



Meeting of East Renfrewshire Health and Social Care Partnership	Integration Joint Board
Held on	5 October 2016
Agenda Item	9
Title	HSCP Complaints October 2015 – March 2016
<p>Summary</p> <p>A report providing information and analysis on complaints received by HSCP and enquiries made by MPs/MSPs/Councillors.</p>	
Presented by	Julie Murray, Chief Officer
<p>Action Required</p> <p>Members are asked to note the content of the report.</p>	

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EAST RENFREWSHIRE HEALTH AND SOCIAL CARE PARTNERSHIP

INTEGRATION JOINT BOARD

5 OCTOBER 2016

Report by Julie Murray, Chief Officer

HSCP COMPLAINTS OCTOBER – MARCH 2016

PURPOSE OF THE REPORT

1. To inform the Integration Joint Board of HSCP complaints, MSP/MP/Councillor enquires suggestions and comments during the last 6 months of 2015/16.

RECOMMENDATIONS

2. It is recommended that the Clinical and Care Governance Committee note the contents of the complaints report.

BACKGROUND

3. The Patient Rights (Scotland) Act 2011 supports the Scottish Government's vision for a high quality, person-centred NHS. The Act gives patients a legal right to give feedback on their experience of healthcare and treatment and to provide comments, or raise concerns or complaints.
4. The 1968 Social Work (Scotland) Act places duties on Local Authorities with regard to Social Work complaint procedures. The act is supported through guidance and directions which can be found in SWSG5/1996 circular.
5. Complaints can be made by patients, clients and customers or their nominated representatives using a range of methods including an online form, face to face, in writing and by telephone.

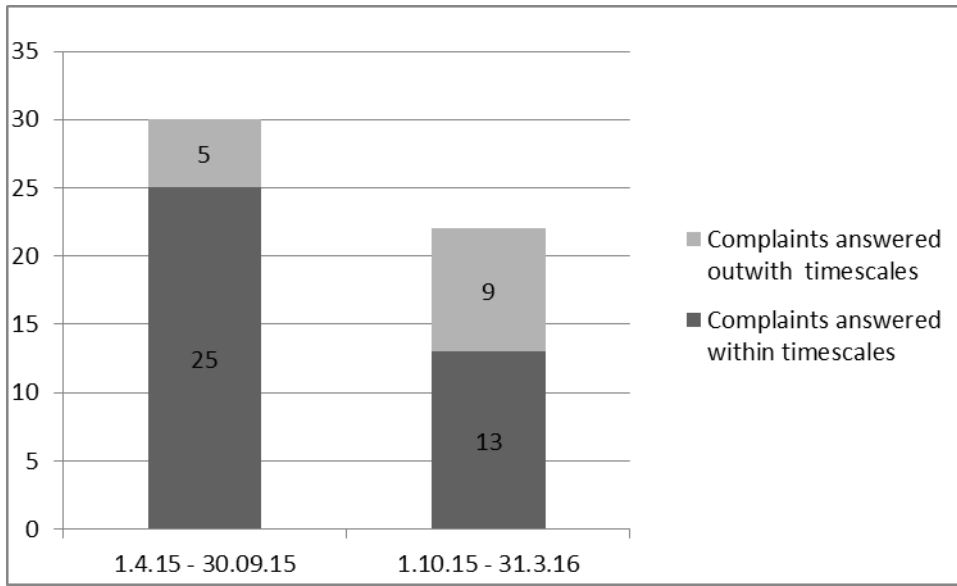
REPORT

6. During the period 01.10.2015 - 31.03.2016, East Renfrewshire Health and Social Care Partnership received 22 complaints. Details of complaints received are noted in appendix 1.

