

Eich cyf/Your ref
Ein cyf/Our ref ATISN 11386

Dyddiad / Date: 28/07/2017

Dear ,

ATISN 11386

Thank you for your request which we received on 5 July 2017.

You asked for the following information in respect of Mental Health Care UK Ltd and all of its subsidiaries:

- i. The number of service user deaths reported by Mental Health Care UK Ltd.
- ii. All complaints received from January 2016 to the current date.

I understand that you also made the same request to Healthcare Inspectorate Wales (HIW). As CSSIW and HIW are part of the Welsh Government we are providing you with one response to your request that covers both Inspectorates.

The information that you have requested in respect of Mental Health Care UK Ltd is as follows:

- i. There was 1 service user death reported to CSSIW between January 2016 to the current date. There were no service user deaths reported to HIW between January 2016 to the current date.
- ii. A total of 19 complaints were received by CSSIW from January 2016 to the current date. A total of 12 complaints were received by HIW from January 2016 to the current date.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an

AGGCC
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Llywodraeth Cymru
Adeiladau'r Llywodraeth
Parc Busnes Rhydycar
Merthyr Tudful CF48 1UZ
www.aggcc.org.uk

☎ 0300 7900 126
✉ cssiw@gov.wales

CSSIW
National Office
Welsh Government
Government Buildings
Rhydycar Business Park
Merthyr Tydfil CF48 1UZ
www.cssiw.org.uk

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: FreedomOfInformationOfficer@wales.gsi.gov.uk

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely