

## **FREEDOM OF INFORMATION ACT 2000**

Your request for information has now been considered and the Council's response to your questions is shown below.

**You asked:**

**I hereby make a request under the Freedom of Information Act regarding care and nursing homes for older people in your authority.**

**Please provide me with the following information:**

- **How many a) quality assurance officers were employed in your quality assurance team and b) quality assurance visits did you carry out in care and nursing homes for older people in i) 2011-12, ii) 2010-11, iii) 2009-10?**

The equivalent post would be a Contracts Officer and Contract Assistant: For residential services these cover all residential services including learning disabilities mental health and older persons, however as a proportion of all our contracted homes 60% in Leicester are for older people so the staffing ratios are given at 60% of the resource. As staff are often part time this is reflected as FTE (full time equivalent) which equates to someone working a 37 hour week.

Contracts Officers and Contracts Assistants are employed to carry out a full range of duties relating to contract management which is wider than purely time spent visiting a service. When visiting a service Officers may undertake planned visits or responsive visits, full contract monitoring visits and specific assurance visits to look at certain areas.

Following recent changes in the way we capture data relating to visits we have reliable figure for visits in 11/12 however using the formula on the basis we have estimated what we believe to be the numbers for 09/10 and 10/11.

2011/12

4.4 FTE. 82 visits

2010/11.

3.96 FTE. 64 visits

2009/10

1.89 FTE. 14 visits.

- How many safeguarding alerts did you receive in i) 2011-12, ii) 2010-11, iii) 2009-10, in relation to care and nursing homes for older people? If possible, please split into the following categories: physical abuse, sexual abuse, psychological abuse, financial abuse, neglect and acts of omission, discriminatory abuse, and institutional abuse.

Number of Safeguarding referrals received for older people (65 and over) in residential and nursing care homes in 2009-10 (6 months data), 2010-11 and 2011-12 by nature of alleged abuse.

Nature of alleged abuse	2009-10 (1/10/09 – 31/3/10) 6 months data only	2010-11 (1/4/2010 – 31/3/11)	2011 – 2012 (1/4/2011 – 31/3/12)
Neglect	28	122	177
Financial	7	26	22
Sexual	8	15	13
Psychological	5	37	28
Physical	29	199	167
Discriminatory	3	7	2
Institutional	7	39	42
<b>Total</b>	<b>87*</b>	<b>445</b>	<b>451</b>

\* Please note that safeguarding referrals for 2009-10 relate to 6 months data only i.e. 1/10/09 to 31/3/10 whilst 2010-11 and 2011-12 relate to a year's data collection (1/4/xx to 31/3/xx). This is because information systems that collected safeguarding data in an organised way were not available before this date. The Abuse of Vulnerable Adults (AVA) statutory return was introduced by the Department of Health (DH) in 2009-10, which gave guidance and consistency between local authorities as to what information systems should collect and report. Hence for 2009-10 only six months data was required and submitted to the DH. As organised information systems had just started in July 2009, referrals for 2009-10 (6 months) may be under reported, please bear this in mind when comparing with 2010-11 and 2011-12.

**Definition of Alerts and Referrals as per the AVA statutory return 2011-12 guidance** *Source: The Health and Social Care Information Centre*

**Alerts**

An alert is defined in this return as a feeling of anxiety or worry that a vulnerable adult may have been, is, or might be, a victim of abuse. This would be the first contact between the source of the referral and the CASSR safeguarding team about the alleged abuse.

**Referrals**

For the purpose of this return a referral is where a concern has been raised which has invoked an adult safeguarding investigation or assessment.

- **How many complaints about care homes for the elderly in your Council have you received in the years in i) 2011-12, ii) 2010-11, iii) 2009-10?**

The number of complaints received regarding nursing and care homes for older people in the City of Leicester was:

11 in 2011/12, 9 in 2010/11 and 3 in 2009/10

- **How many embargoes (in order to prevent new admissions) do you currently have in place against care homes for older people and how long has each been in place? How many embargoes did you have in place in the years a) 2011-12, b) 2010-11 and c) 2009-10?**

There are currently three suspensions of placements in place at nursing and care homes for older people. Two have been in place since November 2011, one has been in place since March 2012.

The number of suspensions in previous years, including those listed above, as: 11 in 2011/12, 9 in 2010/11 and 2 in 2009/10

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If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager**  
**Information and Support**  
**Leicester City Council**  
**FREEPOST (LE985/33)**  
**New Walk Centre**  
**LEICESTER LE1 6ZG**  
e-mail: [FOIA@leicester.gov.uk](mailto:FOIA@leicester.gov.uk)

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

**Information Commissioner's Office**

**Wycliffe House**

**Water Lane**

**Wilmslow SK9 5AF**

**Telephone: 01625 545 700**

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.