

West Dunbartonshire Community Health & Care Partnership Annual Complaints Report 2013/2014

1. Background

This report has been designed to highlight WDCHCP performance in complaints management; to identify any trends; and to promote learning within the CHCP.

2. Main Issues

During 2013/14 there were 50 formal complaints received by the CHCP, of which 17 were fully upheld; and 5 were partially upheld.

| Addressed Under The NHSGGC Complaints Policy | | Addressed Under The WDC Complaints Policy | |
|--|----|--|----|
| Adult Community Care Service | 3 | Children's Care Service | 13 |
| Mental Health Service | 4 | Care at Home Service | 13 |
| Diabetic Retinal Screening Service (hosted GGC-wide) | 1 | Community Care Service | 3 |
| MSK Physiotherapy Service (hosted GGC-wide) | 6 | Older People's Residential Care Service | 2 |
| | | Community Care Finance | 1 |
| | | Blue Badge Scheme | 1 |
| | | Mental Health Service | 3 |
| Total | 14 | | 36 |

| Response Under The NHSGGC Complaints Policy | | Response Under The WDC Complaints Policy | |
|--|----|---|----|
| Fully upheld | 3 | Fully upheld | 14 |
| Partially upheld | 1 | Partially upheld | 4 |
| Not upheld | 7 | Not upheld | 11 |
| Unsubstantiated | 0 | Unsubstantiated | 4 |
| Withdrawn | 1 | Withdrawn | 1 |
| Ongoing | 1 | Ongoing | 2 |
| Consent not received | 1 | Consent not received | 0 |
| | | | |
| Total | 14 | | 36 |

3. Learning from Complaints

Robust internal management processes ensure that complaints received are managed timeously; and any learning from these are shared across relevant services. The following table summarises the learning from those complaints that have either been **fully or partly upheld** as per the relevant policy.

| CHCP Service Area | Complaint Subject | Outcome | Lessons Learned/Reinforced |
|------------------------------------|----------------------------|------------------|--|
| NHSGGC Policy | | | |
| Adult Community Care Service | Waiting time | Fully upheld | Feedback provided to individual member of staff specific to this case. |
| Diabetic Retinal Screening Service | Staff attitude | Partially upheld | The importance of for staff to wearing identification badges at all times; and introducing themselves appropriately to patients before starting treatment. |
| MSK Physiotherapy Service | Appointment arrangement | Fully upheld | A more robust referral contact system to be put in place and a review of telephone notification procedures undertaken. |
| MSK Physiotherapy Service | Waiting time | Fully upheld | Feedback provided to individual member of staff specific to this case. |
| WDC Policy | | | |
| Children's Care Service | Quality of service | Fully upheld | The importance of staff maintaining appropriate lines of communication with residents in residential units. |
| Children's Care Service | Failure to provide service | Partially upheld | The importance of reinforcing person centered service delivery amongst staff. |
| Children's Care Service | Failure to provide service | Fully upheld | The importance of reminding external providers of the importance of their maintaining appropriate timescales and correspondence with residents. |
| Children's Care Service | Failure to provide service | Partially upheld | The importance of staff being sensitive to needs of parents. |
| Children's Care Service | Employee attitude | Partially upheld | The importance of staff communicating with families appropriately; and to discuss sensitive issues in person in an appropriate environment. |
| Children's Care Service | Employee attitude | Fully upheld | The importance of staff compliance with the social media policy. |
| Children's Care Service | Employee attitude | Fully upheld | The importance of staff compliance with the social media policy. |
| Mental Health Service | Quality of service | Fully upheld | The importance of good communication between teams. |
| Mental Health Service | Employee attitude | Fully upheld | The importance of staff being in constant contact with third party service providers. |

| CHCP Service Area | Complaint Subject | Outcome | Lessons Learned/Reinforced |
|---|----------------------------|------------------|--|
| Care at Home Service | Failure to provide service | Fully upheld | The importance of reinforcing to staff the importance of care plans and person centered service delivery |
| Care at Home Service | Failure to provide service | Fully upheld | The importance of staff ensuring care plans are updated regularly. |
| Care at Home Service | Failure to provide service | Fully upheld | The importance of staff involving the family in the review and reassessment of client's needs. |
| Care at Home Service | Quality of service | Fully upheld | The importance of staff being mindful of the appropriate way to treat people over the telephone who are anxious and concerned. |
| Care at Home Service | Quality of service | Fully upheld | The importance of staff to wearing their identification badges at all times; and that family members should be involved with care reviews. |
| Care at Home Service | Other | Fully upheld | The importance of staff ensuring that they drive in a safe and courteous manner at all times. |
| Community Care Service | Quality of service | Fully upheld | The importance of reminding external service provider that their staff have to be courteous and polite to service users. |
| Older People's Residential Care Service | Employee attitude | Partially upheld | The importance of regular discussions with staff on the importance of how they present ourselves to service users. |
| Community Care Finance | Quality of service | Fully upheld | The importance of staff thoroughly checking individual client records to avoid misunderstandings and errors in record keeping. |