

COMPLAINTS MONITORING

Social Care

Formal Complaints made to Departments

Complaints at Stage 1							
	Date	Complainants Name	Subject Matter	Department/ Division/ Contractor	Date Concluded	Outcome	Comments/ Improvements Made
	1/4/03	SS/00258	Agency failed to provide prearranged sitter service	Older People's Services/external provider	29/4/03	Agency contacted and reminded about conditions of contract	Agency recognised that the service was not adequate and agreed to make improvements.
	2/4/03	SS/00259	Insufficient support from the department & failure to conduct regular reviews	Intermediate Care	7/4/03	Written response; review to be arranged; leaflet about services included	Challenge of communicating the difference between service users' wishes and needs
	10/4/03	SS/00260	Unacceptable behaviour by another service user	Learning Disability Services	10/4/03	Matter dealt with under Protection of Vulnerable Adults procedure	
	14/4/03	SS/00261	Concerns about support being provided to children	Children & Young People's Services	28/4/03	Consideration of actions taken and written response made	Level of support considered to be appropriate
	14/4/03	SS/00262	Insufficient assessment for equipment	Occupational Therapy Service	1/5/03	Explanation of criteria for services	Challenge of communicating the difference between service users' wishes and needs
	16/4/03	SS/00264	Insufficient consultation with parents	Children & Young People's Services	22/4/03	Explanation of need to balance the requirement for consultation with the requirement to meet statutory deadlines	Planned improvements to information packs for parents and children

	23/4/03	SS/00265	Plans for respite in accommodation that cannot meet service user's needs	Older People's Services	6/5/03	Respite booked in more appropriate accommodation	Ongoing consideration to find ways to balance resources and need
	16/4/03	SS/00266	Inadequate care package for discharge from hospital	Intermediate Care	17/4/03	Explanation	
	29/4/03	SS/00267	Standard of service from external home care provider	Older People's Services/external provider	3/6/03	Acknowledgement of some late/missed calls and apology	Better lines of communication established between department and agency
	2/5/03	SS/00268	Inadequate assessment	Occupational Therapy Service	5/5/03	Reassessment arranged to satisfaction of service user	
	7/5/03	SS/00269	Insufficient financial support from department	Children & Young People's Services	16/5/03	Verbal and written explanation of the service on offer and input required from service user	Need to confirm decisions clearly in writing to eradicate the opportunity for misunderstanding
	8/5/03	SS/00270	Poor standard of room in residential accommodation	Learning Disability Services	22/5/03	Apology	Improvements made to room
	2/5/03	SS/00271	Insufficient support	Older People's Services	13/5/03	Review of needs made to service user's satisfaction	
	9/5/03	SS/00272	Insufficient support to arrange respite care and inadequate advice pre discharge from hospital	Older People's Services	16/5/03	Explanation – did not meet eligibility criteria	
	1/5/03	SS/00273	Timing of transport to Day Centre	Learning Disability Services	19/5/03	Times agreed and confirmed	
	13/5/03	SS/00274	Insufficient support	Older People's Services	5/6/03	Verbal and written apology – additional support and review arranged	
	7/5/03	SS/00275	Lack of clarity about future plans for accommodation and financial support	Children & Young People's Services	12/6/03	Explanation	Planned improvements to information packs for parents and children

	21/5/03	SS/00276	Change to service	Intermediate Care	2/6/03	Explanation of new legislation responsible for the change	Leaflets about the changes were already available
	21/5/03	SS/00277	Relative expressed concern about support to service user	Learning Disability Services	27/5/03	Discussion between service user and Home Manager – service user happy with service	Service user did not wish to complain
	27/5/03	SS/00278	Insufficient care taken during respite stay	Intermediate Care	27/6/03	Investigation showed suitable standard of care	
	4/4/03	SS/00279	Assessment does not meet needs	Occupational Therapy Service	19/5/03	Reassessment	
	2/6/03	SS/00281	Accessibility of department's premises	Children & Young People's Services	10/7/03	Discussion between Team Manager and service user – acknowledged problems with access	Plans to move the service are under consideration
	5/6/03	SS/00282	Department failure to provide appropriate support to child and family	Children & Young People's Services	11/6/03	Lengthy response noting support offered and in many cases rejected	
	12/6/03	SS/00283	Accessibility of department's premises	Children & Young People's Services	10/7/03	Problems with access acknowledged	Plans to move the service are under consideration
	10/6/03	SS/00284	Inadequate standard of care from external home care provider	Older People's Services/external provider	24/6/03	Response and apology	Training need identified by provider and addressed
	4/6/03	SS/00285	Refusal to provide equipment and poor customer care	Equipment Services	18/6/03	Explanation that equipment requested would be appropriate for service user	
	17/6/03	SS/00288	Concern about care during respite stay	Older People's Services	17/7/03	Investigation showed appropriate care provided	
	17/6/03	SS/00289	Staff ignored family after Court hearing	Children & Young People's Services	27/6/03	Response – decision informed by children's best interests	

