

Dear Sir/Madam

Thank you for your Freedom of Information request concerning Complaints regarding hospital food.

1) In the **2013 calendar year** please provide me with redacted copies of any complaints logged from patients, or their relatives or friends, or **hospital** staff where either the primary concern, or a secondary concern related to the provision and/or quality of the patient food.

In asking for redacted complaints I do so to not breach S.40 of the Freedom of Information Act, but include the name of the **hospital** involved.

If the original correspondence has been destroyed then please provide me with a detailed (two sentence) summary explaining the specific nature of the complaint, including the name of the **hospital**.

The Trust can provide the following information:

Please see details below

If you have any queries about this response please contact the information governance manager at foi@homerton.nhs.uk , in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email www.informationcommissioner.gov.uk to take them further.

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Yours sincerely

James Cook
Information Governance Administrator

James Woollam
Interim -Information Governance Manager

Incorporating hospital and community health services, teaching and research

Received	Specialty (primary)	Subjects (Subjects)	Description	Outcome
Feb-13	Catering / Domestic	Catering	<p>Brief Summary: Pnt was burned by a cup of tea.</p> <p>Pnt bought a cup of tea and the lid was not closed properly. When she picked up the cup, the hot tea splashed on both her hands. Pnt's son said that the member of staff who served her refused to help her. Pnt's sister-in-law asked for her help and she responded "I can't it's busy, it's lunch time." She had also refused to accompany them to A&E to explain how the burn was caused.</p> <p>Pnt's son added that an incident report had not been completed.</p>	<p>PALS logged incident (ref: XXXX. Enquiry referred to XXXX Catering Manager on XXXX. XXContract Manager SM copied into email. Follow up email sent to SM on XXXXX. SM responded to incident report as follows: "Incident investigated with 2 team members on duty at the time, customer purchased tea and went to table to sit down. Lid was removed by customer in order to add sugar and replaced incorrectly. Customer attempted to drink tea and spilt. Doctor was present and advised customer to run under cold water. Team gave customer and her companion directions to A&E as it was during service."</p>
Sep-13	Elderly Care / Medicine	Catering	<p>The Pt is elderly and has not got any teeth, therefore is unable to eat solid food. The Enq (the Pt's husband and also the Pt's carer) purees the Pt's food and then mixes it with gravy and helps her eat - as she also has some problems with her sight.</p> <p>The Enq has told PALS that he has verbally spoken with the ward but just wanted PALS to re-enforce his request that the Pt be given Pureed food. The Pt is most insistent that he does not want anybody to get into ant trouble and has asked me to re-enforce this.</p>	<p>PALS has e-mailed L*** C*** and N*** W*** - awaiting response. Enq has spoken with the ward and the Pt has been given pureed food.</p>
Oct-13	Catering / Domestic	Catering	<p>Pnt is happy with the care she received. She wanted to raise the issue that there is no food offered between 6:30pm and 9:00am the following morning. She feels that this is long time to go without something to eat. She added that although she is fortunate to have a few little snacks brought to her by visitors, not all pnts have this opportunity.</p>	<p>Enquiry referred to Medirect Contract Manager XXXX and XXXWard Manager . ECU XXX Nurse XXXXX, XXXXPatient Experience XXXX and XXXXTherapy Services XXXXX copied into email. XXXX responded as follows: "The patients have access to food or meals 24 hours a day. We offer sandwiches, fruit, juice, and other snacks but no hot meals if the cafeteria is closed. I have spoken to ***** and had advised her on how she would request a snackbox from the staff members. She was very happy after our conversation and was very thankful for the care she had been provided in Elderly Care Unit. We will also make sure that the night staff offers hot drinks at night as we recognise that there is quite a gap between supper and the morning tea." PALS suggested to XXXX to clarify the availability of the snack boxes in the welcome pack.</p>

Sep-13

Nov-13

Son of 73 yr old frail pt was concerned that pt had difficulty holding utensils but hot food was placed in front of her without providing anyone to help with feeding.

investigation showed that no excuse for this as there was a sign above pt's bed advising she needed supervision at mealtimes. It was raised as an incident but it was felt after discussion that no further action needed. Ward sister met with complainant (family member) to apologise

Summary: staff told pt there were no vegetarian options available for her as a post-op patient.

investigation suggested staff not fully aware of food options so case discussed at staff meetings