

West Dunbartonshire HSCP Complaints Summary
1 April 2018 – 31 March 2019

There were a total of 49 stage 2 complaints received within the Partnership during the reporting year and 35 frontline complaints, 1 of these complaints was transferred to stage 2.

| Responded under NHSGGC Complaints Policy | | Responded under Social Work Complaints Policy | |
|---|-----------|--|-----------|
| Fully Upheld | 1 | Fully Upheld | 4 |
| Partially Upheld | 3 | Partially Upheld | 9 |
| Not Upheld | 9 | Not Upheld | 18 |
| Unsubstantiated | | Unsubstantiated | 6 |
| NHSGGC Complaints Policy | | Social Work Complaints Policy | |
| Mental Health, Learning Disability & Addictions | 3 | Community Health and Care Services | 14 |
| Children's Health, Care & Criminal Justice | 5 | Children's Health, Care & Criminal Justice | 16 |
| Community Health and Care Services | 1 | Mental Health, Learning Disability & Addictions | 6 |
| MSK Physio* | 4 | Joint complaint between the Health and Social Care Partnership and Housing | 1 |
| Total | 13 | | 37 |

*NHSGGC-Wide Hosted service

Summary of main themes evident from lessons learnt:

- Importance of reviewing processes to ensure efficient and fit for purpose.
- Importance of staff communicating timeously, clearly and respectfully with service users and family members.
- Importance of staff adhering to the General Data Protection Regulations, ensuring proper use of systems with accurate record keeping.
- Staff need to follow Data Protection Legislation in relation to sharing personal data with third parties.

| | Value | Target | Note |
|---|-------|--------|--|
| Percentage of complaints received and responded to within 20 working days (NHS) | 62% | 70% | 13 complaints received, with 8 responded to on time. |
| Percentage of complaints received which were responded to within 28 days (WDC) | 32% | 70% | 37 complaints received, with 12 responded to on time. It has been confirmed that the majority of the delays were related to the complexity of the complaints, so were legitimate in each circumstance. |

| Service Area | Complaint Subject | Outcome |
|--|--|------------------|
| Social Work Policy | | |
| Community Health and Care Services | Employee Attitude | Not Upheld |
| | Employee Attitude | Not Upheld |
| | Administrative Delays | Not Upheld |
| | Employee Attitude | Unsubstantiated |
| | Data Breach | Upheld |
| | Failure to Provide Service | Unsubstantiated |
| | Failure to Provide Service | Upheld |
| | Employee Attitude/Communication | Partially Upheld |
| | Bias or Unfair Discrimination | Not Upheld |
| | Failure to achieve standards/quality of service | Partially Upheld |
| | Communication | Partially Upheld |
| | Employee Attitude | Unsubstantiated |
| | Failure to Achieve Standards/Quality of Service | Not Upheld |
| | Delay in providing service | Partially Upheld |
| | Communication | Not Upheld |
| Children's Health, Care & Criminal Justice | Concern regarding Foster Placement | Not Upheld |
| | Failure to Achieve Standards/Quality of Service | Not Upheld |
| | Employee Attitudes, Failure to Provide Service, Failure to achieve standards/quality of service, Failure to fulfil statutory responsibilities, Communication | Unsubstantiated |
| | Administrative Delays/Failure to Fulfil Statutory Responsibilities/Employee Attitude | Not Upheld |
| | Failure to Provide Service/Employee Attitude | Not Upheld |
| | Bias or Unfair Discrimination | Not Upheld |
| | Bias or Unfair Discrimination | Not Upheld |
| | Employee Attitude/Failure to Provide Service/Failure to Achieve Standards/Quality of Service | Unsubstantiated |
| | Failure to achieve standards/quality of service/Communication | Partially Upheld |

| | | |
|---|---|------------------|
| | & GDPR Issues | |
| | Communication & GDPR Issues | Upheld |
| | Failure to achieve standards/quality of service | Upheld |
| | Failure to Provide a Service | Not Upheld |
| | Failure to Provide a Service | Partially Upheld |
| | Employee Attitude | Not Upheld |
| | Communication | Not Upheld |
| Mental Health, Learning Disability & Addictions | Failure to provide services | Not Upheld |
| | Employee Attitude | Partially Upheld |
| | Collision with other resident | Unsubstantiated |
| | Failure to achieve standards/quality of service | Not Upheld |
| | Employee Attitude | Partially Upheld |
| | Failure to Provide Service | Partially Upheld |
| Joint Complaint | Failure to Provide Service | Not Upheld |
| Service Area | Complaint Subject | Outcome |
| NHS GGC Policy | | |
| MSK Physio | Treatment | Not Upheld |
| | Treatment/ Communication | Partially Upheld |
| | Conduct | Not Upheld |
| | Conduct | Not Upheld |
| Mental Health, Learning Disability & Addictions | Staff Attitude | Not upheld |
| | Staff Issue | Partially Upheld |
| | Conduct | Not Upheld |
| Children's Health, Care & Criminal Justice | Booking Arrangements | Partially Upheld |
| | Communication | |
| | Treatment | Not Upheld |
| | Staff Conduct | Not Upheld |
| | Treatment | Not Upheld |
| Community Health and Care | Conduct/Behaviour | Upheld |

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| Services | | |
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