



Northamptonshire County Council

By Email
Dr Minh Alexander
minhalexander@aol.com

Please ask for: Freedom of Information
Tel: 01604 368360
Our ref: FR7861
Your ref:
Date: 12th February 2018

Dear Dr Alexander,

Information Request: FR7861

Thank you for your Freedom of Information request dated 4th January 2018. Your request has been dealt with under the Freedom of Information Act and is detailed below in italics with our response in bold.

(Please note the extract below has been taken directly from your original information request and is unedited).

Our Response

The Freedom of Information Team has been provided with the following information in response to your recent request on behalf of Northamptonshire County Council (NCC).

Safeguarding concerns about patients under the care of St Andrews Healthcare

Please advise:

- 1. In the last 10 years, how many serious case reviews have been held on patients of St Andrews Healthcare, Companies House number 05176998?*

None for Adult or Children's Services.

- 2. How many of the resultant review reports have been published?*

N/A – as above Q1.



3. *Please give a broad breakdown of the types of cases reviewed, and the year in which each serious case review took place*

N/A – as above Q1.

4. *Please advise how many adult and child safeguarding complaints/ concerns/ referrals the county council has received about patients under the care of St Andrews Healthcare in the following years:*

Children's Services response

2010/11

2011/12

2012/13

2013/14

2014/15

2015/16

2016/17

and 2017/18 year to date

Information relating to the years 2010-2015 was not recorded electronically and would therefore take over 18 hours to review and collate. Please see fees limit refusal details below.

45 referrals, 7 of which were upheld or partially upheld.

26 referrals, 8 upheld or partially upheld.

26 referrals, 8 upheld or partially upheld.

NCC Adult Social Care response

Data around providers is not currently something that we are able to pull easily from the system due to the fact that provider detail is not available on the client's assessment within the 'source of risk' section in a reportable format.

Information could be entered on the assessment as any number of things within the 'Name/Organisation' question of the assessment i.e. name of person, team, organisation, ward etc. all of which could be St Andrews but not listed as St Andrews. We would therefore need to undertake a manual search of all relevant records in order to locate any information matching the criteria and parameters of question 4.

Unfortunately, I have estimated that the time it will take to undertake this exercise will exceed the fee limit as set out in the Appropriate Limit and Fees Regulations. Therefore, the Council is not obliged to provide a response and I will not be processing your request further. For information purposes, the fee limit set down by the Regulations is £450.00 and in our case this equates to a maximum of 18 hours' of search and retrieval time.

In accordance with Section 17 of the Freedom of Information Act 2000, this letter acts as a refusal to release the information you have requested.

Section 12-Exemption where cost of compliance exceeds appropriate limit

- (1) Section 1 (1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

Please advise how many of the safeguarding concerns about care received by St Andrews patients have been upheld or partly upheld.

**NCC Adult Social Care response – N/A – as above Q1.
Children's Services – please see above.**

5. Please advise if the adult safeguarding board took any action in response to this widely publicised cluster of deaths of vulnerable adults detained at St Andrew's hospital:

<https://www.theguardian.com/society/2013/jul/07/call-inquiry-deaths-psychiatric-hospital>

If so, please advise what action was taken and what records exist on this matter.

A Safeguarding Adults Review (SAR) was concluded in September 2016 and published June 2017 where the individual concerned had spent some time at St Andrews. The overview report is on the NSAB web pages.

Children's Services – No, please see above response to Q1-3.

6. Please advise if the child and adult safeguarding boards took any action in response to the Channel 4 dispatches broadcast 'Under Lock and Key', on poor care at St Andrew's hospital:

<http://www.challengingbehaviour.org.uk/cbf-articles/latest-news/c4dispatches.html>

If so, please advise what action was taken and what records exist on this matter.

Adult Services response - There have not been any Serious Case Reviews in the last 10 years involving St Andrews Healthcare.

The Northamptonshire Safeguarding Children Board (NSCB) discussed the BBC Panorama programme on St Andrews Healthcare, based in Northampton, at Board meetings and took the following actions:

- 1. Reassurance from the regulatory bodies (Ofsted, Care Quality Commission and NHS England) that they had taken consideration of the programme in their inspection and monitoring visits. This reassurance was provided both in writing and verbally. The Independent Chair of the Board personally spoke to senior representatives of the organisations.**
- 2. Considered the subsequent Ofsted inspection of the adolescent facility at St Andrews, which contained no concerns regarding immediate safeguarding issues at the unit.**
- 3. Responded to a letter from a member of the public which referenced concerns about safeguarding practices at the adolescent unit. These concerns were based on a visit to the unit prior to it formally opening. These concerns were relayed to the senior management representative at St Andrews, who is a full member of the NSCB. A satisfactory response to these concerns was received and the Board was assured that the potential safeguarding problems outlined in the letter had been addressed.**
- 4. The Independent Chair of the NSCB visited St Andrews and discussed these concerns with the Head of Safeguarding, seeking and obtaining further assurance.**
- 5. Members of the NSCB have been invited to visit the unit and to meet with both managers and staff.**

- 6. An audit of the safeguarding policies, procedures, staff training and escalation processes has been carried out under Section 11 of the Children Act 1989 (as amended 2004), including attendance by St Andrews managers at a Section 11 Challenge and Development session held in January 2018. Compliance with these requirements has been assured to the NSCB**
- 7. The Head of Safeguarding at St Andrews continues as a full member of the NSCB. He has assured the Board that any concerns regarding safeguarding which may be identified within internal management oversight will be reported.**
- 8. The NSCB receives an annual report from the Local Authority's Designated Officer and will be alerted to any significant concerns about staff working at St Andrews. Multi-agency meetings were held including CQC inspector.**

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If you are unhappy with the response, you can ask the Council to review it. To do this please write to the address below:

Mr Simon Deacon
Reviewing Officer
Northamptonshire County Council
One Angel Square
Angel Street
Northampton
NN1 1ED

Email dataprotection@northamptonshire.gcsx.gov.uk

If our internal review does not resolve the issue to your complete satisfaction, you have the right to apply to the information Commissioner for a decision at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Or, if you have any complaints in respect of your information request please complete the on-line comments form that can be found at www.northamptonshire.gov.uk, along with a full set of guidance.

Yours sincerely

Freedom of Information/Data Protection Team
Business Intelligence and Project Management
E-Mail- freedomofinformation@northamptonshire.gcsx.gov.uk