

FOI Request Response information

FOI request reference:	2016/152
Date request received:	14/06/2016
Date request responded to:	18/07/2016
Category:	Complaints
Tags:	Noise

Request Detail:

I would like to know:

How many noise-related complaints the organisation has received in the past three years. For each year, I would like to know:

The department/ward the noise-related complaint refers to

Who made the complaint (patient/relative/staff member etc)

The nature of the complaint – i.e. if it is noise from staff, noise from another patient, equipment, building work etc

I would also to know if your organisation has a noise policy or any noise-reduction measures in place – for example soft-closing doors, not transferring patients at night, 'sleep kits' for patients and so on.

Response Detail:

The Trust response to your recent FOI request can be found in the attached excel document.

With regards to the policy please note:

Lancashire Care NHS Foundation Trust does not have a specific 'noise policy'. Our environments differ greatly and people using our services are encouraged to share feedback about their ideas for improvements and these are followed up locally. E.g. *"please don't play the radio so loud - listening to pop music and adverts is not conducive to being in the right frame of mind for counselling"*

Please click on the paperclip symbol, on the left hand toolbar, to see additional attachments.