

WDCHP Complaints Report 2011/2012

1. Background

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

2. Main Issues:

There were 48 complaints received within the Partnership. Of these:

- 8 were justified / upheld
- 11 were part justified / part upheld
- 18 were unjustified / not upheld
- 5 were unsubstantiated
- 6 are ongoing
- 48 Total

These 48 complaints received related to the following service areas, categorized under the particular organizational complaint policy that was subsequently followed.

NHSGGC Complaints Policy		WDC Complaints Policy	
Childrens services	1	Childrens services	15
Community care services	2	Welfare rights	1
Mental health services	7	Mental health services	6
Diabetic retinal screening	3	Blue badge	1
		Homecare	4
		Learning Disability	2
		Community care	2
		Occupation therapy	1
		Alexandria Area Office	1
		Adults residential	1
		Adult Support & Protection (ASP)	1
Total	13	Total	35

3. What this means for WDCHCP:

Robust internal management processes ensure that complaints received are managed timeously and any learning from these are shared across relevant services. Summary of individual complaints and any actions plus learning identified highlighted where relevant.

Complaint	Service	Complaint subject	Learning
WDC			
SW 1	Childrens services	Employee attitude	Nil
SW 2	Childrens services	Quality of service	Nil
SW 3	Welfare Rights	Failure to provide service	Nil
SW 4	Mental health	Quality of service	Nil
SW 5	Learning Disability	Administration	Nil
SW 6	Blue badge	Policy implementation	Nil
SW 7	Mental health	Employee attitude	Nil
SW 8	Occupational therapy	Failure to provide service	Social worker will follow up, in writing, any significant decisions or changes, to enhance communication.
SW 9	Childrens services	Employee attitude	Staff trained in dealing with phone calls from distressed clients
SW 10	Childrens services	Employee attitude	Nil
SW 11	Home care	Quality of service	Staff trained to ensure a more seamless and higher quality delivery of service
SW 12	Learning Disability	Failure to provide service	Nil
SW 13	Mental health	Failure to fulfill statutory responsibilities	Nil

Complaint	Service	Complaint subject	Learning
SW 14	Alexandria Area office	Quality of service	Staff meeting to ensure correct waste disposal – a new bin storage area to be constructed.
SW 15	Childrens services	Failure to provide service	Nil
SW 16	Home care	Failure to provide service	Nil
SW 17	Childrens services	Failure to provide service	Meeting held with complainant, Social Worker and Senior Social Worker and addressed issues regarding clarity of communication
SW 18	Childrens services	Failure to provide service	As communications have broken down, a new Social Worker has been allocated
SW 19	Home care	Employee attitude	Home carer no longer visiting client and a new home carer assigned. Home Care also in the process of renewing Home Care diary, to provide clearer more comprehensive information for clients regarding the service.
SW 20	Community care	Failure to provide service	Nil
SW 21	Home care	Employee attitude	An investigation was carried out, the outcome was presented to a hearing panel and action was taken in line with Council policy.
SW 22	Adults residential	Employee attitude	Nil
SW 23	Childrens services	Employee attitude	A new Social Worker has been allocated
SW 24	Childrens services	Employee attitude	Nil
SW 25	Childrens services	Employee attitude	Nil

Complaint	Service	Complaint subject	Learning
SW 26	Childrens services	Other	Currently ongoing
SW 27	Childrens services	Failure to provide service	Breakdown in communication and after meetings, it was decided that the case should be transferred to another social worker
SW 28	Mental health	Failure to provide service	Currently ongoing
SW 29	Mental health	Failure to provide service	Currently ongoing
SW 30	Community care	Failure to provide service	Currently ongoing
SW 31	Adult support & protection	Failure to provide service	Currently ongoing
SW 32	Childrens services	Failure to provide service	Nil
SW 33	Mental health	Failure to provide service	Currently ongoing
SW 34	Childrens services	Employee attitude	Nil
SW 35	Childrens services	Failure to achieve standards	Nil

Complaint	Service	Complaint subject	Learning
NHS			
WD 11 04	Mental health	Treatment	Individual clinical review
WD 11 05	Mental health	Treatment	NIL
WD 11 06	Mental health	Treatment	NIL
WD 11 07	Childrens services	Record keeping	Introduction of a more robust clinical recording process & allocation of administration support to the service.
WD 11 08	Community care	Treatment	Complaints management process re-inforced
WD 11 09	Classified as informal	Not classified as formal complaint	
WD 11 10	Classified as an enquiry	Not classified as formal complaint	
WD 11 11	Mental health	Treatment	Nil
WD 11 12	Mental health	Treatment	Nil
WD 11 13	DRS	Correspondence	
WD 11 14	Mental health	Treatment	Apologised for not advising re cancelled appointment
WD 11 15	Mental health	Correspondence	CAT re accuracy in addressing correspondence and personal detail in prescriptions
WD 12 01	DRS	Appointment arrangements and staff attitude	Local correction at BHC
WD 12 02	DRS	Appointment arrangements	Patient and apptmt arrangment reviewed
Wd 12 03	Community Care – physiotherapy services	Waiting time	Patient reviewed and earlier appointment arranged