	25/6/03	SS/00290	Confusion over arrangements for respite	Older People's Services	9/7/03	Full written explanation provided	Communication issue identified
	4/7/03	SS/00291	Failure to take agreed action	Children & Young People's Services	23/7/03	Acknowledgement of failure and apology given. Situation rectified	Monitoring brief to ensure future action is appropriate
	18/6/03	SS/00292	Standard of driving of departmental vehicle	Equipment Services	23/6/03	Written response	
	17/6/03	SS/00294	Standard of care at residential accommodation	Older People's Services	16/7/03	Written response	Referred to National Care Standards Commission
	23/6/03	SS/00295	Standard of care provided by external home care provider	Quality Services/external provider	15/7/03	Written response from agency	Arrangements agreed with service user to improve service
	13/6/03	SS/00296	Finance	Quality Services	8/7/03	Explanation	
	26/6/03	SS/00297	Inadequate assessment and unclear advice	Older People's Services	13/8/03	Explanation	Service user responsibility of another local authority
	3/6/03	SS/00298	Consultation and contact issues	Children & Young People's Services	29/7/03	Explanation	
	23/6/03	SS/00299	Staff spoke inappropriately	Learning Disability Services	11/8/03	Investigation showed that nothing inappropriate had been said	Check all information before visit
	23/6/03	SS/00300	Unfairly treated by department	Children & Young People's Services		discussion but no formal response	
	17/7/03	SS/00301	Request for respite assistance turned down	Older People's Services	30/7/03	Offer of respite in residential accommodation turned down	
	24/7/03	SS/00302	No clear explanation for stopping contact. Social worker never available	Children & Young People's Services	24/7/03	Telephone call to complainant to clarify situation. Social worker's direct dial number given for future use	Reminder that staff should provide direct dial numbers
	23/7/03	SS/00303	Department has gone back on an assurance made to service user	Children & Young People's Services	26/8/03	Explanation	

	24/7/03	SS/00304	Poor standard of home care from external provider– calls missed	Older People's Services/external provider	30/7/03	Written response – staff member dismissed	New procedure introduced by agency to ensure that calls are not missed
	22/7/03	SS/00305	Standard of cleanliness at Day Centre	Learning Disability Services	5/8/03	Written response	Meeting with contractors to discuss improvements
	1/8/03	SS/00306	Incorrect assessment of need	Older People's Services	13/8/03	Does not meet eligibility criteria for further intervention	
	31/7/03	SS/00307	Refusal to provide assistance	Occupational Therapy Service	14/8/03	Advised is kept on waiting list to be dealt with in priority order	
	30/7/03	SS/00308	Service does not meet needs and puts service user at risk	Learning Disability Services	3/9/03	Assessment considered again and specialist placement is now being sought	
	7/8/03	SS/00309	Condition of lifts at Queensway House	Quality Services	12/8/03	Explanation	Representations to lift company to expedite repairs
	7/8/03	SS/00310	Poor customer care from frontline staff	Quality Services	12/8/03	Apology	Staff training
	27/7/03	SS/00311	Lack of respect for service user's dignity	Intermediate Care	27/7/03	Apology	Disciplinary action
	27/7/03	SS/00312	Staff rudeness	Intermediate Care	27/7/03	Apology	Disciplinary action
	8/8/03	SS/00313	Other methods of payment of home care invoices not advertised	Quality Services	4/9/03	Explanation	
	29/7/03	SS/00314	Lack of support	Children & Young People's Services			
	31/7/03	SS/00315	Care package failed to meet service user's needs	Older People's Services & Intermediate Care	28/10/03	Explanation and apology for delay in response to complaint	
	6/8/03	SS/00316	Failure to assess for equipment to enable service user to return home	Occupational Therapy Service	11/9/03	Explanation about eligibility and advice about other services	

