patients from either home or another hospital?</li> <li>3. If there were occasions that the bed state was full at Torrington hospital, may I have the dates (day, month and year)?</li> <li>4. At recent "drop-in" meetings it was stated that the "Care Closer to Home" was being put in place over the past two years. Why were the public and staff at Torrington hospital not made aware of this until the press release of July 3 2013?</li> <li>5. As previously stated you use one of two Nursing Homes in Torrington, have you ever used both over the past two years?</li> </ol>
<p><b>FOI-13-147</b></p>	<ol style="list-style-type: none"> <li>1. Please provide the estates latest inspection/appraisal report of the Great Torrington hospital.</li> <li>2. Please provide any subsequent report and decisions based upon the above report and any recommendations made thereon.</li> <li>3. How many patients on average per month from the Great Torrington catchment area attend outpatients at North Devon District Hospital (NDDH)? How do you define the catchment area?</li> </ol>

	<ol style="list-style-type: none"> <li>4. What outpatient clinics are held at Torrington hospital and how frequently?</li> <li>5. What outpatient clinics are held at Holsworthy hospital, how frequently, and on average how many patients in total attend per month?</li> <li>6. What outpatient clinics are held at South Molton, how frequently, on average how many patients attend each clinic and what is the catchment area for the clinics?</li> <li>7. What healthcare activities occur within and from the Great Torrington hospital?</li> <li>8. Answer: Consultant led outpatients are booked via the National Choose and Book system</li> <li>9. What policies do you have concerning outpatient clinics and their location?</li> <li>10. What policies do you have concerning patients attending outpatient clinics and locations with particular attention to distances travelled and time taken?</li> <li>11. In comparing the cost of providing a bed in NDDH with providing a bed in a community hospital please explain all of the criteria used in the comparison.</li> <li>12. If you have compared the specific cost of providing a bed at Great Torrington hospital with NDDH please let me have that comparison, the specific factors used in the comparison and the actual calculation.</li> <li>13. How much is allocated for food per in-patient at NDDH compared with the amount allocated for each patient in a community hospital generally and Great Torrington specifically.</li> <li>14. Is the model for purchasing and supplying food to the patients at Great Torrington hospital mirrored at all the other community hospitals? If not please identify hospitals using another system and explain how food is purchased and processed for patients at those named hospitals.</li> <li>15. How much are the charges for visitors and patients to park a car at NDDH?</li> <li>16. Please provide any non-estates report(s) from the past 5 years that relate to services provided at and from the Great Torrington Community Hospital</li> </ol>
<b>FOI-13-150</b>	<ol style="list-style-type: none"> <li>1. Can you please give me the number and dates, over the past three years, of job advertisements placed both external and internal for staff needed at Torrington Community Hospital for the following? <ul style="list-style-type: none"> <li>- Registered nurses</li> <li>- Healthcare assistants</li> <li>- Ancillary staff</li> </ul> </li> <li>2. Also, how many staff (of all grades) have left or retired over the past three years from Torrington Community hospital</li> </ol>
<b>FOI-13-175</b>	<ol style="list-style-type: none"> <li>1. How many District Nurses does the Northern Devon Healthcare NHS Trust employ overall?</li> <li>2. How many District Nurses are employed within each of the trusts 14 complex care teams?</li> <li>3. How many District Nurses are currently off on <b>long term sick leave</b> across the Northern Devon Healthcare NHS Trust? Answer: 12</li> <li>4. How many District Nurses are off on long term sick leave within each of</li> </ol>

