

FOI 3217

5th August 2025

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Reference Woodlawn House and Hillview Short Breaks

Can you forward me information relating to:

- **Policy on eligibility, admissions, care planning, safeguarding and complaints procedure.**
- **Can you provide the occupancy rate of both units from January 2025 until 30 June 2025.**
- **Can you provide a breakdown of staffing levels on a weekly basis since 1st January 2025 until 30th June 2025.**
- **How far in advance is staff leave for both units approved on an annual basis and does it take into account approved respite provision for service users.**
- **Policy on eligibility, admissions, care planning, safeguarding and complaints procedure.**

Response:

Please find attached Woodlawn House Statement of Purpose (Attachment 1)

Safeguarding Procedure

Response:

Please find attached Regional Adult Safeguarding Policy and Procedures (Attachments 2 & 3)

Complaints Procedure

Response:

Please find attached the Trust Policy and Procedure for the Management of Service User Feedback (Attachment 4)

Can you provide the occupancy rate of both units from January 2025 until 30 June 2025.

Response:

Occupancy Rates for Woodlawn House:

Month	Admissions	Nights Used
January 2025	44	205
February 2025	27	135
March 2025	28	110
April 2025	12	43
May 2025	29	91
June 2025	28	145

Can you provide a breakdown of staffing levels on a weekly basis since 1st January 2025 until 30th June 2025.

Response:

Please find attached spreadsheet: Staffing Woodlawn January – June 2025 (Attachment 5)

How far in advance is staff leave for both units approved on an annual basis and does it take into account approved respite provision for service users.

Response:

Staff are awarded their annual leave entitlement on 1st April each year. This leave is dependent on length of service and can be 27, 29 or 33 days per financial year. Staff are also able to carry over leave from the previous year up to five days in accordance with Trust policy.

Prior to April 2025; annual leave was planned in advance over the course of a twelve-month period. Staffing levels are closely monitored throughout the year to encourage staff to take appropriate amount of annual leave days each quarter. This is to ensure continuation of service delivery and promote staff wellbeing.

The future planning and agreement of annual leave has been challenging during the critical staffing levels. At present annual leave is being closely monitored, with minimal short notice annual leave being approved.

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