	28/7/03	SS/00317	Poor standard of home care	Home Care	12/8/03	Change of provider	
	24/7/03	SS/00318	Care staff not suitably trained. Late and sometimes missed visits	External Home Care Provider	2/10/03	Explanation	Change of provider
	19/8/03	SS/00319	Information inappropriately disclosed	Children & Young People's Services	15/10/03	Explanation & apology	
	15/8/03	SS/00320	Change to service without consultation	Intermediate Care	28/8/03	Explanation of new legislation responsible for the change	Leaflets about the changes were already available
	21/8/03	SS/00321	Father not kept informed about son's placements	Children & Young People's Services	2/10/03	Full explanation	
	22/8/03	SS/00322	Lack of interest from social worker	Older People's Services	16/9/03	Apology and full explanation	Staff development identified and addressed
	21/8/03	SS/00323	No explanation for decision	Children & Young People's Services	27/8/03	Explanation given in meeting with senior officer	
	21/8/03	SS/00324	Contact cancelled without notice	Children & Young People's Services	25/8/03	Apology and additional contact organised	
	18/8/03	SS/00325	Insufficient effort made to secure permanent placement	Children & Young People's Services	28/8/03	Full written response	
	1/9/03	SS/00326	Contact with daughter cancelled without prior notification	Children & Young People's Services	1/9/03	Explanation and apology. Exceptional circumstances meant that contact could not go ahead	It is usual practice to notify about cancellations and this message is reinforced with staff
	11/8/03	SS/00327	Social worker spoke inappropriately	Learning Disability Services	11/8/03	Investigation did not uphold complaint	
	2/9/03	SS/00328	Too many foster placements	Children & Young People's Services	9/9/03	Acknowledged concern and outlined plan for future care in residential establishment	

	28/8/03	SS/00329	Insufficient support for parents/ carers	Learning Disability Services	2/9/03	Full explanation and leaflet. Carers assessment arranged	
	8/9/03	SS/00330	Poor service from external home care providers	Older People's Services & External Home Care Provider	14/10/03	Poor standard of service acknowledged and apology made	New procedures introduced and staff training
	8/9/03	SS/00332	Failure to keep relative informed	Learning Disability Services	23/10/03	Apology and information provided in accordance with departmental process	
	9/9/03	SS/00332	Contribution towards home care charges	Quality Services			
	16/9/03	SS/00334	Unclear information about top up funding for residential accommodation	Hospital Social Work Team	18/9/03	Full explanation	Leaflet is available about residential charges
	17/9/03	SS/00335	Insufficient support to child with disabilities & staff rudeness	Occupational Therapy Service	22/9/03	Written response and visit from Team Manager.	
	10/9/03	SS/00336	Incorrect invoices and reminders	Quality Services	17/9/03	Explanation and apology	Staff development
	19/9/03	SS/00337	System letting son down	Children & Young People's Services	22/9/03	Meeting with all parties and future actions identified and agreed	
	27/8/03	SS/00338	Department refusing to increase funding for residential placement	Learning Disability Services	19/9/03	Response explaining budgetary constraints and possible alternative arrangements	
	26/8/03	SS/00339	Standard of driving of Council vehicle	Equipment Services	10/9/03	Apology	Exploring corporate standard setting for drivers of Council vehicles and equipment to monitor driving

