

Lessons Learned from Complaints. April - September 2008

Service Area	Complaint	Outcome	Action Taken	Difference made
Vulnerable Adults	Mrs D complained that a referral made on her behalf by her GP, following an operation, was not responded to, with the result that she did not receive the home care support that she required at the time she needed it.	Resolved. The complaint was upheld as a contact assessment form had been removed from Framework and the referral was not received.	Apology offered Payment of £700:00 made in recognition of 8 weeks support which was not made available to Mrs D when she needed it and time and trouble caused in pursuing her complaint.	Lessons learned by the Business Implementation Manager and Team Policies/procedures for Framework amended.
Vulnerable Adults	Mr R complained about the behaviour of staff at a Day Centre for people with physical disabilities who had treated him unfairly	Ongoing: Mr R deferred his decision until the conclusion of his second complaint Complaints not upheld		Changes have been made to ensure that: - S. Users are given clear expectations with regard to acceptable conduct and informed of any concerns. - Terms of attendance are negotiated with S Users about conduct of the individual - All S Users over 65 yrs are reviewed and those approaching this age informed of review process
Vulnerable Adults	Mr R complained about the decision to bar him from the Day Centre	Ongoing – Mr R has requested that both complaints are reviewed at stage 3. Complaint about the decision to bar Mr R from the Centre was		As above

Lessons Learned from Complaints. April - September 2008

Service Area	Complaint	Outcome	Action Taken	Difference made
		<p>not upheld.</p> <p>The Department was criticised for the way in which this decision was explained and conveyed to Mr R.</p>		
Vulnerable Adults	<p>Mrs T complained about</p> <ul style="list-style-type: none"> - an incorrect financial assessment - the amount of money available to her in Notts under the Direct Payments Scheme is below the government recommended rate and does not equate to what she has received in the past from a neighbouring Authority. - Lack of a proper response to her complaint 	<p>Ongoing investigation</p>		
Vulnerable Adults	<p>Mr and Mrs M complained about the alleged bias of an OT is assessing Mr M's needs and the failure of the Department to take account of medical information which would support his application</p>	<p>Ongoing</p> <p>Complaint partially upheld</p>	<p>Panel held outside the period of reporting – 11.12.08.</p> <p>Recommendations under consideration by Acting Corporate Director</p>	

Lessons Learned from Complaints. April - September 2008

Service Area	Complaint	Outcome	Action Taken	Difference made
	for Disabled Facilities Grant		(complaints)	
Older People	Mr E complained that his deceased mother's estate was deemed by the Department to be liable for a debt accrued in respect of fees for residential care.	Resolved Complaint upheld	Debt of £17,467.20 written off due to excessive length of time to complete assessment which led to build up of the debt.	Lessons learned by Adult Care Financial Services in respect of the impact of delay.
Older People	Mr F complained on behalf of his elderly mother who he said needed a walk-in shower. Mr F said that OT services had behaved unprofessionally on a visit.	Resolved Complaint not upheld, no action recommended. Contact made with LG Ombudsman prior to resolution.	Mr F subsequently allowed the Dept to contact his mother's GP and complete assessment. Shower fitted in line with assessed needs.	Action taken by Complainant led to an improved service for the Service User.
Older People	Mrs I complained about the lack of what she considers to be suitable day care services in her own home for her elderly mother.	Ongoing A meeting with Service Director and two Service Managers was held to try and resolve the ongoing issue.	The Department agreed to try and accommodate Mrs I's needs and those of her mother within the restrictions imposed by the availability of service from one named care provider and taking account of resources.	The Department has made an offer which is currently being considered by Mrs I and her legal representative.
Older People	Mrs J complained about the standard of care at Department's care home, particularly in respect of	Ongoing Mrs J has requested that complaint is	Department accepted recommendations for changes in the way the care home communicates with	

Lessons Learned from Complaints. April - September 2008

Service Area	Complaint	Outcome	Action Taken	Difference made
	unexplained falls.	reviewed at stage 3. Complaints partially upheld.	relatives	
Older People	<p>Mr L complained that</p> <ul style="list-style-type: none"> - a delay in assessing his elderly mother for home care led to her admission to a care home where she was not properly cared for - His concerns were not heard appropriately responded to - He was not informed of financial implications of residential care 	<p>Resolved</p> <p>Complaints upheld</p>	Charges waived [approx 3 week period of care provision]	<p>Changes to practice of informing people/individuals re charges</p> <p>Care plan review forms to be scanned into Framework</p>
Older People	<p>Mr N complained on behalf of his father whose discharge from hospital was delayed by the lack of what Mr N considered to be suitable Home Care. As a result Mr N Snr. remained in hospital where he contracted an infection which debilitated him so that he had to be looked after at home and then required residential care when the family went on a long-</p>	<p>Ongoing</p> <p>Complaint not upheld</p> <p>Mr N has expressed his dissatisfaction with the process of investigation and the report.</p>	Mr N has been offered a meeting with the Service Director.	

Lessons Learned from Complaints. April - September 2008

Service Area	Complaint	Outcome	Action Taken	Difference made
	planned holiday.			
Older People	Mrs Q complained about - the quality of response at stage 1. - the standard of care received by her elderly father, now deceased, in an Independent Sector Care Home which resulted in his being admitted to hospital where he subsequently died.	Ongoing Investigation underway.		
Older People	Mr S complained about - The Dept's position that his father (deceased) deliberately deprived himself of capital prior to going into residential care. - The decision to charge the family £8760.53 for care received by father. - Delays in informing the family of debt.	Ongoing The complaints were not upheld at stage 2.	Awaiting response from Department.	
Older People	Mrs U complained that - her husband was admitted to a home which was not registered for dementia, where the standard of care was poor - the conduct of 2 workers was unprofessional	Ongoing Complaints partially upheld. Recommended that the Dept waive the fees.	The Service Manager has offered to meet with Mrs U.	

Lessons Learned from Complaints. April - September 2008

Service Area	Complaint	Outcome	Action Taken	Difference made
Older People	<p>Mr V is a solicitor acting on behalf of an elderly lady for whom he holds enduring power of attorney. Mr V complained that the Department:</p> <ul style="list-style-type: none"> - had received benefits and set up an account in his client's name without informing him - acted inappropriately in the way it charged his client for he contribution to the costs of the care home. 	<p>Ongoing</p> <p>The Complaints were partially upheld at stage 2</p>	Mr V is awaiting a response from the Department, having declined the offer of a meeting to resolve outstanding issues.	ACFS have undertaken to introduce refresher training for staff.
Older People	Mrs Z complained on behalf of her mother who fell while in short term residential care with an Independent Sector Provider. Mrs Z complained that the ISP failed to respond appropriately leaving her mother with a fractured arm for some period before she her daughter returned and took her to hospital	<p>Resolved</p> <p>Complaint upheld</p>	<p>Apology from Department and Independent Sector Provider</p> <p>Department reimbursed costs for additional week's stay in residential care needed as a result of injury</p>	<p>Internal (ISP) procedures strengthened in respect of:</p> <ul style="list-style-type: none"> - action to be taken following an accident /incident - requirement to inform relatives.
Older People	<p>Mrs W, supported by her daughter, complained about:</p> <ul style="list-style-type: none"> - the standard of Home Care by an Independent Sector Provider 	<p>Withdrawn</p> <p>The complaints were partially upheld at stage 2</p>	Mrs W has met with the Service Manager and has withdrawn her complaint due to a change in her personal circumstances	Feedback has been given to the Independent Sector Provider.

Lessons Learned from Complaints. April - September 2008

Service Area	Complaint	Outcome	Action Taken	Difference made
	<ul style="list-style-type: none"> - the way her complaint was dealt with at stage 1. 			
Older People	Mrs CD complained on behalf of her elderly father who was in receipt of treatment in hospital about the standard of service offered by the Department regarding his future care needs.	<p>Resolved</p> <p>Complaints were partially upheld. They highlighted poor practice in communication, keeping case records and responding to the initial complaint.</p>	<p>Outdated information packs removed – awaiting new ones, including new complaints leaflets</p> <p>Discussions with managers about information sharing with S Users / relatives.</p>	Improved services in the hospital setting.
Older People	<p>Mrs EF complained on behalf of her elderly mother regarding</p> <ul style="list-style-type: none"> - the decision to allow her home and not to take account of the assessments of the OT in recommending that her mother remain in long term care. - the failure of the Department to communicate with the family about decisions. 	<p>Resolved</p> <p>Complaint upheld</p> <p>Highlighted</p> <ul style="list-style-type: none"> - poor recording in case notes - failure to communicate the decision with regard to LTC 	Payment of £1451.70 made as equivalent of the weekly contribution that the Department would have made	
Older People	Mr and Mrs GH complained on behalf of Mrs GH's mother who was discharged from hospital without a proper assessment and failure of	<p>Resolved</p> <p>Complaints partially upheld</p>	<p>Adjudication Meeting with Service Manager.</p> <p>Letter of apology and consideration re waiving of</p>	Training re responses at stage 1 of the complaints procedure to be planned for 2009

Lessons Learned from Complaints. April - September 2008

Service Area	Complaint	Outcome	Action Taken	Difference made
	Department to communicate effectively, including at stage 1.		fees for Care Home	
Learning Disability	Mr H complained about the lack of respite care for his daughter who has a moderate learning disability.	<p>Ongoing: Mr H continues to pursue his issues around what he sees as the failure of the Department to provide appropriate respite care for people with moderate learning disabilities and his belief that his daughter was eligible for services</p> <p>A meeting with the Service Director was held at which the Department's position was explained.</p>	<p>Letter of apology from Service Director</p> <p>Letter of explanation from CRS</p>	<p>Requirement that Investigators are sent copies of Action Plans at the end of stage 2</p> <p>Review of Notts Web page to improve access and to include respite care</p>
Learning Disability	<p>Mrs P complained about</p> <ul style="list-style-type: none"> - the standard of care offered by an Independent Sector Care Home to her son, who is autistic. - The Care Home and the 	<p>Ongoing</p> <p>Most of the complaints were not upheld at stage 2.</p> <p>No recommendations</p>	<p>Arrangements underway for Panel in 2009.</p> <p>Mrs P has made FOIA & DPA request for information</p>	

