

Culture and Communities Committee

10am, Tuesday, 12 September 2017

Response to a Social Work Complaints Review Committee Outcome

Item number	9.7.2
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 16 August 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 16 August 2017.

2. Complaints Review Committee Findings and Improvement Action

- 2.1 This report should be read in conjunction with the report from Committee Services relating to a Complaints Review Committee held on 16 August 2017. The decisions are set out below. Section 2.4 informs members of an 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 paragraphs 2.1 and 2.4 of the report by the Chief Officer, Edinburgh Health and Social Care Partnership. The Committee noted that the assessment contained some inaccurate statements. However, the inaccurate statements would not have changed the outcome of the assessment.
- 2.3 The Committee did not uphold the complaint set out in paragraph 2.2. The social worker responded appropriately and advised the complainer to contact his GP when he advised that his health had declined.
- 2.4 The Committee upheld the complaint set out in paragraph 2.3. The Committee accepted that the period of notice from 24 December 2016 to 6 January 2017 was unrealistic and that the time of year had made it difficult for alternative support arrangements to be made. This information has been provided to the relevant section within the Partnership for consideration when notice periods potentially coincide with statutory holidays.
- 2.5 The Committee did not uphold the complaint set out in paragraph 2.6 of the report. The Committee saw no evidence to support the belief that the package of care had been ended against a background of prejudice.
- 2.6 The Committee upheld the complaint set out in paragraph 2.7. The Committee noted that the complainer had already received an apology for the delays experienced in this case.

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