



Kent and Medway
NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Sent via email

Dear [REDACTED]

Request for Information

I write further to your request FOI ID 47448 under the Freedom of Information Act 2000 regarding: -

Inpatient Facilities, Health and Safety Audits, Patient Safety & Staffing over the last 5 years

Your request is set out below:

I would like to request data on the following for each inpatient facility under your remit that provides mental health services (excluding learning disability and autism services).

Please provide the information in electronic format, as an excel spreadsheet or PDF document.

Facilities and services

- The address of the facility and types of services provided in those facilities, including age or gender specific wards.

**Please find this information already published at the following location - [KMPT | Our services](#)
[| Page 1](#)**

- Details of the outdoor spaces patients have access to, including the square footage and type of spaces

Patients have access to secure courtyards and garden areas of various sizes.

- Policies on patient activities, exercise, and access to outdoor spaces, including any restrictions on access

Please find attached a copy of the Inpatient Therapeutic Space

- The average spend on food per patient per day

£10.56

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

- The age of the oldest building in use for inpatient mental health services

Pre-1948 – Rivendell

- The average square footage of bedrooms

15m² plus en-suite bathroom

Health and Safety

- The latest health and safety audit of the facility

The requested information is not held centrally and is contained within the individual records and which cannot be extracted as a standalone piece of data.

In order to extract the requested information and collate the results would require a manual exercise and would exceed the appropriate time limits, as per the Freedom of Information Act 2000 section 12(1) which 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.

- Instances of RAAC found in the facility

0

- The number of incidences of leaks, including sewage, recorded each year, for the past five years

Year	Total
2020	21
2021	23
2022	16
2023	60
2024	481

The large increase in number of leaks in 2024 is attributed to the Trust improved reporting which includes more detail. This figure includes all leaks from a leaking tap to a blocked toilet.

- The number of incidences of rodent infestation, recorded each year, for the past five years

Year	Total
2020	23
2021	30
2022	38
2023	45
2024	62

- The number of instances the inpatient facility has been without hot water and/or heating, recorded each year, for the past five years

Year	Total
2020	2
2021	6
2022	7
2023	30
2024	300

The large increase in number of leaks in 2024 is attributed to the Trust improved reporting which includes more detail.

- The number of instances the inpatient facility has had to close for health or safety reasons, recorded each year, for the past five years

0

Hygiene and personal items

- A list of personal hygiene products and toiletries provided to patients

Sanitary towels, disposable pants, soaps, shower products, shaving equipment etc.

- A list of period products provided to patients

Sanitary towels

- The average spend on period products per month

£35 per ward per month plus charitable donations

- Any policies on access to period products and any restrictions to access

The Trust does not have a policy that relates to access to period products as this are always available on wards.

- A list of items patients are allowed to bring from home

Patients are permitted to bring any products they use onto the wards.

Patient Safety & Complaints

- The number of complaints by patients, carers or family members for each year over the past five years .

Year	No of complaints
2020	413
2021	493
2022	396
2023	558
2024	478

- The number of sexual safety incidents/breaches recorded each year in the past five years

Sexual Safety Incidents	
Year	Number
2020	128
2021	134
2022	137
2023	96
2024	93

- The number of incidents of restraint recorded each year, for the past five years

Recorded Restraints	
Year	Number
2020	1593
2021	1228
2022	1098
2023	939
2024	1008

- The number of patients who have absconded from each facility each year, for the past five years

Absconsions	
Year	Number
2020	248
2021	246
2022	304
2023	124
2024	103

Staff

- Staff-to-patient ratios for each year over the past five years

Staff to patient ratio is 6 staff (daytime) and 4 staff (night time) to 13-18 patients' dependant on the ward. Additional staffing is arranged for patients that require close observation.

- The percentage of staff hours provided by agency staff

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Act 2000 section 12(1) which 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.

- Number of vacancies by staff type for each year over the past five years

The Trust are unable to provide this type of data due to the daily changing numbers of vacancies the Trust would have at any one time.

- Number of staff employed to run ward activities for patients for the past five years

All staff are involved in the running of activities for patients, there are no staff employed specifically.

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department