

# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

## 21<sup>ST</sup> MAY, 2018

### Adult Social Care Complaints & Compliments Report 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018

#### PURPOSE:

To enable members to exercise their scrutiny role in relation to the complaints and compliments received within Adult Social Care.

#### To consider and comment on the following issues:

The nature and number of complaints and compliments received in the Adult Social Care Team for the financial year 2017-18.

#### Reasons:

- To enable members to understand and review the complaints and compliments received and identify any areas of concern or good practice.
- To enable Members to exercise their scrutiny role in relation to compliments and complaints.

To be referred to the Executive Board / Council for decision: **NO**

#### EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. J. Tremlett (Social Care & Health Portfolio Holder)

##### Directorate

##### Communities

##### Name of Head of Service:

Avril Bracey

##### Report Author:

Silvana Sauro

##### Designations:

Head of Mental Health and  
Learning Disabilities

Performance, Analysis & Systems  
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# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

# 21<sup>ST</sup> MAY 2018

## Adult Social Care Complaints & Compliments Report 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018

The attached report sets out the Adult Social Care complaints and compliments that have been received for the 2017/18 financial year. The report summarises the number of complaints and compliments that have been received and provides information on the type of complaint and the service area relating to complaints and compliments.

DETAILED REPORT ATTACHED ?

YES

## IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Avril Bracey, Head of Mental Health and Learning Disabilities

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	YES	YES	YES	YES	YES

## **1. Policy, Crime & Disorder and Equalities**

The implementation of an effective complaints procedure supports the Feeling Fine theme of the Community Strategy as well as the building blocks of equalities and social inclusion in giving a voice to vulnerable service users. The findings of complaints investigations inform policy development and changes. The annual report includes recommendations for the further improvement of the complaints procedure.

## **2. Legal**

The production of an annual social services complaints report is a statutory requirement.

## **3. Finance**

The report has no immediate financial implications, although the full implementation of the recommendations in the report may have implications for further investment. The outcomes of complaints investigations contribute to the effective use of resources.

## **4. ICT**

The complaints procedure is currently managed via the department's Carefirst database. However with the planned introduction of the new WCCIS database, further information and testing will be required to ascertain whether WCCIS can accommodate complaints data.

## **5. Risk Management Issues**

The effective management of complaints contributes to the management of risk in highlighting areas where improvements are needed. Dealing effectively with complaints can also prevent further action by complainants e.g. referral to the Ombudsman or legal action.

## **6. Physical Assets**

The findings of some complaints have implications for the use of buildings e.g. the application of a no smoking policy.

## **7. Staffing Implications**

The effective management of complaints requires the ongoing support and training of staff.

# CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Avril Bracey, Head of Mental Health and Learning Disabilities

## 1. Local Member(s)

Not applicable

## 2. Community / Town Council

Not applicable

## 3. Relevant Partners

Not applicable

## 4. Staff Side Representatives and other Organisations

The report will be made available to staff

## Section 100D Local Government Act, 1972 – Access to Information

### List of Background Papers used in the preparation of this report:

#### THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Complaints records		Personal information not available for public inspection.