	<p>the trusts 17 complex care teams? Answer: 12</p> <p>5. As of the beginning of December (Monday Dec 3rd 2012) how many District Nurses were off on <b>general</b> sick leave, including long term sick leave, across the whole of the Trust?</p>
<b>FOI-13-185</b>	<p>1. How many patients from Torrington and surrounding area were sent from NDDH to other community hospitals and nursing homes during the period 1st October 2013 to 26th November 2013?</p> <p>a) Can you tell me the length of stay of each patient from Torrington and surrounding area admitted to each community hospital - Bideford, South Molton, Holsworthy from NDDH during the period 1st Oct – 26th Nov 2013. If they are still a patient in that hospital please show this as well.</p> <p>b) Can you tell me the numbers of admissions to each community hospital from NDDH of Torrington and surrounding area patients to - Bideford, South Molton, Holsworthy</p> <p>c) Can you tell me the numbers and length of stay of patients from Torrington and surrounding area admitted to Hatchmoor Nursing Home from Oct 1 to Nov 26th 2013</p> <p>3. How many patients from Torrington and surrounding area have had a length of stay more than 1 month at each of these hospitals within - Bideford, South Molton, Holsworthy within the period Jan 2012 to date</p> <p>4. How many patients from Torrington and surrounding area have had a length of stay more than 3 months at each of these hospitals - Bideford, South Molton, Holsworthy within the period Jan 2012 to date?</p> <p>5. How many patients from Torrington and surrounding area have had a length of stay more than 6 months at each of these hospitals - Bideford South Molton Holsworthy within the period Jan 2012 to date?</p> <p>6. How many Torrington and surrounding area patients were sent home from NDDH during the period 1st October 2013 to 26th November 2013?</p> <p>7. How many of these patients relating to (Question 5 Torrington and surrounding area patients ) were readmitted to NDDH within one month of original discharge from NDDH during the period 1st October 2013 to date?</p>
<b>FOI-13-218</b>	<p>I would like to enquire if there has been the need to cancel any operations due to delayed discharges thus creating lack of available beds since Care In The Community has been on trial.</p>
<b>FOI – 13-263</b>	<p>Questions 1 and 2 and 3 being related to request ND ref. FOI/13/185 Question clarification:</p> <p>1. Number of Torrington and surrounding area residents who left Northern Devon District Hospital for whom the destination was Hatchmoor Nursing Home Please give monthly figures (if possible according to data protection.) If not possible please give whole number between 1 Oct and 26 Nov 2013 and also from 26 Nov 2013 to date.</p> <p>2. The numbers of Torrington and surrounding area resident patients who were sent to Hatchmoor between these dates under intermediate and complex care (health) Please give monthly figures from 1st Oct 2013 to date. If not possible according to data protection please give whole number between 1 Oct and 26 Nov 2013 and also from 26 Nov 2013</p>

	<p>to date.</p> <ol style="list-style-type: none"> <li>3. Under intermediate and complex care (health) which members of Trust staff were responsible/accountable for the decision to move Torrington and surrounding area residents /patients and accepted their care in the community/Hatchmoor. Name all staff and designation both at NDDH and in community</li> <li>4. Which members of Trust staff were responsible/accountable for the decision to transfer Torrington and surrounding area residents to other community hospitals. Name all staff, and designation both at NDDH and in community</li> <li>5. Which members of Trust staff were responsible /accountable for the decision to transfer Torrington and surrounding area residents to a nursing home. Name all staff and designation both at NDDH and in community</li> <li>6. Which members of Trust staff were responsible/accountable for the decision to transfer Torrington and surrounding area residents to the community team operating in Torrington and surrounding area and who took the decision to accept into the community. Name all staff and designation both at NDDH and in community</li> </ol>
<p><b>FOI-13-277</b></p>	<p>I would like to see factual data that supports the case of closing the beds at Torrington Community Hospital.</p> <ol style="list-style-type: none"> <li>1. What is the cost of maintaining each bed at North Devon District Hospital?</li> <li>2. What is the cost of maintaining each bed at Torrington Community Hospital?</li> <li>3. What is the expected cost of maintaining care to elderly and infirm people who would otherwise be nursed back to health at Torrington Community Hospital?</li> <li>4. Can we be assured that the level of care provided by the proposed community care services would be to at least the standards of care that were available when the community hospital was in full use?</li> <li>5. Can we be assured that the overall cost to the taxpayer incurred by the proposed community care services would be no more than it was (taking into account inflation) when community hospital was in full use?</li> <li>6. What are the long-term plans for Torrington Community Hospital with respect to all the other services it currently provides?</li> <li>7. Are similar plans to reorganise community care being proposed in the future, e.g other community hospitals such as Holsworthy or even Bideford?</li> <li>8. How will the care of elderly and infirm inpatients be maintained in the villages surrounding Torrington (such as Shebbear) following the closure of the beds at Torrington?</li> </ol>

