

ADULT SOCIAL CARE COMPLAINTS IN ADULTS, WELLBEING & HEALTH

Quarter One – 1 April 2009 – 30 June 2009

APPENDIX B

No.	Service Area	Acknowledged Within 3 Working Days	Complaints Resolution Plan (CRP)	Complaint Detail	Outcome	Concluded within CRP timescale
1.	Learning Dis.	Yes	Yes	Delay in arranging day time activities as per Care Plan	Upheld. Apologies given. Arrangements accelerated and placements organised. Issues dealt with in supervision with SW.	Yes
2.	Older People	Yes	Yes	Received an invoice for domiciliary care services where consistent concerns had been raised about the quality of the service and which had triggered a safeguarding referral.	Upheld. Apologies given. Invoice charges waived and Direct Payments information provided	Yes
3.	Older People	Yes	Yes	Became subject of safeguarding enquiry following allegations from relative. Not advised that enquiries had not substantiated the allegations and continued to believe she was under police suspicion. Consulted a solicitor to obtain information	Upheld. Apologies given. Although the SW stated that she had advised the complainant of the outcome, this could not be evidenced in the case notes.	Yes
4.	Older People	Yes	Yes	Following discharge from hospital client admitted to an ICT facility but subsequently charged for the four week stay, contrary to what family had been told.	Upheld. Investigator found that client had received Intermediate Care services for rehabilitation. Invoice withdrawn and care reclassified as Intermediate Care. Apologies given.	Yes
5.	MHSOP	Yes	No (dealt with at point of receipt)	Family were advised by Doctor that mother should be in permanent care. SW professionals considered it possible to maintain in community with care package. Family disagreed	Re-assessment conducted. Although professional staff still believed that the client could be supported in her home setting with care package with family support, this was not possible. Current residential placement likely to become permanent and family satisfied with outcome.	Resolved within 2 working days

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6.	Physical Dis.	Yes	No	Complained about respite care charges from 2006/7 and provision of support services	Not progressed. Complaint had been heard previously at Stage Two and was therefore declined.	N/A
7.	Older People	Yes	Yes	Father admitted to respite care facility post hospital discharge. Family led to understand that the first 6 weeks would be free	Upheld. Apologies given and the invoice for the first six weeks of respite care was waived. Notes not recorded on the case. SW reminded of duty to record such discussions and of the need to give accurate information about Respite/Intermediate Care.	Yes
8.	Older People	Yes	Yes	Mother discharged from hospital without family being notified and the care package not in place resulting in an emergency admission to respite care which resulted in charging.	Upheld. The discharge from hospital was unplanned. The SWA had notified the ward that care package was not in place. Invoice withdrawn and negotiations taking place with the PCT for payment of the invoice based on the way the discharge was managed.	Yes
9.	MHSOP	Yes	No	SW refusing to acknowledge that complainant is next-of-kin of client and has his consent to act on his behalf and manage his finances.	Complainant notified that the complaint declined and the reasons why. Arose after safeguarding referral relating to capacity, safeguarding investigation continues and an advocate appointed to represent the interests of the client.	N/A
10.	Physical Dis.	No (7 wd)	No as linked to a corporate complaint	Received letter about the alleged unacceptable behaviour of her advocate towards a SW.	Upheld. Apologies given. Letter and associated documentation withdrawn and destroyed.	Ongoing – complainant has now requested a further meeting

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11.	OP	Yes	Complainant declined to participate in agreeing a plan	SW did not know of the death of her husband when she phoned the day after.	Investigation ongoing	Ongoing
12.	OP	Yes	Yes	Upset by the attitude and behaviour of a former care worker when attending a day care facility.	Upheld. The Care Worker, from an independent agency, has been told not to enter certain parts of the Day Centre to avoid contact with the complainant. Care Agency advised.	Yes
13.	Finance	Yes	Yes	Sent invoice for Community Floating Support which is free through Supporting People.	Apologies and explanation given. This was part of a batch of letters sent out in error to a small number of clients	Yes
14.	Finance	Yes	Yes	Sent invoice for Community Floating Support which is free through Supporting People.	Apologies and explanation given. This was part of a batch of letters sent out in error to a small number of clients	Yes
15.	Finance	Yes	Yes	Sent invoice for Community Floating Support which is free through Supporting People.	Apologies and explanation given. This was part of a batch of letters sent out in error to a small number of clients	Yes
16.	Finance	Yes	Yes	Sent invoice for Community Floating Support which is free through Supporting People.	Apologies and explanation given. This was part of a batch of letters sent out in error to a small number of clients	Yes
17.	CDC&S	Yes	Yes	Felt support hours were inadequate in supported living as needs had increased.	Not upheld but a re-assessment of need is being conducted and a review of the working patterns and hours of support staff are being reviewed. Complainant satisfied that reviews are being conducted.	Yes