

FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST Ref:

Further to your request for information dated [12th February 2025], I can confirm that the Royal Cornwall Hospitals NHS Trust holds information that falls within the description specified in your request. However, we estimate that the costs of complying with your request would exceed the cost limit. The cost limit is specified in regulations and for the Royal Cornwall Hospitals NHS Trust this is set at £450. The cost limit represents the estimated cost of one person spending 18 working hours in determining whether the Royal Cornwall Hospitals NHS Trust hold the information, locating, retrieving, and extracting the information. Consequently, the Trust is not obliged under Section 12 of the Freedom of Information Act 2000 to respond to your request, and we will not be processing your request further. **The information you have requested is not held centrally and would therefore require each department to locate the records of each patient within the timeframe, in order to discover whether they had a personal assistant or paid carer with them during their stay.**

There is no way to narrow the scope of the manual search that would be required to determine what is being asked. I have therefore estimated that it would exceed the appropriate limit to proceed with your request.

I apologise that we are unable to fully assist you in this instance.

If you wish to discuss any of the above, please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Information Governance Manager, Kedhlow Building, Royal Cornwall Hospital, Truro, Cornwall, TR1 3LJ or e-mail rch-tr.FOI@nhs.net

If you are not content with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Royal Cornwall Hospital.

The Information Commissioner can be contacted at:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113 or 01625 54 57 45

www.ico.org.uk

Yours sincerely,
Evie Croft
Information Governance