

Please contact: Access to Information  
Team  
Email: [MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net)  
Direct tel: 01782 916875

19 April 2024

**Re: Your request for information under the Freedom of Information Act 2000**  
**Ref no: FOI-3977-LSC**

Thank you for your request dated 28 March 2024.

We can confirm that the ICB does hold the Information requested.

Please find our response to your questions below:

Q1	<p>Your Question:</p> <p>Thanks for your response ref FOI-3699-LSC dated 3 January 2024.</p> <p>Regarding the response to Q2, please will you clarify the following:</p> <p>Using several examples please describe the meaning of "exceptional circumstances".</p> <p>Our Response:</p> <p><b>Exceptional circumstances include but not limited to norovirus outbreak in care home, care home being closed to visits due to infectious outbreak.</b></p>
Q2	<p>Your Question:</p> <p>Since CHC Nurse Assessors must be independent and not staff, please confirm that LSC express to all Nurse Assessors that face to face visits must be completed unless exceptional circumstances.</p> <p>Our Response:</p> <p><b>Yes, this is explained to all assessors</b></p>
Q3	<p>Your Question:</p> <p>Is it LSC policy and practice to notify the patient and/or their representatives when an exceptional circumstance has arisen and, whilst giving them sufficient notice, fully explain how this will change the assessment process and/or timescale?</p>

a) Our Response:

**Yes this is an expectation that family and patient are informed of an exceptional circumstance and the meaning on the process/timescales**

### **Right of Appeal**

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within 40 working days from the date this response was issued.

### **To request an internal review**

You can request this by contacting the FOI team by email at [MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net) or by post to Leyland House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you require a review.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the CCGs FOI complaints procedure. The ICO can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

**Professor Sarah O'Brien - Chief Nursing Officer**

**On behalf of Kevin Lavery  
ICB Chief Executive**