	16/9/03	SS/00340	Failure to agree funding to service user to move from hospital ward to residential accommodation	Social Care	10/10/03	Funding agreed	
	23/9/03	SS/00341	Insufficient support from the department to secure suitable housing for service user	Learning Disability Services	25/9/03	Written response to father - service user's behaviour has made it difficult to secure suitable housing but support is ongoing	
	25/9/03	SS/00345	Standard of assessment	Children & Young People's Services	2/10/03	Explanation – issues to be addressed in Court	
	18/9/03	SS/00349	Failure to inform appointment cancelled – insufficient support	Children & Young People's Services	8/10/03	Meeting to discuss and apology made.	Discussion with staff member to ensure improvement in communications
	29/9/03	SS/00350	Unacceptable standard of service provided by home care agency Incorrect assessment	External Home Care Provider & Older People's Services	10/10/03	Apology from agency & disciplinary action taken Current assessment confirmed	Improved staff induction training
	26/9/03	SS/00351	Unacceptable standard of service provided by home care agency	External Home Care Provider	21/10/03	Apology and written confirmation of care plan and assurance of commitment to provide service as stated	Meetings with care providers to discuss improved handling of complaints and service provision.
Complaints at stage 2							
	5/8/03	SS/00280	Standard of care during respite stay	Older People's Services			Investigation completed – report pending
	5/8/03		Standard of care provided, lost records and misleading information	Mental Health Service			Investigation completed & report submitted – response pending
	11/8/03	SS/00286	Care package does not meet service user's needs	Intermediate Care			Investigation completed – report pending

	10/9/03	SS/00331	Failure to address problems with foster placement. Support withdrawn	Children & Young People's Services			Investigation in progress
Complaints at stage 3							
	15/7/03	SS/00224	Inadequate response to correspondence leading to confusion. Refusal to fund holiday for service user in residential accommodation	Learning Disability Services	30/7/03	Panel agreed with stage 2 findings to uphold first part of complaint. They agreed with finding not to uphold the second part of the complaint but recommended that the department take a proactive approach to liaise with provider of residential accommodation to facilitate holiday	Consideration has been given to this matter when drawing up terms of new contracts with external residential providers

COMPLAINTS MONITORING

Formal Complaints made to Department of Social Care re Social Services function – 1/10/03 – 31/3/04

These complaints were addressed under the Social Services statutory complaints procedure

Complaints at stage 1							
	Date	Complainants Name	Subject Matter	Department/ Division/ Contractor	Date Concluded	Outcome	Comments/ Improvements Made
	1/10/03	SS/00343	Timing of visits of carers erratic and not acceptable Poor standard of hygiene Some visits missed	External Provider	7/10/03	Requested no response - service user moved to residential accommodation. Referred to agency for comment – service user had refused calls and was verbally abusive	All complaints about home care services are fed into contract quality monitoring
	6/10/03	SS/00344	Occupational Therapist who visited to assess the service user's needs at the new property, was very rude and gave the impression that he didn't want to be there. Service user was left feeling very upset.	Occupational Therapy Service	21/10/03	Written response and apology	Original worker reflected on how his manner was perceived and offered to visit again but service user requested another worker and one was allocated
	2/10/03	SS/00347	Workers in supported accommodation do not treat complainant with respect and are not supportive	Children & Young People's Services	18/12/03	Referred to manager of supported accommodation for response – complaint not substantiated	Although complaint not substantiated, it is noted that there was a delay with the response from the manager of the accommodation. Working with Policy and Procurement Unit to improve through contract monitoring

	1/10/03	SS/00348	Department disclosed personal information to a third party	Children & Young People's Services	1/10/03	Telephone call to complainant to explain process under section 47 and department's duty to protect children	Complainant still dissatisfied – seeking legal advice.
	3/10/03	SS/00352	Service user's daughter disagrees with result of the assessment of need. Believes that her father needs personal care.	Older People's Services	7/10/03	Written response to explain that the department is not able to impose a service on someone if they do not want it	Families' opinions do not always concur with those of potential service users.
	6/10/03	SS/00353	Agreed times for home care visits not adhered to Insufficient support from the department - no social worker	Older People's Services	23/10/03	Meeting arranged between all parties to seek resolution – decision not to pursue complaint	
	13/10/03	SS/00354	Incorrect invoices sent and failure to invoice in a timely manner	Finance Section	27/10/03	Situation rectified and full explanation given	Absence of information at outset flagged as training issue
	20/10/03	SS/00355	Carer failed to use common sense to remedy situation that meant that service user could not have a hot drink	Intermediate Care	3/11/03	Written explanation that situation in kitchen presented Health & Safety risk. Staff's offer to fetch in a hot drink was refused	Department has a duty of care to employees
	31/10/03	SS/00357	Complaint against member of staff for comments and accusations made that relate to complainants past.	Children & Young People's Services	3/12/03	Written explanation of need to share relevant information to fulfil department's duty to protect children	
	17/10/03	SS/00359	The department has failed to provide support for service user and family leaving service user and her siblings at risk Social worker ignored complainant's concerns	Children & Young People's Services	18/11/03	Issue addressed at Child in Need Conference	Complainant raised concerns again 21/4/04, and requested that they be addressed at stage 2

