

# Culture and Communities Committee

**10am, Tuesday, 12 September 2017**

## **Response to a Social Work Complaints Review Committee Outcome**

<b>Item number</b>	9.6.2
<b>Report number</b>	
<b>Executive/routine</b>	
<b>Wards</b>	

### **Executive Summary**

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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 11 August 2017.

## Response to a Social Work Complaints Review Committee Outcome

### 1. Recommendations

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- 1.1 To note the actions taken in relation to the decisions of the Complaints Review Committee on 11 August 2017.

### 2. Background - Complaints Review Committee Findings

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- 2.1 This report should be read in conjunction with the report from Committee Services relating to a Complaints Review Committee held on 11 August 2017. The decisions are set out below. Section 3 informs members of the improvement action that will be taken by Health and Social Care as a result of the complaint.
- 2.2 The Committee did not uphold the complaint set out in paragraph 2.1 of the report by the Chief Officer, Edinburgh Health and Social Care Partnership. The Committee noted that the complainant had not had her capacity assessed and that the Council had followed their guidelines. The complaint was investigated but details of a personal nature withheld to meet requirements of client confidentiality.
- 2.3 The Committee did not uphold the complaint set out in paragraph 2.2 of the report by the Chief Officer, Edinburgh Health and Social Care Partnership. The Committee noted that Council records showed that a copy of the Care Plan was sent by recorded delivery. However, this had not been received by the complainer. Responsibility for delivery does not rest with the Council.
- 2.4 The Committee did not uphold the complaint set out in paragraph 2.3 of the report by the Chief Officer, Edinburgh Health and Social Care Partnership. The Council records showed that 29 August 2016 had been discussed as a date for a Social Work meeting, but that 5 September 2016 had been confirmed to allow time for the Care Plan to be enacted. It had been recorded that the complainer would be on holiday on this date but that his aunt would attend the meeting.

### 3. Main report - Improvement Actions

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- 3.1 The Committee recommended that the complainer receive a written copy of the Care Plan as soon as possible. This has been provided.

- 3.2 The Committee recommended that confirmation of future Social Work meetings should be sent by letter or e-mail to ensure all parties are communicated the correct details. The relevant service will action this going forward.

**Michelle Miller**

**Interim Chief Officer Edinburgh Health and Social Care Partnership**

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## **4. Appendices**

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None