

FOI_1356_2023-24 – FOI Request Concerning – Infrastructure Failures on Mental Health Wards

1. Please provide details of clinical service incidents caused by estates and infrastructure failure, affecting mental health services at your hospital trust. Please provide this information for all wards and buildings where mental health patients are treated, for the years 2020/21, 2021/22, 2022/23 and so far in 2023/24.

Clinical service incidents are defined as infrastructure failures that have interfered with clinical services in some way, or impacted patient care. These could be things like power outages, building defects, ligature points, water supply, pest control or sewage supply.

For each incident, please could you provide a summary covering:

- *The date of the incident and the site of the incident.*
- *The cause of the incident – eg. ceiling collapsing, power failure, pest control.*
- *The impact on services, such as delays to planned patient care, harm to patients, or the need to close beds.*
- *Please include the number of patients affected and the length of the impact.*

Financial Year	No. of clinical service incidents caused by estates & infrastructure failure (mental health wards)
2020/21	4
2021/22	3
2022/23	7
2023/24 (Sep-23)	7

Financial Year	Incident Date	Cause	Site	Impact	No. of Patients Impacted	Duration of Impact
20-21	11/8/20	Ward Temperatures	Orchards	No harm to patients or staff	0	Not known
	18/12/20	Ward Temperatures	Orchards	No harm to patients or staff	10	Not known
	12/02/21	Water Supply	The Limes	Not known	Not known	Not known
	12/02/21	Water Supply	The Limes	Not known	Not known	Not known
21-22	13/10/21	Malfunctioning doors	Orchards	No harm to patients or staff	Not known	Not known
	12/03/22	Blocked Toilet	Orchards	Closure of the 136 suite - no harm to patients or staff	0	Less than 24 hours
	24/03/22	Malfunctioning doors	Orchards	No harm to patients or staff	0	Not known
22-23	15/11/22	Flooding	Orchards	Closure of the 136 suite - no harm to patients or staff	0	Not known
	23/11/22	Malfunctioning doors	Orchards	No harm to patients or staff	0	Not known
	11/01/23	Blocked toilet	Orchards	Closure of the 136 suite - no harm to patients or staff	0	Not Known
	20/03/23	Malfunctioning doors	Orchards	Staff/patients having trouble entering/leaving the ward	0	22 days
	16/05/22	Malfunctioning Doors	The Limes	No harm to patient or staff	1	Not Known
	28/08/22	Damage to room caused by patient	Orchards	Patient relocated	1	Less than 24 hours
	09/06/22	Malfunctioning doors	Orchards	Patient relocated	1	Not Known
23-24	10/08/23	Blocked drain	The Limes	Water flooding to bedroom	1	Not Known
	01/08/23	Pest Control	Orchards	Flea Bites	1	Not Known
	22/08/23	Broken Blind	Orchards	Blind spot	1	Ongoing – contractors attending 13/10
	02/09/23	Broken Door Frame	Orchards	No harm to patients or staff however room out of action	0	Ongoing – awaiting contractors
	02/09/23	Broken washing machine	Orchards	Patient's clothes lost	20	Not Known
	26/09/23	Malfunctioning doors	Orchards	Patient could not be placed in a disabled room	1	Ongoing – awaiting contractors
	15/09/23	Malfunctioning doors	Orchards	Patient could not be placed in a disabled room	1	Ongoing – awaiting contractors