

# Culture and Communities Committee

Tuesday, 13 November 2018

## Response to a Complaints Review Committee Outcome

Item number	9.1.2
Report number	
Executive/routine	
Wards	
Council Commitments	

### Executive Summary

---

This report outlines the actions taken following the recommendations of a Complaints Review Committee held on 16 August 2018.

## Response to a Complaints Review Committee Outcome

### 1. Recommendations

---

- 1.1 The Culture and Communities Committee is recommended to note the actions taken in relation to the decisions of the Complaints Review Committee on 16 August 2018.

### 2. Background

---

- 2.1 A complaint was made in January 2017 to the social work complaints team from a mother who was dissatisfied with the care the social work service provided to her adult son in relation to the possibility of a vacancies for care. Other issues were also raised within the complaint; however, those issues fell under the remit of NHS Lothian, therefore this report will only consider the social work element.
- 2.2 The complaint was fully investigated and concluded that there was evidence of communication issues surrounding the availability of supported accommodation vacancies therefore the complaint was partially upheld. There were two areas where it was recognised that improvements were needed:
- consideration was given to how practitioners are told about supported accommodation when they are within the remit of homelessness services
  - Decisions in relation to required actions must be recorded within the electronic AIS client record (where appropriate)
- 2.3 The complaint was responded to in July dealt within under stage two of the complaint process and the complainant appeal process was to progress to a Complaints Review Committee. The complainant notified the Council on 28 January 2018 that they wished to proceed with a Complaints Review Committee.
- 2.4 A Complaints Review Committee was held on 16 August 2018 to consider a complaint against the social work services within the Health and Social Care Partnership. The complainant remained dissatisfied with the response to the complaint regarding the social work service provided to her adult son in relation to the possibility of a vacancy for care and felt that her complaint should have been fully upheld and not partially upheld.
- 2.5 The complainant felt that there was little action taken in terms of completing an assessment, identifying a suitable resource, and planning for discharge prior to the allocation of a social worker and this negatively impacted on her son and that

confusion surrounding discharge planning and waiting lists for suitable accommodation had added to this.

2.6 The Complaints Review Committee reached the following decisions:

- That the complaint be upheld
- The committee felt that opportunities were missed to minimise delays throughout the assessment and support planning
- The Committee recognised that other parties were involved in delays in assessments however the Mental Health Officer as the lead manager and wider team should have managed the process better to minimise delays
- The Committee felt that although there was no evidence that the referral to inpatient rehabilitation negatively impacted on the search for suitable community accommodation the Committee accepted the complainants recollection of a conversation with the Social Worker that it would impact negatively was accurate
- The most likely reason for the delay was the failure of the Department to allocate a single Social Worker with ongoing responsibility for the care management of the complainant son.

### **3. Main report – Improvement Actions**

---

- 3.1 This report provides an update on progress with the implementation of the recommendations from the Complaints Review Committee on 16 August 2018.
- 3.2 To minimise the delays throughout the assessment and support planning process, staff have been reminded that any contact with clients will be recorded on the electronic AIS system. This will create an audit trail and minimise delays through the assessment and support planning process. This will also help ensure that there is clear recording of decisions made and help clarify any areas of confusion.
- 3.3 Further work is ongoing to look at the process of managing supported accommodation vacancies and identifying more effective and efficient ways to highlight vacancies to practitioners therefore reducing delaying in allocation. This is being led by a Senior Manager within the Council.
- 3.4 In relation to the allocation of a single social worker, the Mental Health Officer allocated did have the responsibility for case management which included assessment and discharge planning. It has been recognised that the case was not managed in line with the Council's policies and appropriate action has been taken.

## 4. Background reading/external references

---

4.1 None

### **Judith Proctor**

Judith Proctor – Chief Officer, Health and Social Care Partnership

Kate Sheridan, Quality Officer

E-mail: [Kate.Sheridan@edinburgh.gov.uk](mailto:Kate.Sheridan@edinburgh.gov.uk) | Tel: 0131 529 2232

## 5. Appendices

---

None