

Culture and Communities Committee

10am, Tuesday, 12 September 2017

Response to a Social Work Complaints Review Committee Outcome

Item number 9.5.2

Report number

Executive/routine

Wards

Executive Summary

This report outlines the actions taken by Health and Social Care in response to the recommendations of a Social Work Complaints Review Committee held on 22 June 2017.

Response to a Social Work Complaints Review Committee Outcome

1. Recommendations

- 1.1 To note the actions taken in relation to the decisions of the Complaints Review Committee on 22 June 2017.

2. Complaints Review Committee Findings and Improvement Action

- 2.1 This report should be read in conjunction with the report from the Chair of the Social Work Complaints Review Committee relating to the recommendations of the committee arising from a complaints review held on 22 June 2017. The decisions and improvement actions are set out below.
- 2.2 The Committee upheld the complaint set out in paragraph 2.1 of the report by the Chief Officer, Edinburgh Health and Social Care Partnership, noting that the complainant had to involve a third party to help to access social work services and this should not have been necessary.
- 2.3 The Committee upheld the complaint set out in paragraph 2.2 of the report from the Chief Officer. The Committee noted that the back dated payment had not been received, and that if the back dated payment had been paid earlier, the complaint may not have escalated to this stage of the complaints process.
- 2.4 The Committee was pleased to note that an apology was given and that this was reinforced by the Council at the Complaints Review Committee on 22 June 2017.
- 2.5 The Committee further acknowledged that learning from the complaint had been acted upon by the Council to improve future processes.

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