



East London
NHS Foundation Trust
Information Governance
Robert Dolan House
9 Alie Street
London
E1 8DE

Email elft.foi@nhs.net
Website: <https://www.elft.nhs.uk>

27th November 2025

Our reference: FOI DA6301

I am responding to your request for information received 8 September 2025 and clarified on 3 November. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

FOI Team

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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'what matters' to everyone, achieve a better quality
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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: Under the Freedom of Information Act, I would like to request the following:

A copy of the rotas during the time that [REDACTED] was there

Answer: The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.

Section 40 for the FOI Act states:

(2) This exemption covers the personal data of third parties (anyone other than the requester) where complying with the request would breach any of the principles in the UK GDPR.

The information you have requested has the potential for certain individuals to be identified. The Trust is therefore unable to provide this information.

Please see Appendix 1 attached for partial copies of rotas with third party personal information redacted.

A list of all the staff and their job roles and duties

Answer: The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.

Section 40 for the FOI Act states:

(2) This exemption covers the personal data of third parties (anyone other than the requester) where complying with the request would breach any of the principles in the UK GDPR.

Some of the information you have requested has the potential for certain individuals to be identified through a list of the staff names and bandings. The Trust is therefore unable to provide this information.

For information regarding job titles for relevant staff [REDACTED] please see Appendix 2 attached.

A copy of your Whistleblowing Policy, Safeguarding Policy and any policies that cover Infection Control and Management of Medication along with your Terms and Conditions.

Clarification: With reference to 'Terms and Conditions' I would like to know about procedures for staff reporting any concerns regarding patients. These would include eating and toileting habits.

I would also like to know about any information around rules and regulations for visitors to the care centre as well as staff accountability towards visitors.

Under terms and conditions I'm also referring to the management of handover procedures from day staff to night staff and how information is relayed. Along with this I would like to know how often patients are checked and monitored during the course of a day.

Answer: Please see links below:

[Whistleblowing Policy:](#)



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<https://www.elft.nhs.uk/sites/default/files/2024-02/Freedom%20to%20Speak%20Up%20-%20Raising%20Concerns%20%26%20Whistleblowing%20Policy%208.1.pdf>

Safeguarding Policies:

https://www.elft.nhs.uk/sites/default/files/2023-12/adult_safeguarding_policy_9.0.docx

<https://www.elft.nhs.uk/intranet/documents/safeguarding-allegations-40>

<https://www.elft.nhs.uk/sites/default/files/2023-07/Prevent%20Policy%203.0.pdf>

Medicines Management Policy:

<https://www.elft.nhs.uk/intranet/teams-support-me/governance-and-risk-management/policy-management/trust-policies>

Infection Control Policies:

<https://www.elft.nhs.uk/intranet/documents/infection-prevention-and-control-policy-manual-130-0>

<https://www.elft.nhs.uk/intranet/documents/respiratory-infections-policy-60>

Refer to Medication Policies section for full list of policies:

<https://www.elft.nhs.uk/information-about-elft/trust-policies-procedures>

Terms and Conditions:

Any concerns regarding patient care, treatment or deviation to the care plan and agreed goal is escalated to the nurse in charge on duty. Any relevant medical concerns or deterioration is escalated to the medical doctor or the Advanced Nurse Practitioner (ANP) on duty.

1. Please see Appendix 3 - Continuing Care Leaflet. The ward operating policy states that the Service Provider will welcome visitors at any reasonable time. They may be entertained in communal areas or the Service User's own room and will be able to stay as long as the Service User wishes – this includes overnight visits for patients at the end of their life. Visitors may also dine with Service Users by special arrangement at their own cost, if required. Every Service User has the right to refuse to see a visitor. The Service Provider will support this decision as required.
2. Nursing Handover Procedure: Nursing handover takes place twice daily at 07:30hrs and 19:30hrs.
3. Patients are monitored according to their risk assessment and agreed care plan.
4. Low risk patient are seen for support with activities of daily living. Medication administration as per prescription and for daily monitoring of vital observations.
5. Medium Risk patient have additional observation according to needs, ranging from hourly to two-hourly observations.



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6. High risk patient are monitored every 15 minutes.
7. Very high risk patient are placed under 24 hours enhanced observations.

A copy of the log of hourly rounding check for [REDACTED]

A copy of [REDACTED] daily food diary

Answer: The Trust has reviewed these parts of your request for information under the Freedom of Information Act (FOI) 2000.

Section 40 for the FOI Act states:

(2) This exemption covers the personal data of third parties (anyone other than the requester) where complying with the request would breach any of the principles in the UK GDPR.

Under the Freedom of Information Act, in order to provide the information requested, it would be necessary to access patient records as the information is not held in a searchable format. There is no legal basis to access patient records for the purposes of responding to a Freedom of Information request. Such information would therefore be exempt under the Freedom of Information Act.

In order to request an individual's personal information, a Subject Access Request will need to be submitted and reviewed. [REDACTED]. To consider such a Subject Access Request for their information, you will need to provide proof of identity such as proof of being the patient's personal representative or a person who may have a claim arising out of the patient's death. A personal representative is the Executor or Administrator of a deceased person's estate. A personal representative has an unqualified right of access to a deceased person's record and need give no reason for applying for access. Other individuals have a right of access only where they can establish a claim arising from a patient's death. Only information directly related to the claim can be disclosed. Outside of this, if you do not have a statutory right of access under the Act, circumstances, proportionality and reasons may be taken into account on a case by case basis although please note this can be rejected. If you have such evidence or wish to make such a request, please contact elft.accesstorecords@nhs.net to request such information [REDACTED]

Alternatively, the Trust's Patient Advice and Liaison Service is well placed to discuss and resolve concerns regarding individual patients, so you may find it helpful to get in touch directly with the team at elft.pals@nhs.net.



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