Analysis of complaint data

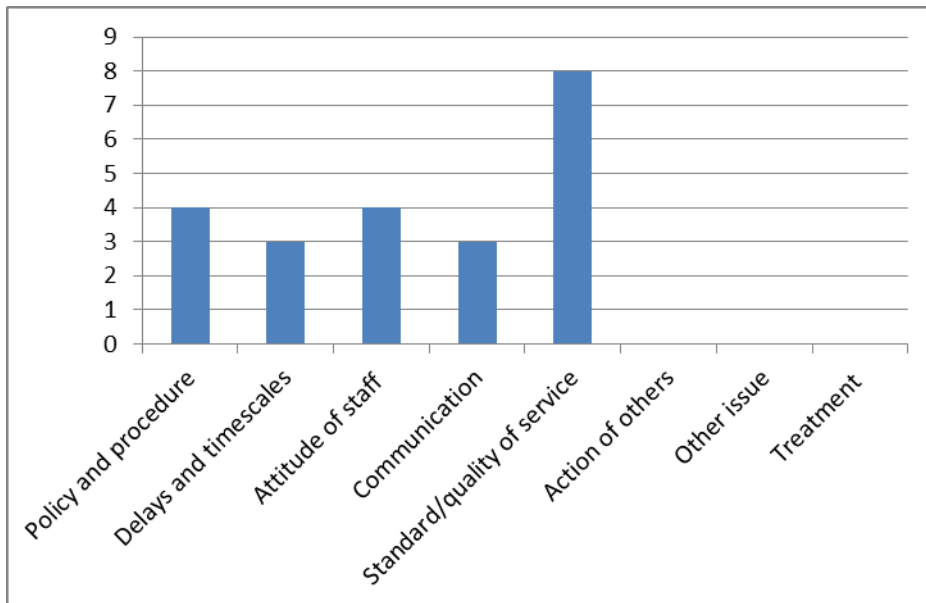
7. Complaints should normally be responded to within 20 working days. It is however recognised that some complaints may be more complex or require information from other organisations. In these circumstances, more time can be taken to respond. However, there is a requirement that the complainant be notified and given an indication of when a response is likely to be issued. Table 1 shows that during the period 01.10.2015 - 31.03.2015, 59% (13) of complaints were responded within time-scale. For comparison, the same period last year 2014/15 is also noted.

Table 1: Response within time-scales



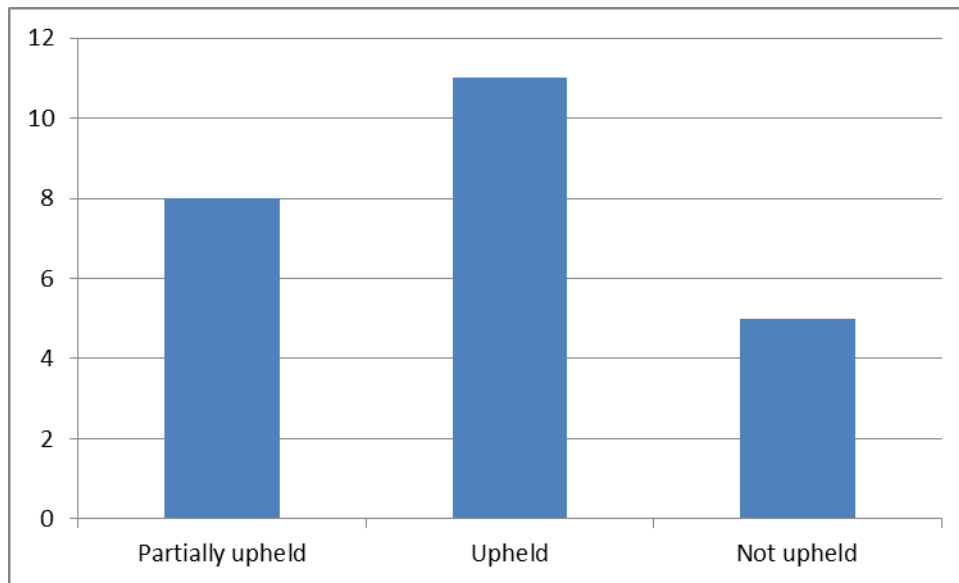
8. All complaints received are categorised to assist with analysis of data and identifying trends. Table 2 shows the categorisation of complaints received within the reporting period.

Table 2 Complaint categories



9. Further analysis shows that of the 22 complaints received 11 were upheld, 5 were not upheld, 8 were partially upheld. As shown on Table 3.

Table 3: Complaint conclusion



MP/MSP/Councillor Enquiries

10. Local MP/MSP/Councillors contact the HSCP on behalf of their constituents in connection with a wide range of issues including access to service, complaints about service and staff, requests for more information or because they disagree with a policy and how it has been applied. From 1st October 2015 to 31st March 2016 the HSCP received 14 such contacts. Issues raised are noted in appendix 2.

Suggestions, comments and compliments

11. From 01.10.2015 to 31.03.2016 one suggestion was received by East Renfrewshire HSCP in connection with Interpretation Services and one compliment regarding support provide via RES was logged.

