

Freedom of Information Act Request

I am writing to request information under the Freedom of Information Act 2000.

This request seeks information on practical service improvements in night-time inpatient care implemented during 2024/25, to support shared learning and benchmarking across NHS Trusts. The focus is on sleep, noise, and night-time disruption aligned with issues highlighted in the Care Quality Commission Adult Inpatient Survey.

Please answer for adult inpatient services

Night-time care and sleep

1. Night-time improvement initiatives

Please describe any Trust-wide or ward-level initiatives in place during 2024/2025 aimed at improving patients' experience at night (e.g. reducing noise, improving sleep, reducing night-time disruption).

The Trust did not run any focused improvement initiatives during the period 2024/2025. However, as an organisation we continue to promote the principles of protected sleep time. Examples of this include the dimming of ward lights by 11pm, soft close bin lids, provision of ear plugs and eye masks where requested. As far as is practicably possible, patient movement around the hospital is kept to a minimum, although the nature of an acute hospital means that some unavoidable noise and activity will remain.

2. Policies or protocols

Does the Trust have any formal policy, protocol or guidance relating to:

- o noise reduction at night, - **No Specific Trust Policy in place**
- o minimising non-urgent interventions overnight- **No Specific Trust Policy in Place**
- o minimising non-urgent ward moves during night hours? **Within the Trust Transfer Policy, reference is made to the movement of patients with cognitive impairment. "Moving and transferring patients with cognitive impairment is highly likely to increase confusion; therefore, the move must be a last resort. Should it be necessary for a patient with cognitive impairment be transferred to another ward it is strongly advised to do so before 22:00 and with a family member present to aid with communication, familiarity and comfort"**.

Reducing patient movement is also reflected in the Clinical Site Management Team Operational Policy: *"Interward transfers out of hours should be avoided unless exceptional circumstances arise. If a transfer does take place out of hours it is important to ensure that the appropriate processes are still followed, refer to Transfer of Patients and their Records Policy (PAT/PA 24). It is essential that the number of ward moves is kept to a minimum, with no more than one ward move after reaching specialty ward, unless clinical need dictates transfer"*.

If yes, please provide the title(s) and date(s).

Transfer of Patients and their Records: PAT/PA 24 v.6

Clinical Site Management Team Operational Policy: PAT/PA 33 v.4

3. Ward moves at night

During 2024/25, did the Trust take any specific actions to reduce non-urgent patient transfers or bed moves overnight (for example after 11pm)?

If yes, please describe the actions taken. The Trust recognises the need to reduce movement at night.
Whilst the Trust has not implemented any specific actions or initiatives in respect of this the Trust has a process in place for the monitoring and reporting of patient movement at night.

4. Staff training and awareness

Has the Trust delivered any training, briefings or awareness campaigns during 2024/25 relating to night-time care, sleep, noise reduction?

If yes, please describe. **No specific staff training or awareness campaigns have been delivered during the specified time period.**

5. Measuring impact

Please indicate which of the following are used to assess night-time care experience:

- o National Inpatient Survey sleep/noise questions: **Yes**
- o real-time patient feedback: **Yes, wards will address patient concerns at the time if raised by patients, families or carers.**
- o complaints or PALS themes: **Yes, themes relating to noise, patient movement identified through formal/informal PALS contact will be flagged through the Trust patient experience reporting processes.**
- o local audits or ward observations – In 2025, night time walk rounds were conducted by the senior nursing team on all three hospital sites and as part of the walk round the following was considered:
Is the level of lighting appropriate for the time of the visit?
Are noise levels within acceptable levels at the time of the visit?

If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to d.wraith@nhs.net.

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
Website: <https://ico.org.uk/make-a-complaint/>

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