			about family her daughter was allowed to stay with.				
	3/11/03	SS/00361	Misadministration of medication	Learning Disability Services	19/11/03	Written response sent	Further letter sent requesting complainant feedback and comments on current service – no response
	7/11/03	SS/00362	Has been charged by residential accommodation incorrectly as service user should not have been self funding	Intermediate Care	23/12/03	Letter of explanation – since there was no contract between the private residential home and the local authority, the matter does not rest with the department	Ongoing work on improving communications
	10/11/03	SS/00363	Complaint that calls aren't returned and actions aren't taken. Feels unsupported by child's social worker.	Children & Young People's Services	5/2/04	Team Manager visited complainant to discuss and address issues	Reminder to staff of importance of returning calls
	10/11/03	SS/00364	Complaint against change of social worker.	Children & Young People's Services	29/12/03	Written response – apology for delay. Original social worker reallocated in line with complainant's wishes	
	11/11/03	SS/00365	Complaint from son about irregular visits, carelessness and poor attitude of staff and lack of action taken when service user needed medical attention.	External provider	23/12/03	Concerns referred to agency and investigation undertaken - acknowledged that there had been missed visits but other issues were not substantiated.	All complaints about home care services are fed into contract quality monitoring Service user contacted and was happy with service
	11/11/03	SS/00367	Complaint about standards and care in residential home	External provider	13/11/03	Department to find new placement for service user	With complainant's permission, complaints about private registered homes are referred to National Care Standards

							Commission (now Commission for Social Care Inspection)
	29/10/03	SS/00369	Complaint about contact with children.	Children & Young People's Services	14/11/03	Complainant now seeking legal advice.	
	23/10/03	SS/00370	Service user discharged from hospital and expected carers on day of discharge & am of next day - did not arrive.	Intermediate Care	28/10/03	Mistake made over dates – apology given	Staff reminded to be very clear about dates of discharge
	11/11/03	SS/00371	Service user has waited two years for the installation of a shower Delay in removing unsuitable aids	Occupational Therapy Service	27/11/03	Work had been completed that week and unwanted equipment removed	
	21/11/03	SS/00372	Difficulty in arranging respite care required for complainant's father.	Older People's services	25/11/03	Respite place found	
	12/12/03	SS/00373	Attitude of social worker undertaking review	Children & Young People's Services	12/12/03	Further information requested from complainant to allow complaint to be investigated – not supplied	
	22/12/03	SS/00374	Evening carer did not arrive until 12:20am for a 9pm call. The carer did not know the round and had the wrong address.	External provider	22/12/03	Agency aware of problems with that round and rang complainant to apologise	All complaints about home care services are fed into contract quality monitoring
	19/12/03	SS/00375	Carers' failure to administer medication	External provider	14/1/04	Agency admitted problem with carer and sent supervisor to monitor. Problem not resolved and care provider was changed	All complaints about home care services are fed into contract quality monitoring
	24/11/03	SS/00376	Missed home care calls and standard of care provided	External provider	24/12/03	Agency sent supervisor to observe standard of care. Written response to	All complaints about home care services are fed into contract quality monitoring

						complainant	
	29/12/03	SS/00377	Department failed to take action in response to concerns expressed about need for a service	Older People's services	29/12/03	Emailed response – apology. Advised social worker allocated	
	17/12/03	SS/00378	Neighbour is disturbing complainant because of lack of support from the department.	Intermediate Care	24/12/03	Written response – apology and assurance that concerns receiving serious consideration. Data Protection prevents further disclosure	
	8/12/03	SS/00379	Mother not consulted or kept informed	Children & Young People's Services	24/12/03	Meeting scheduled but complainant did not attend and failed to respond to contact from the department	
	22/12/03	SS/00380	<ul style="list-style-type: none"> - Social worker used key code and walked into service user's home without knocking - Comments of service user were ignored - Service user was asked to sign papers that she could not read because she has glaucoma - Service user was left frightened and distressed 	Older People's services	26/2/04	Written response from Head of Service – complaint not substantiated.	
	24/11/03	SS/00381	<p>Issues surrounding assessment and charges for services</p> <p>Delays in arranging provision</p>	Older People's services	13/2/04	Written response and further contact offered	
	16/12/03	SS/00382	<ul style="list-style-type: none"> - Missed calls - Failure to undertake certain tasks - Inappropriate comments from carer 	External provider	15/1/04	Referred to agency – response made and arrangements made to find regular evening carer	All complaints about home care services are fed into contract quality monitoring
	19/11/03	SS/00383	Department failing to provide OT assessment	Occupational Therapy	3/12/03	Remedial action taken. Worker	