RECOMMENDATIONS

17. It is recommended that the Clinical and Care Governance Committee note the contents of the complaints report.

REPORT AUTHOR AND PERSON TO CONTACT

Chief Officer, HSCP: Julie Murray

Stuart McMinigal, Business Support Manager
stuart.mcmignigal@eastrenfrewshire.gov.uk
 07814124336

September 2016

BACKGROUND PAPERS

IJB 17 February 2016 – Item 8. Complaints

<http://www.eastrenfrewshire.gov.uk/CHttpHandler.ashx?id=16138&p=0>

KEY WORDS

Complaints, Compliments, Suggestions, Comments, Members Enquiries

Section	Complaint description	learning	Action taken	Up held/Partial/Not upheld
Addictions	Lost client file	File storage and retrievable process reviewed and amended	Apology issued to client	Upheld
Blue badge	Delay in processing blue badge application	None	letter issued following investigation concluding satisfaction with staff actions and that delays were due to external factors	Not upheld
Children Services	Customer complaining about the time taken to fulfil a Subject Access Request	none	Investigated (client provided incorrect contact details)and response issued	Not upheld
Children Services	Customer complaining about the length of time it is taking for her aunt to receive a refund of care funds paid.	Process reviewed and amended	Apology and refund issued	Upheld
Children Services	Complaint regarding delay in responding to correspondence regarding a child placement	none	Apology issued and information sent	Upheld
Children Services	Change in allocated social worker	None	letter issued explaining change in social worker was due to service redesign and a more appropriate worker has now been allocated	Partially Upheld
Children Services	Complaint regarding cut to youth counselling service	none	Service reinstated	Upheld

Children Services	Complaint re lack of support for child including bus travel pass and other support promised	none	Bus travel pass arrangement and letter offering meeting re support issued	Upheld
Children Services	Changes to Kinship care allowances	none	letter sent explaining changes to Kinship care allowances and offering assurance that levels would be maintained	Upheld
Community Alarm	Complaint regarding community alarm billing process	End to end process review in progress	Apology Issued and refund made	Upheld
Community Mental Health Team	Patient complaining about conduct of staff member	none	Investigation undertaken	Not Upheld
Community Mental Health Team	Patient complaining about member of staff undertaking unannounced home visits	none	Investigation undertaken	Partially upheld
Health Visiting	Parent questioning the appropriateness of sharing child information within NHS services	none		Partially Upheld
Learning Disabilities - communities Team	Patient alleged assault by family member on day visit and also concerns raised about incident recording	none	Investigated by Service and GP. No further action taken	Not upheld
Mental Health	Concerns regarding the level of support provided to close relative	None	Apology letter issued for gaps in communication	Partially Upheld
RES	Customer complaining about time taken to answer call and provide information re food banks	Community Team process reviewed and amended	Apology issued	Upheld

RES	Complaint about level of support provided to client	none	Apology issued and meeting set up to resolve issues	Upheld
Children's Services	We would like an explanation as to why SW took it upon herself to stop our client having contact.	none	letter sent explaining change in contact process and procedure	Not upheld
RES	Complaint regarding POA and communication regarding client	None	Letter issued explaining actions and confirming who has POA for client	Partially upheld
RES	Allegations regarding data privacy and data sharing issues and general attitude of staff towards client	None	it was agreed that a new Social worker be allocated to client	Partial Upheld
Strategic Services	Complaint regarding content of a response email and the subsequent failure of the allocated worker to respond to additional correspondence.	E-mail etiquette raised with worker at supervision session.	Apology issued	Upheld
Third party care home	Complaint regarding level and standard of care provided at Care Home	Investigation recommendations will form part of ongoing monitoring of Care home performance		Upheld

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Appendix 2 MP/MSP/Councillor Enquiries

No	Service	Enquiry
1	RES	Regarding problems accessing social care for constituent's mother.
2	Health and Community Care	Query regarding imminent closure of local care home
3	Health and Community Care	Request for update regarding Bonnyton House
4	Health and Community Care	Enquiry Relates to homecare for constituent's father
5	Health and Community Care	Enquiry regarding monitoring process of local care homes
6	Children's Services	Enquiry regarding care needs of constituent's daughter
7	RES	Relates to OT refusal of constituent's disabled parking bay application
8	Children's Services	Enquiry regarding constituent's son care package
9	RES	Query relating conduct of social worker
10	Children's Services	Enquiry relating to care package to be put in place for constituents son
11	RES	Enquiry relating to aids and adaption requirements of a constituents home
12	RES	Request for an care assessment required of constituent
13	Strategic Services	Request for information re Care home cost funding
14	RES	Request for assessment of constituent's care needs

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