

Health, Social Care and Housing Committee

10am, Tuesday 13 September 2016

Health Social Care and Housing Committee Response to a Complaints Review Committee Outcome

Item number 8.3 (b)

Report number

Executive/routine

Wards

Executive Summary

This report outlines the actions taken by Health and Social Care following the recommendations of a Complaints Review Committee held on 8 July 2016.

Links

Coalition Pledges [P37](#)

Council Priorities [CP2](#)

[CP3](#)

Single Outcome Agreement [SO2](#)

Health, Social Care and Housing Committee

Health Social Care and Housing Committee Response to a Complaints Review Committee Outcome

1. Recommendations

- 1.1 The Health, Social Care and Housing Committee is recommended to note the actions taken in relation to the decisions of the Complaints Review Committee on 8 July 2016.

2. Background - Complaints Review Committee Findings

- 2.1 The Committee recommended that the Social Work senior management team re-visit the circumstances in terms of the level of respite awarded and apply their discretion to increase the additional 3 days previously awarded for travel and recovery time to 6 days to better reflect the needs required by the service user.
- 2.2 The Committee further recommended that the mechanism of communicating any change to the respite care guidance for those persons accessing the service be more personalised to take account of clients' individual circumstances.

3. Main report - Improvement Actions

- 3.1 The respite award has been reviewed by senior management and discretion has been applied. The additional three days awarded has been increased to 6, as per the Complaint Review Committee recommendation.
- 3.2 Staff will be reminded that discretion is to be applied in exceptional circumstances to ensure a more personalised approach taking into consideration individual circumstances.

Rob McCulloch-Graham

Chief Officer Edinburgh Health & Social Care Partnership

Contact: Eleanor Lindsay, Advice and Complaints Officer

E-mail: eleanor.lindsay@edinburgh.gov.uk | Tel: 0131 553 8395

4. Links

| | |
|---------------------------------|---|
| Coalition Pledges | P37 Examine ways to bring the Council, care home staff and users together into co-operatives to provide the means to make life better for care home users |
| Council Priorities | CP2 Improved health and wellbeing: reduced inequalities CP3 Right care, right place, right time |
| Single Outcome Agreement | SO2 Edinburgh's citizens experience improved health and wellbeing, with reduced inequalities in health |
| Appendices | N/A |