



Patient and Client Council
5th Floor, 14-16 Great Victoria Street
Belfast
BT2 7BA

10th October 2024

By Email

████████████████████

Ref: FOI 2303

Dear ██████████ -

I am writing to you in response to your Freedom of Information request received by the Patient and Client Council (PCC) on 16th September 2024 in which you requested information relating to Owen Mor Care Home.

Please find the response below:

For each year since 2014, how many times has the PCC received reports of concern regarding Owen Mor Care Home in Derry..

3 in total:
1-2019
1- 2023
1-2024

Please detail the nature of these reports of concern.

I should advise you that this is not within PCC's remit.

How many times have formal complaints been raised regarding Owen Mor Care Home to a regulatory or statutory body

Once again, I should advise you that this is not within PCC's remit.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should

do this as soon as possible or in any case within two months of the date of issue of this letter, as the PCC, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

In the event that you require a review to be undertaken, you can do so by writing to The Business Services Organisation (BSO), which provides an Information Governance service on our behalf:

Post: Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

Email: foi.bso@hscni.net

If, following an internal review, carried out by an independent decision-making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint to the Information Commissioner's Office and ask that they investigate whether the PCC has complied with the terms of the Freedom of Information Act

You can contact Information Commissioner at:

The Information Commissioner's Office – Northern Ireland
10th Floor
Causeway Tower
9 James Street South
Belfast
BT2 8DN

Telephone: 0303 123 1114

Email: ni@ico.org.uk

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,



Fionnuala Murphy
Business and Governance Manager