

Appendix 3

SOCIAL WORK COMPLAINTS ADULT SERVICES ANNUAL REPORT 2009 – 2010

No.	Date Rec. By Social Work Co- ordinator	Ack . Within 5 working days	Replied within 20 working days	Nature of complaint	Action/reply	Section	Outcome
1	1/4/09	No	No	Complaint regarding the OT section's approach and handling of client's case and the attitude of visiting OT staff.	Letter from Chief Executive advising that he has requested a Senior OT carry out a further assessment and any change recommended will be agreed with the client. Apology for delay in follow up visit and in dealing with complaint.	Occupational Therapy	Part Justified
2	25/5/09	Yes	Yes	Complaint regarding the quality of service received from Homecare tuck-in staff and that complainant's care plan wasn't being followed.	Carers involved reminded of the importance of meeting clients' needs. Detailed care plan agreed with client. Correct number for out of hours service issued.	Home Care	Justified
3	27/7/09	Yes	No	Complainant alleges mother was given bedtime medication by home carer in the morning. Also the carer did not enter the home in the arranged way using the keysafe system. Complainant also unhappy with on-call Home Help Organiser's response.	Head of Service advised importance of following care plan and of reporting any changes in behaviour to HHO reinforced with home carers through team meetings. Carer ensured correct medication was given and advised regular carers access through front door. On-call HHO followed procedures.	Home Care	Part Justified

Appendix 3

4	7/8/09	Yes	No	Concerns about mother's care package while resident in WDC sheltered housing and in hospital prior to demise.	Complaint arose from FOIs and Subject Access Request. Complaint still being investigated as it covers Health and Social Work and spans several years.	Older People	Unjustified
5	27/8/09	Yes	Yes	Father admitted to residential care when hospital staff advised he was waiting on a nursing home placement. Residential home was also not provided with his assessment prior to admission.	Commitment to review and alter our approach to such situations.	Community Care	Justified
6	9/10/09	Yes	Yes	Complainant felt they were refused assistance at an Area Team office and unhappy that appointments had been cancelled.	Acting Section Head met with complainant and their legal representative. Apology made for late cancellation of appointment.	Welfare Rights	Part Justified
7	15/10/09	Yes	Yes	Complaint about quality of Home Care service.	Procedures for standby updated.	Home Care	Justified
8	19/10/09	Yes	No	Concerns about brother's care package in WDC Sheltered Housing and his return to this address after period of hospitalisation	If brother consents, complainant will be invited to his next review to help shape his care.	Addictions	Unsubstantiated
9	27/10/09	Yes	No	Complainant feels that charges for mother's care in Private Nursing Home were not fully explained.	Although staff are clear full information was provided, information resources will be reviewed to see if we can improve what we make available to the public.	Community Care	Unsubstantiated
10	12/11/09	Yes	No	Same complaint as 4 above, raised by another family member.	As 14 above	Community Care	Unsubstantiated
11	8/12/09	Yes	Yes	Complainant unhappy with the way they felt they were treated at a meeting regarding Guardianship for mother and also that they received too little notice for initial meeting	Head of Service advised of tight timescales and legal requirements of Guardianship application, advising that the Council	Mental Health	Unsubstantiated

Appendix 3

				which had to be cancelled.	has a legal obligation to obtain the relevant, sometimes delicate, information to act in client's best interests.		
12	11/12/09	Yes	Yes	Complainant feels that they have received a lack of support from the department and should have been allocated a Social Worker in relation to ongoing children's panel procedures involving their children. Was also not aware that their case had been previously transferred to another worker.	Head of SW Operations apologised for the misunderstanding regarding the transfer of the case, but responded that the complainant already receives extensive support through a comprehensive care package provided by the Mental Health team, Children and Families, Health colleagues and a number of external support services.	Mental Health	Part Justified
13	26/1/10	No	Yes	Complaint regarding the introduction of charges for transport to and from Dumbarton Centre. Complainant states that public transport would not be an option for sister.	Interim Director responded that decision was taken in light of financial pressures. Sister travels independently to most activities and Centre staff have no significant concerns regarding her mobility and any risk. Will ask a Welfare Rights Officer to review her level of benefits.	Charging Policy – Learning Disability	Unjustified
14	17/2/10	Yes	No	Complaining on behalf of a resident in Mount Pleasant regarding the increase in weekly charge from £340.59 to £383.00.	Decision to raise charge made in light of financial pressures. No increase in charge from April and increase in free personal care payment means	Charging Policy – Older People	Unjustified

Appendix 3

					weekly charge is slightly reduced from April 2010.		
15	1/3/10	N/A	N/A	Anonymous complaint from the relative of an addictions client alleging that there is an ongoing relationship between the relative and an addiction worker. Alleges worker told client that support would be at risk if relationship disclosed.	Addictions Manager asked that his number be passed to client so that he can discuss the difficulties involved in making the complaint anonymous and perhaps gather more information. Number passed to complainant in subsequent call but no further contact has been made by the complainant since early March.	Addictions	Unsubstantiated
16	10/3/10	Yes	No	Complaint from another local authority regarding the care management provision for a service user whose care has been partly paid for by WDC.	General Manager of Learning Disability Services advised that WDC is currently being required to incur major additional expenditure as a result of the decision of the fellow authority and will continue to engage fully with this authority in managing, funding and planning for the service user's care needs whilst the search for a more appropriate placement continues. It is anticipated that a resource should be identified within the next 3 months.	Learning Disability	Unjustified
17	24/3/10	Yes	No	Complaint regarding the quality of home care received by	Letter from Home Care Organiser stating that his	Home Care	Unjustified

Appendix 3

				complainant's father prior to his demise particularly with regard to his diet.	Single Shared Assessment made reference to his poor diet, that he was satisfied with services and that there were no further concerns. Staff encouraged him to eat and to take prescribed food supplement. Client was a very independent man and staff tried to work with him to meet his needs.		
18	18/3/10	No	Interim response - Yes	Solicitor's letter on behalf of sister of a client who alleges a serious assault took place by another service user during a respite period at Choices Short Breaks unit. Police are investigating and complainant wishes to be reassured that a full investigation is being carried out.	Letter from Interim Director to solicitor advising that WDC are taking all steps possible to fully understand the nature of the circumstances which led to this allegation. The Care Commission was immediately informed. An Adult Protection case discussion has taken place, meetings with managers from the care provider and with the Care Commission and we will continue to liaise with the police to offer any support required to assist their investigation.	Learning Disability	Ongoing
19	8/3/10	Yes	Yes	Complaint regarding the introduction of charges for housing support services. Complainant believes that the weekly bill will be detrimental to son's health.	Response letter sent stating that decision to introduce charges was taken by Council in face of difficult financial	Charging Policy – Mental Health	Unjustified

Appendix 3

					circumstances and was felt to be reasonable and fair. Offered to refer son to Welfare Rights to undertake a benefits check.		
20	11/3/10	Yes	Interim response - Yes	Complainant unhappy with service received from a member of the Brain Injury team. Raised a number of points including that unhappy with a report the worker completed for Children's Reporter which they feel would reflect poorly on them.	Integrated Operations Manager responded that the conclusions of the investigation are that the member of staff provided a professional service in line with Council policy and practice and that there was no evidence to support the complainant's allegations.	Mental Health	Unjustified