			for service user's discharge from hospital	services		visited to assess need	
	13/11/03	SS/00384	Carer sent to accompany service user to see his family did not provide adequate assistance He did not speak to service user or family and made them feel uncomfortable	Learning Disability Services	23/11/03	Written apology and outline 5 steps that have been taken to remedy matter and prevent recurrence	Staff guidance developed - all staff must read, sign and comply with guidance
	13/11/03	SS/00385	Notes and forms from assessment were lost and carer had to complete forms again Carer felt that social worker accused her of lying and she cannot deal with him any more	Older People's services	21/11/03	Written response – apology and another social worker allocated	Training need identified for individual social worker
	27/10/03	SS/00386	Complaint that night sitter fell asleep and was drinking alcohol	External provider	29/10/03	Referred to agency for investigation. Carer denied drinking though may have drifted in and out of sleep. Letter of apology sent	Carer will not be permitted to work nights for a period of six months and will receive supervision and one to one training session with the Home Care Manager
	27/10/03	SS/00387	Missed home care calls and late attendance Keys have been lost Does not wish to have male carers	External provider	29/10/03	Visit by supervisor – concerns addressed and put right	All complaints about home care services are fed into contract quality monitoring
	27/10/03	SS/00388	Failure to administer medication on 2 occasions	External provider	29/10/03	Referred to agency for investigation. Complaint not substantiated Written response to complainant	Carer booked on refresher course for Administration of Medication.
	3/11/03	SS/00389	Social worker failed to keep appointment - telephoned at last minute to reschedule	Older People's Mental Health	11/11/03	Meeting and written response and change of social worker	

			Appears to wish to cause complainant stress and anxiety				
	12/11/03	SS/00390	Social worker failed to make appropriate arrangements for confirmation of placement review; made unreasonable demands of the care home.	Older People's services	26/11/03	Apology and new social worker allocated	Staff development
	17/11/03	SS/00391	Financial support for daughter and baby has been withdrawn and out of borough placement arranged instead	Children & Young People's Services	21/11/03	Telephone call to complainant to address concerns	
	8/1/04	SS/00392	More support needed from department to care for children who are on Child Protection Register Department fails to keep mother informed and often doesn't return calls	Children & Young People's Services	9/1/04	Visit by social worker to address concerns	Staff reminded of importance of returning calls
	4/12/03	SS/00393	Believes care staff have breached confidentiality	Older People's Mental Health Services	13/1/04	Complaint not substantiated	
	5/1/04	SS/00394	Missed calls Fluctuating arrival times Staff not willing to take responsibility	External provider	13/1/04	Referred to agency – written response acknowledging communication breakdown. Apology given	Spot checks on carers and member of staff dismissed
	8/1/04	SS/00395	5 days' missed calls in October - agency apologised and gave assurance there would be improvements Further missed visit on 21 December - contacted agency - no call back Further missed visits over Christmas and New Year - contacted agency and again no calls back	External provider	13/1/04	Referred to agency. Offer of meeting with Care Brokerage Manager	All complaints about home care services are fed into contract quality monitoring

