

Date 17 September 2026
Your Ref
Our Ref 11843R

Enquiries to Richard Mutch
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Dear

FREEDOM OF INFORMATION REVIEW - CORRIDOR CARE

I write in response to your request for review of NHS Lothian's response to your Freedom of Information request about corridor care St John's Hospital. Having discussed your request and our response of 7 August 2026, I can respond as follows:

Original Request and Response:

Question:

1. Confirmation of whether or not any instances of 'corridor care' in the hospital has been brought to the attention of health board leaders in the last 6 months (January 2026 until today).
2. The number of instances of 'corridor care' in the hospital that have been brought to the attention of health board leaders in 2026.
3. The number of those instances of 'corridor care' in the hospital that has gone on to be investigated by the health board in 2026.
4. A copy of any correspondence between people in health board leadership roles regarding corridor care, corridor care instances or corridor care related plans at the St John's Hospital Livingston (timeframe November 2025 until June 2026)

Clarifications:

By 'corridor care' I mean care taking place in an unsuitable setting, that is deemed as unsafe and unacceptable as it poses a danger to patient safety and wellbeing.

Answer:

Corridor Care is something that is not practiced within St John's Hospital, so we are unable to provide you with the information requested.

I am advised that any information to further answer your request is not held in a centrally extractable format. Under the Freedom of Information Act NHS Lothian is not required to create new records to enable it to respond to your enquiry. There may be information – which would be in individual patient health records where care has been provided outwith a ward.

This information is not collated or held in aggregate form and it would be necessary to review all case files relating to patients over the period you have requested to assemble the information you seek. Even if NHS Lothian did this – and there would be significant cost implications in doing so – it would be unable to respond in full to your request. The information requested is therefore exempt under section 12.1 – Cost.

Review Request:

- You claim you cannot provide me with information because corridor care is not practised at St Johns Hospital.

I did not ask if it is practised, I asked if it has occurred and that's a very different thing.

No hospital wants it to happen and no hospital would claim it's practised but I believe across the country many doctors and nurses have acknowledged that due to sheer necessity patients have at some points been cared for in unconventional and sometimes inappropriate settings.

I find it hard to believe that have never been any concerns raised about a single instance of this happening.

I would like to request that you look again and check in each leader of staff's inbox to make sure that corridor care of any kind hasn't been raised.

Review Response:

I can confirm that there have been no instances of 'corridor care' at St John's Hospital in the timeframe provided when matched against the definition supplied of *"By 'corridor care' I mean care taking place in an unsuitable setting, that is deemed as unsafe and unacceptable as it poses a danger to patient safety and wellbeing."*

Whilst there can often be times when the hospital is pressured, particularly the Emergency Department, teams work to dynamically use the clinical space available within the department. We conduct 2-hourly safety-pauses with the Emergency Department Physician in Charge (EPiC), Nurse in Charge (NiC), Site & Capacity coordinator and duty manager, to constantly assess pressure and enact escalations where required.

If you are not satisfied with this response you still have the right to make a formal complaint to the Scottish Information Commissioner who you can contact at the address below or using the Scottish Information Commissioner's Office online appeals service at <https://www.foi.scot/appeal>. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

Scottish Information Commissioner
Kinburn Castle

Doubledykes Road
St Andrews, Fife
KY16 9DS
Telephone: 01334 464610
Fax: 01334 464611
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Yours sincerely

**Freedom of Information Reviewer/
NHS Lothian**
cc: Executive Nurse Director