



Freedom of Information Request

Ref: UHB 19-516

19 August 2019

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

1. Could the authority state how they use agencies and/or software to expedite the discharge of DTOC patients?

Most DTOC patients access home care or placements through the organisation which is funding their care i.e Local Authority or CHC (continuing Healthcare). The Trust itself does not source home care or placements for patients as this is done via Brokerage Teams, which sit in the Local Authorities.

Self-Funding patients receive help from University Hospitals Bristol if they wish in which case there is a coordinator to help them identify what is required. If the patient requests the Trust to help identify homes with vacancies then the coordinator will ring suitable homes and/or consult with the Brokerage Team who may have already called those homes in the last 24 hours.

Within the Trust, we use our own Green to Go database of delayed patients to track and record delayed patients. The Trust also has other spreadsheets within its Patient Administration System where it records information/share communication.

2. How much did they spend with agencies to arrange placements with care homes or home care for DTOC patients in each of the last three financial years?

The Trust does not fund any home care or placements.

3. Do they use Capacity Tracker or any other software of services to identify care homes or home care packages? Please state which software or services are used.

The Trust does not use any software in this way because it uses the Brokerage Teams to

source care.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust