

West Dunbartonshire Health & Social Care Partnership Complaints Summary 1st April 2015 – 31st March 2016

During the period 1st April 2015 – 31st March 2016 there were a total of 58 complaints received within the Partnership. This has been split to reflect the change from the former Community Health & Care Partnership (CHCP) to the new Health & Social Care Partnership (HSCP) arrangements on the 1st July 2015.

April 2015 – June 2015 (CHCP)

During this period there were 15 formal complaints received.

Responded under NHSGGC Complaints Policy		Responded under WDC Complaints Policy	
Fully Upheld	1	Fully Upheld	5
Partially Upheld	2	Partially Upheld	2
Not Upheld	1	Not Upheld	3
Unsubstantiated		Partially upheld/Unsubstantiated	1
Withdrawn		Withdrawn	
Ongoing		Ongoing	
Consent not received		Consent not received	
Total	4		11
NHSGGC Complaints Policy		WDC Complaints Policy	
Children's Services	1	SDS Community Care	1
District Nursing	1	Occupational Therapy	1
MSK Physiotherapy*	1	Children's Services	4
Retinal Screening	1	Residential Care Home	1
		Community Care	1
		Hospital Discharge	1
		Care at Home	2
Total	4	Total	11

*NHSGGC-Wide Hosted services

1 July 2015 – 31 March 2016 (HSCP)

During this period there were 43 formal complaints received.

Responded under NHSGGC Complaints Policy		Responded under WDC Complaints Policy	
Fully Upheld	2	Fully Upheld	9
Partially Upheld	3	Partially Upheld	8
Not Upheld	6	Not Upheld	12
Unsubstantiated	1	Unsubstantiated	2
Withdrawn		Withdrawn	
Ongoing		Ongoing	
Consent not received		Consent not received	
Total	12		31
NHSGGC Complaints Policy		WDC Complaints Policy	
Children's Services	1	Mental Health	1
Mental Health	3	Occupational Therapy	1
MSK Physiotherapy*	8	Children's Services	13
		Residential Care Home	2
		Care Contract Team	1
		Care at Home	6
		Care at Home (Sheltered Housing)	1
		Children's Services Fostering and Adoption	1
		Children's Services Child Protection	1
		Criminal Justice	3
		SDS Children with Disabilities	1
Total	12		31

*NHSGGC-Wide Hosted services

Summary of main themes evident from lessons learnt:

- Importance of staff communicating timeously, clearly and respectfully with service users.
- Importance of on-going and clear engagement with client advocates.
- Importance of good record keeping and proper use of systems.
- Importance of clear and timely communication between staff in dealing with service users.
- Training needs of staff within their service area.

1 April 2015 – 30 June 2015 (CHCP)

Service Area	Complaint Subject	Outcome
WDC Policy		
Children's Services	Employee Attitudes	Partially Upheld
	Failure to achieve standards/quality of service	Partially Upheld/Unsubstantiated
	Building	Upheld
	Communication	Partially Upheld
Care at Home	Communication	Upheld
Care at Home	Communication	Upheld
Hospital Discharge	Policy	Not Upheld
SDS Community Care	Administrative Delays	Upheld
Community Care	Paperwork	Upheld
Occupational Therapy	Failure to provide service	Not Upheld
Residential Care	Failure to provide service	Not Upheld
NHSGGC Policy		
Retinal Screening	Employee Attitudes	Partially Upheld
MSK Physiotherapy	Failure to provide service	Not Upheld
Children's Services	Administration	Partially Upheld
District Nursing	Employee Attitudes	Upheld

1 July 2015 – 31 March 2016 (HSCP)

Service Area	Complaint Subject	Outcome
WDC Policy		
Mental Health	Employee behavior/attitude	Upheld
Occupational Therapy	Communications	Partially Upheld
Children's Services	Employee attitudes	Partially Upheld
	Misuse of Information	Not Upheld
	Employee Attitudes	Partially Upheld
	Failure to achieve standards/quality of service	Not Upheld
	Failure to achieve standards/quality of service	Partially Upheld
	Communication	Not Upheld
	Failure to provide service	Not Upheld
	Request for 3rd Party information	Not Upheld
	Failure to provide service	Not Upheld
	Failure to provide service	Not Upheld
	Failure to provide service	Not Upheld
	Failure to achieve standards/quality of service	Not Upheld
	Failure to provide service	Partially Upheld
Residential Care Home	Communication	Partially Upheld
	Employee Attitudes	Upheld
Care Contract Team	Administration	Upheld
Care at Home	Parking	Upheld
	Employee Attitudes	Upheld
	Failure to provide service	Upheld
	Failure to provide service	Partially Upheld
	Failure to provide service	Upheld
	Employee Attitudes	Unsubstantiated

Service Area	Complaint Subject	Outcome
Criminal Justice	Failure to achieve standard/quality of service	Not Upheld
	Failure to provide service	Upheld
	Employee Attitudes	Not Upheld
Children's Services Fostering and Adoption	Bias or unfair discrimination	Not Upheld
Care at Home Sheltered Housing	Failure to achieve standards/quality of service	unsubstantiated
Children's Services Child Protection	Failure to achieve standards/quality of service	Partially Upheld
SDS Children with Disabilities Team	Failure to provide service	Upheld
NHSGGC Policy		
Children's Services	Communication	Upheld
Mental Health	Employee Attitudes	Not upheld
	Failure to provide service	Unsubstantiated
	Employee Attitudes	Partially Upheld
MSK Physiotherapy	Administration	Upheld
	Failure to provide service	Not Upheld
	Communication	Partially Upheld
	Communication	Not Upheld
	Employee Attitudes	Partially upheld
	Failure to provide service	Not Upheld
	Failure to achieve service/quality of service	Not Upheld
	Failure to achieve service/quality of service	Not Upheld