



**Kent and Medway**

**NHS and Social Care Partnership Trust**

**Information Governance & Records Management Department**

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Dear [REDACTED]

### **Request for Information**

I write further to your request FOI ID 34858 under the Freedom of Information Act 2000 regarding: -

Laurel House

On the 12 December 2022 we emailed you to advise that service user figures are not recorded by location (i.e. Laurel House) only by care group. You confirmed you would like to have this information instead. Where possible, we have provided you with data for the Canterbury Community Mental Health team that is partly based at Laurel House. We have updated your original request accordingly with this data, with the exception of question 5 where we do record this information by location.

Your request is set out below:

1. How many individuals who were at the times of their deaths patients of Laurel House have died by suicide over the last 5 years?

**Fewer than 5\* - this covers our entire Canterbury Community Mental Health Team, which is partly based in Laurel House.**

2. How many individuals who have been discharged as patients of Laurel House have then been rereferred back to within a year?

**The figures below capture all re-referrals which occur in our Canterbury Community Mental Health Team, which is partly based at Laurel House. Re-referrals happen for a number of reasons including occasions when service users do not engage with us in the first instance, or where lack of information from the referrer is received in the original request.**

**We are unable to provide comparative data for 2022 as our Canterbury Community Mental Health team merged with our Ashford team.**

**We are proud to be smoke free**

Trust Chair – Dr Jackie Craissati  
Chief Executive – Helen Greatorex

Year	Number of Re Referrals
2017	1081
2018	1337
2019	1229
2020	1079
2021	968

3. How many individuals who were discharged from Laurel House have died by suicide within a year of their date of discharge?

**Fewer than 5\* - this covers our entire Canterbury Community Mental Health Team, which is partly based in Laurel House.**

4. How many incidents of attempted suicide (where the individual survived) have been recorded among Laurel House = in the last 5 years?

**We cannot provide this data for Laurel House or for our community teams as we would need to review individual care records. This would exceed the S12 limitation and is exempt under the Freedom of Information Act.**

5. How many complaints has Laurel House received from patients/former patients over the last 5 years? Please separate these into category of complaint and by year.

All Patient contacts Laurel House	Admissions, Discharge & Transfer arrangements	All aspects of clinical treatment	Appointments, delay/cancellation (outpatient)	Attitude of Staff	Communication/information to patients (written and oral)	Patients privacy and dignity	Personal records (including medical and/or complaints)
2018	*Fewer than 5	7	*Fewer than 5	*Fewer than 5	*Fewer than 5	*Fewer than 5	0
2019	5	*Fewer than 5	0	*Fewer than 5	*Fewer than 5	0	0
2020	0	*Fewer than 5	0	0	*Fewer than 5	0	*Fewer than 5
2021	*Fewer than 5	6	0	*Fewer than 5	5	0	0
2022	*Fewer than 5	8	*Fewer than 5	*Fewer than 5	0	0	0

6. What is your current average waiting time for a patient to a) have their first assessment with Laurel House and b) be offered treatment?

**The data below covers Ashford & Canterbury Community Mental Health Team, Ashford Community Mental Health Team and Canterbury & Coastal Community Mental Health Team which is partly based at Laurel House.**

Measure	KMPT target waiting days	Average calendar waiting days
Days from referral to assessment	28	10
Days from assessment to treatment	36	36

**\*Due to the low numbers involved in the response to your request I would like to confirm that we are unable to release the information in full in response to some of your questions. We are not obliged, under section 40 (2) FOIA to provide information that is personal information of another person if releasing would contravene any of the provisions of the Data Protection Act 2018. In this instance we believe that the figures are significantly low enough that identification of those involved could be made, and would therefore contravene the first Data Protection principle, therefore section 40 (2) is engaged. The terms of this exemption in the freedom of information act mean that we do not have to consider whether or not it would be in the public interest for you to have the information.**

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