Lessons Learned from Complaints. April - September 2008

Service Area	Complaint	Outcome	Action Taken	Difference made
	Dept failed to take her concerns seriously and undermined her role as advocate for her son.	were made.		
Learning Disability	Mr X complained about the failure of the Department to communicate with him about the care and treatment of his daughter, an adult with a learning disability.	Ongoing Investigation underway.		
Learning Disability	Mr and Mrs K complained about the decision to refuse them access to the daughter and the failure of the Dept to adhere to a court order requiring it to provide an advocate for Mr & Mrs K	Ongoing in period. Most of the complaints were not upheld at stage 2.	Panel held outside of period of reporting on 28.10.08 Letter of Apology from Acting Corporate Director for failure to supply regular updates/ minutes to parents	Department has taken action to pursue possibilities of Mrs K seeing her daughter. ISP to remind daughter about her parents to see if she wishes to have contact Ongoing work to find an Advocate for Mr & Mrs K
Learning Disability	Mr and Mrs Y complained in their own right about the failure of the Department and an Independent Sector Provider to communicate with them about the care of their daughter, an adult with a learning disability. They also complained on behalf of their daughter about the standard of	Ongoing An Adjudication meeting was held with the relevant Service Head.	Mr & Mrs Y have requested that their complaint is left open while they wait for action to take place regarding the care of their daughter	Project Manager appointed to ensure daughter receives a bespoke package of care to meet her needs.

Lessons Learned from Complaints. April - September 2008

Service Area	Complaint	Outcome	Action Taken	Difference made
	care offered by the Independent Sector Provider.			
Learning Disability	Mrs O complained in her own right regarding the actions taken by the Department in respect of her brother who is an adult with a learning disability. Mrs O complained that the Department had 'encouraged' her brother to revoke her Enduring Power of Attorney (financial affairs) and failed to act in his best interests.	Ongoing Complaints partly upheld	Panel held outside of period of reporting on 14.10.08 Letter of apology from Acting Corporate Director regarding Department's failure to appropriately engage with Mrs O as an interested party in her brother's life	Department working with Mrs O to ensure that she is appropriately involved in decisions which her brother makes about his own life

STAGE 3

Service Area	Complaint	Outcome	Action Taken	Difference made
Older People	Mrs A complained about the Social Care involvement in the decision to discharge her mother to a care home which she did not consider suitable. The decision to discharge was taken by the hospital and met with the approval of other members of the family.	The complaint was partially upheld	Panel – 26.06.08 Letter of apology from Acting Corporate Director. The outcome was later reviewed when, evidence not available at the time of the investigation, revealed that the relevant member of staff had acted appropriately.	The complainant accepted the apology and was complimentary about the way in which the complaint was dealt with by CRS.
Older People	Mrs AB, supported by her sister, complained about the standard of care offered to their mother through the Extra Care Scheme by an Independent Sector Provider.	The complaint highlighted problems in communication with the ISP, not assisted by the Department.	Panel – 19.09.08 Letter of apology from Acting Corporate Director. A Social Worker has been allocated to the case Meeting with Dept and ISP no longer wanted by complainant.	A social worker has been allocated to the case, giving Mrs AB confidence that her concerns will be listened to. Mediation process reviewed to ensure that Complainants' wishes are taken into account.
Learning Disability	Mrs B complained that information she had been given	The complaint highlighted issues	Panel – 21.05.08	Improved communication with people affected by the process of

Lessons Learned from Complaints. April - September 2008

	verbally following a safeguarding conference was inaccurate and this affected her relationship with her foster-daughter (now an adult with a learning disability). This complaint was upheld.	around communication	Letter of apology from Acting Corporate Director. Staff were issued with a reminder about the need to ensure that verbal feedback was in line with the recorded recommendations of a conference	safeguarding adults.
Learning Disability	Mr & Mrs C complained about both Adult and Children's Services as they affected the life of their daughter (now an adult, with a learning disability).	Partially upheld The complaint highlighted concerns about the standard of record keeping and communication with the family	Panel – 09.07.08 Letter of apology from Acting Corporate Director. Staff issued with a reminder about the need to cross reference entries on Framework and to set realistic timescales by which Service Users/families can expect any agreed actions	Improved services for children and families accessing transition services.
Learning Disability	Mrs G complained about the conduct of the staff at the Care Home in which her daughter, an adult with physical and learning disabilities, was a resident and about the failure of the Department to provide appropriate specialised day	Partially upheld The complaint highlighted issues around need: - for training in working with people	Panel – 28.07.08 Letter of apology from Acting Corporate Director. A new assessment of need was undertaken. Ongoing work to meet the needs of the	Improvement of services to daughter. Improved services and administrative systems at the Unit.

Lessons Learned from Complaints. April - September 2008

	care for her daughter.	with autism - to monitor care plans, incident logs to ensure quality - to check on training of agency staff	daughter. Internal work in the Unit to improve systems and monitor.	
--	------------------------	---	--	--

DB33 – app1