

# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 20<sup>TH</sup> MAY, 2019

## ADULT SOCIAL CARE COMPLAINTS & COMPLIMENTS REPORT 1<sup>ST</sup> APRIL 2018 TO 31<sup>ST</sup> MARCH 2019

### 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 2018-19.

### 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:

Neil Edwards

Report Author:

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Designations:

Interim Head of Integrated  
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# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

## 20<sup>TH</sup> MAY 2019

### Adult Social Care Complaints & Compliments Report 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019

With effect from 1 August 2014 revised legislation came into effect, bringing the Social Services complaints procedure into line with other complaints procedures across public services, in particular the process for NHS '*Putting Things Right*'. The Social Services Complaints Policy reflects the requirements of the new legislation and full details of the new policy. The legislation requires the reporting of additional information which has been incorporated into this report.

SC Adult Services are committed to ensuring that concerns raised are listened to and resolved quickly and efficiently. Lessons learned from this process are fed back to relevant teams and used wherever possible to improve future service delivery.

Our aim is to resolve complaints at the earliest opportunity and teams are encouraged to be proactive in achieving this goal.

The attached report sets out the Adult Social Care complaints and compliments that have been received for the 2018/19 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
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# 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:** Neil Edwards, Interim Head of Integrated Services

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>NONE</b>

## 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.

## 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.

## 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: Neil Edwards, Interim Head of Integrated Services

## 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.