	9/1/04	SS/00396	Poor standard of homecare	External agency		Awaiting response	
	8/1/04	SS/00397	Rushed visits and missed calls from home care provider	External provider	15/1/04	Referred to agency for investigation. No missed visits, though accepted that sometimes may be late. There are a lot of tasks to be completed in allocated time so may feel rushed	Referred to social worker to review care package
	6/1/04	SS/00398	Lack of support for son	Learning Disability services	13/1/04	Written response – advising multi agency meeting to be arranged to address concerns	Need to ensure that partnership working is effective
	15/1/04	SS/00399	Medication not administered correctly	External provider	26/1/04	Referred to agency – medication given on all but one occasion when carer was confused	Carer placed on Administration of Medication course and spot checks to be made of her work
	19/1/04	SS/00400	Service user is a diet controlled diabetic and needs regular food and drink. The timing of the home care calls have been erratic sometimes leaving the service user 16 hours without a call	External provider	23/1/04	Referred to agency for investigation – complaint not substantiated. On one occasion, late lunch call for which an apology made.	All complaints about home care services are fed into contract quality monitoring
	16/1/04	SS/00401	Medication not administered correctly Home care calls late	External provider	13/2/04	Information not provided to allow complaint to be investigated Referred to agency for internal review	
	20/1/04	SS/00402	Lack of support for service user and carer	Learning Disability services	24/2/04	Written explanation – carer assessment offered but refused	
	21/1/04	SS/00403	Missed and late calls	External provider	22/4/04	Referred to agency Department's offer	Agency reminded of importance of prompt and full response

						to change provider refused	
	22/1/04	SS/00404	<p>Department agreed individual support. It has not been provided but invoices for payment have been received.</p> <p>Individuals' support hours are put together to provide additional communal cover and this is not acceptable</p>	Learning Disability services	28/1/04	Full investigation showed that incorrect invoices had been presented	Provider to submit revised invoices and consider how support is provided
	26/1/04	SS/00405	Landlords believed they had been misled by the department	Asylum Seekers Team	2/2/04	Explanation	
	27/1/04	SS/00406	Failure to invoice despite repeated requests	Finance Section	4/2/04	Explanation & apology	
	30/1/04	SS/00407	Complainant believes her views were disregarded. She was presented with a service for her daughter and more or less told to take it or leave it.	Learning Disability services	23/2/04	Explanation and apology. Preferred service provided and meeting with Head of Service offered and accepted	Carers Forum information pack to be sent to complainants Comments about information to be fed back to inform work on an information pack Staff to be reminded that it is their responsibility to try to sort out problems rather than pushing people towards the complaint procedure as a first option
	26/1/04	SS/00408	Inappropriate communication between social worker and children's mother	Children & Young People's Services	26/1/04	Meeting with complainant. Case reviewed and reallocated	Speak with staff about effective communication
	28/1/04	SS/00409	Insufficient support for child looked after by grandparents under Court Order Social worker fails to undertake statutory visits Family has not been	Children & Young People's Services	5/2/04	Meeting and full response, outlining support offered by department. Acknowledged difficulty of contacting social	Changes to team's duty system to improve communication channels

			introduced to new social worker			worker who works part time. Another social worker allocated	
	27/1/04	SS/00410	Department not providing adequate respite care for complainant's disabled daughter	Children & Young People's Services	2/2/04	Full response – advised about eligibility criteria - worker allocated to the family to explore options for respite.	
	12/2/04	SS/00411	Social worker does not fulfil his role eg no regular contact Did not resolve issues with safety of house while in hospital thereby prolonging his stay. Family and care company had to undertake the tasks	Intermediate Care	5/3/04	Complaint not substantiated – full response given	
	9/2/04	SS/00412	Weekly money to support service user is never ready for collection. Delays affect her attendance at school	Children & Young People's Services	18/2/04	Full written response – complaint partly substantiated and apology given	
	26/2/04	SS/00413	Lack of support from social worker to sort out direct payments	Intermediate Care	23/4/04	Remedial action taken	
	1/3/04	SS/00414	Service user's daughter said that a carer spoke threateningly to her mother	Home Care Team	10/3/04	Assurance that carer will not attend service user again	
	3/2/04	SS/00415	Claims that service user was left in dirty and unhygienic condition	External provider	1/3/04	Referred to agency – complaint not substantiated	
	2/2/04	SS/00416	Department has failed to take action to secure a place for complainant's sister who has a learning disability.	Learning Disability Services	4/2/04	Written explanation	

			Dissatisfaction with social worker				
	11/3/04	SS/00417	Complainant has been looking after young person found on street for 11 weeks. No formal arrangements made by social care.	Children & Young People's Services		Awaiting response	
	22/3/04	SS/00418	Complaint about level of care - lack of exercise and stimulation.	Older People's services	6/4/04	Visit to service user- has no concerns about standard of care and is able to self advocate. Response to complainant with service user's permission	
	29/3/04	SS/00419	Problem with arranging carers for Saturday visit to high dependency sister. Complainant stressed that complaint is about management and administration and not about the carers.	External provider	12/4/04	Referred to agency for response. Acknowledged that situation was not ideal but arrangements had been made at short notice to cover sickness	All complaints about home care services are fed into contract quality monitoring
	30/3/04	SS/00420	Missed calls	External provider		Awaiting response	
	30/3/04	SS/00421	Service ended without advising carer as previously agreed. Appeared to be failure in communications	Intermediate Care	30/3/04	Response by telephone and apology that daughter was not invited to review	Breakdown in communications – staff reminded to check if agreement that carer will be notified or invited to review.
	30/3/04	SS/00422	Too many changes of social worker	Children & Young People's Services	1/4/04	Explanation with list of social workers and visits made	
	2/2/04	SS/00424	Poor communication between department's staff	Intermediate Care	16/4/04	Meeting with complainant to address concerns	Teams to reflect on current procedure to see if improvements can be

			Complainant found staff attitude rude and overbearing			Some concerns refer to Health services	made
	31/3/04	SS/00425	Inappropriate behaviour from member of staff	Equipment Service	2/4/04	Written apology	Contingency plan for similar situation to be developed
	29/3/04	SS/00427	Care package cancelled	Intermediate Care	8/4/04	Written explanation of assessment under Fair Access to Care Services Guidance	Need for clear information when there are changes to service
	26/3/04	SS/00428	Missed calls	External provider	14/4/04	Referred to agency – acknowledged mistake and apologised	
	29/3/04	SS/00429	Home care seems to break down at week-ends resulting in missed and late calls	External provider		Awaiting response	
	31/3/04	SS/00430	Insufficient attention paid to concerns raised about child	Children & Young People's Services	16/4/04	File reviewed by service manager and written response provided – assurance that appropriate action had been taken but acknowledged that complainant had not been consulted and apologised for that.	Reminder to staff of consulting with both parents where appropriate
	29/3/04	SS/00431	Daughter's contact arrangements not followed when emergency occurred	Intermediate Care	21/4/04	Written response and apology.	Changes made to system for recording special contact arrangements
	31/3/04	SS/00432	A member of frontline staff rude to complainant	Customer Services	8/4/04	Complaint not substantiated – written response referring to Customer Contact Standards	All staff invited to launch of corporate customer contact standards

	25/2/04	SS/00433	Missed and late visits from external home care agency Dismissive attitude of staff	External provider	5/3/04	Referred to agency – written response accepting failure in service and apology given	Supervision order on member of staff Reminder about clear communication between staff
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Complaints at stage 2							
	11/11/03	SS/00368	Complaint about member of staff at private residential unit physically abusing complainant.	Children & Young People's Services and external provider	8/12/03	Allegation of abuse referred to local Child Protection service – no grounds for investigation. Advocate commissioned for child and meeting held. Department checked and confirmed that appropriate action had been taken in line with its own procedures	
	23/2/04	SS/00426	Complainant believes that proposals have been explored to move her mother from residential home without any discussion with family Staff from other homes have talked with mother without daughter being present and information about her has been disclosed to these staff without permission.	Older People's services		Independent investigation in progress	

	21/4/04	SS/00359	Lack of support for her daughter and the family	Children & Young People's Services		Independent investigation commissioned	Escalated from stage 1 complaint last year
Complaints at stage 3							
	16/12/03		Lack of support Senior staff misled complainant Report flawed Staff failed to report concerns Case files cannot be located	Mental Health Services	5/3/04	Review Panel Meeting held 24/2/04 Recommendations made by Panel and responded to by Director Copies of Cabinet reports sent to complainant as requested, taking account of Data Protection Act 1998	This complaint refers to a case in 1998 when the Mental Health service was the responsibility of Southend Borough Council. To ensure that notes of interviews in investigations be signed of by interviewees Undertaking to explore a safe mechanism for tracking the storage and transfer of files, possibly computer-assisted