

Health, Social Care and Housing Committee

10am, 13 September 2016

Response to a Complaints Review Committee Outcome

Item number	8.4(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 26 August 2016.

Links

Coalition Pledges	P38
Council Priorities	CP3
Single Outcome Agreement	SO2

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 decision of the Complaints Review Committee on 26 August 2016.

2. Background - Complaints Review Committee Findings

- 2.1 Whilst the Committee did not uphold the complaint that the previous assessment had failed to acknowledge the complainants imminent needs, the Committee strongly recommended that the next assessment was carried out urgently and the report on the assessment be communicated to the service user as soon as possible thereafter.
- 2.2 The Committee upheld in part that the Council had provided contradictory information regarding meal preparation. The Committee noted that the Council had clarified that it was always preferable that cooking and meal preparation was carried out in order to maximise independence but recognised that the use of ready meals could be an option.
- 2.3 The Committee upheld that the delays which occurred in responding to the complaint raised the anxiety of the complainant. The Committee recommended that, if Council response targets could not be met for whatever reason, that this should be communicated to clients at the earliest opportunity.

3. Main report - Improvement Actions

- 3.1 A worker has been allocated to complete the reassessment and the practice team will ensure that the reassessment is carried out and communicated with the complainant within a reasonable timescale.

3.2 In line with reablement principles, a service users ability to prepare a freshly prepared meal independently will always be explored as the starting point. Where this task cannot be completed independently the assessor will consider Readymade meals and the Frozen Meals service as the next option (as per the Council's guidance to staff). It should be noted that checks have been made previously regarding the Frozen Meal service to ensure that meals offered by this service are healthy. Social work staff will continue to offer guidance to service users who opt to purchase ready meals independently regarding selecting healthy options.

Assessors and Managers will be reminded of the Council's position regarding meal preparation following the findings of the Complaints Review Committee.

3.3 As outlined in the Complaints Review Committee Report, the Complaints Service now routinely report, to the Quality Assurance Manager, complaint responses that are delayed. In situations where a delay is unavoidable the Complaint Service will continue to notify the complainant as soon as possible.

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4. Links

Coalition Pledges	P38 Promote Direct Payments in Health and Social Care
Council Priorities	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	