

25/02/2022

Dear Requester,

**FOI 1176**

Thank you for your Freedom of Information request which was received within the Trust.  
Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

Please provide details of clinical service incidents caused by estates and infrastructure failure at your hospital trust for the years 2019/20, 2020/21 and so far in 2021/22.

Clinical service incidents are defined as infrastructure failures that have interfered with clinical services in some way. These could be things like power outages, building defects, water supply, oxygen shortages, food delivery, pest control or sewage supply.

For each incident, please could you provide a summary covering:

- a. The date of the incident and the site of the incident.
- b. The cause of the incident – e.g. water shortage, power failure, pest control.
- c. The cost and impact on services, such as delays or cancellations to planned patient care. Including where possible the number of patients affected and the length of the impact.

**Please find hereunder our response and note that we do not record the information relating to part C**

Incident Date	Site	Area Affected	Incident Cause
22/07/2019	Bedford	Main Ward Block	POD Transportation System failure
24/07/2019	Bedford	Theatres 9 & 10	Plant Fault - Theatre 9 too hot/High outside air temperature - Theatre 10 too hot
27/02/2020	Bedford	Other	POD Transportation System failure (?)
18/08/2020	Bedford	Beeden House	Failed Lifts (2 of 2)
14/12/2020	Bedford	Cygnets Wing Entrance	Failed Lifts (2 of 2)
16/01/2021	Bedford	Clinic - Gynaecology	Faulty Nurse Call System
31/03/2021	Bedford	Delivery Suite - Emergency Room 1 too hot	High outside air temperature

14/04/2021	Bedford	Accident & Emergency Department - A&E Isolation room	Power Loss
22/04/2021	Bedford	Ward - Elizabeth	POD Transportation System failure
18/06/2021	Bedford	Ward - Orchard Gynae	Faulty Nurse Call System
28/06/2021	Bedford	Endoscopy (five treatment rooms) and Theatres 3&4	Power Loss
09/07/2021	Bedford	Endoscopy - Treatment Room 4 lighting	Faulty Dimmer Switch
22/07/2021	Bedford	Endoscopy	Blocked Foul Water Drain
10/08/2021	Bedford	Ward - Orchard Gynae	Faulty Nurse Call System
22/11/2021	Bedford	Ward - Meadowbank	Low Temperature on Ward
09/05/2019	L & D	EAU , Theatres E&F , SCBU, ITU , ward 18 and Cath Lab , CT scanning and MRI	Power Loss
25/02/2020	L & D	Ward 12 Main entrance doors and Clinical room	Automatic doors stop working caused by generator test
03/08/2020	L & D	Histology Lab	Room temperature was high and cooling fan stopped working
13/08/2020	L & D	ward 26 and PAU	Heat wave
18/09/2020	L & D	Lift	Lift stopped working
30/09/2020	L & D	Ward 4	Oxygen leak due to a drilling through the wall and oxygen pipe.
04/12/2020	L & D	EAU/ward 18	Fire escape now blocked due to Clinical and domestic waste not removed
13/12/2020	L & D	wards 31,32,33,34	No hot water
12/01/2021	L & D	Theatre	ventillation stopped mid-procedure
21/01/2021	L & D	Laboratory	Doors are partially blocked by waste build up.
26/01/2021	L & D	Pathology	Water tanks had run dry due to generator test
07/02/2021	L & D	Ward 24	radiators not feeling warm in cubicles
22/02/2021	L & D	Medical Block	Only one lift on Medical block working
13/07/2021	L & D	Ward 4 stairwell	Power Loss
27/07/2021	L & D	Ward 6- Critical Care	Power loss due to generator test

08/08/2021	L & D	Lift	Lift stopped working
27/08/2021	L & D	ward 4	broken fire door.
25/09/2021	L & D	A & E	resus doors not working properly
17/10/2021	L & D	A & E	clinical waste bin to be unlocked and overflowing
25/11/2021	L & D	Maternity	Room too cold
29/11/2021	L & D	Nova house	Temperature too low
23/12/2021	L & D	Ward 12- Diabetes	no over head door closure fitted to door that is left open
12/01/2022	L & D	Clinic- Respiratory	Room tempearture too hot
25/01/2022	L & D	Ward 6- Critical Care	Following scheduled generator test, no power to sockets

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: [dataprotectionofficer@ldh.nhs.uk](mailto:dataprotectionofficer@ldh.nhs.uk). This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF [www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust