

COMPLAINTS REPORT
JULY – SEPTEMBER 2008

1. SUMMARY

13 complaints were received during this quarter. They are summarised at Appendix 1. Any complaints from the previous quarter which were still being investigated at the time of the previous report are summarised at Appendix 2.

2. CORRESPONDENCE PERFORMANCE

The response rate for this quarter is 31% within 25 working days.

Previous quarters	Number of complaints	% replies within 25 days
July – September 07	15	67
October – December 07	20	63
January – March 2008	27	26
April - June 2008	15	40

3. INDEPENDENT REVIEW

The Healthcare Commission did not review any unresolved complaints during this quarter.

4. INVESTIGATION ARRANGEMENTS

During this quarter a triage system has been introduced for all new complaints. Each new complaint is assessed against the criteria at Appendix 4 so that it is investigated appropriately.

**Receipt date between
1st July – 30th September 2008**

Reference	Response time in working days	Complaint	Action taken	Strategic Service Unit	Service user	Complainant (if different)
C016/09	44	The guardian of a service user complained about the delay in receiving an appointment.	An apology was offered for a lack of clarity about the assessment process. No further response.	CAMHS	White British	Not stated
C017/09	19	An inpatient complained about the decision to detain him.	The MHA Managers had already reviewed the detention and a MHRT was awaited. No further response.	WAA	White British	-
C018/09	25.	A former inpatient complained about some nursing staff and queried the reason for admission.	The reason for the complainant's admission under the MHA was explained. An apology was offered that she felt that staff had told her off for getting lost whilst on leave from the ward. The Complaints Manager and an ASW met the complainant to discuss the circumstances of the admission. Several further concerns about inpatient nursing care are being investigated.	WAA	Not stated	-
C019/09		A service user complained about a conversation between staff and his inability to admit himself to hospital.	Investigation continuing.	WAA	White British	-

Reference	Response time in working days	Complaint	Action taken	Strategic Service Unit	Service user	Complainant (if different)
C020/09	31	A service user complained about a lack of support, delayed treatment and a change of diagnosis.	<p>Apologies were offered:</p> <ul style="list-style-type: none"> - if changes to the diagnosis and its implications were not explained; - that clinicians did not always have easy access to her records; -for the absence of a care coordinator and a systematic review of her records; -for a lengthy wait for CBT. <p>The complainant met the Director of Operations, who agreed to:</p> <ul style="list-style-type: none"> -review the availability of services in the complainant's locality; - request a second opinion; - address the reported non-availability of a female consultant. 	WAA	White British	-
C021/09	22	A service user complained that he attended for an appointment which had been cancelled.	The member of staff was unwell and the GP surgery, where the appointment was due to take place, was not informed. Actions were recommended to prevent a recurrence. The complainant raised further concerns and a meeting to discuss them is due to take place.	WAA	Not stated	-
C022/09	37	A service user complained about a lack of treatment.	The service user has had considerable local input and has been offered therapy at a national specialist centre. She has asked for further local input, but the clear consensus of local clinicians is that, although specific and time-limited local input remains available, ongoing local therapy would not be helpful. No further response.	WAA	White British	-
C023/09	Pending	A supported accommodation landlord complained about comments made by staff about him.	The complainant met with the Director of Nursing, Social Care and Allied Health Professionals and then with the Service Director, whose investigation is ongoing.	WAA	Not stated	-
C024/09	Pending	Parents of service user complained about delayed DBT and risk assessment decisions.	Investigation continuing.	WAA	White British	White British

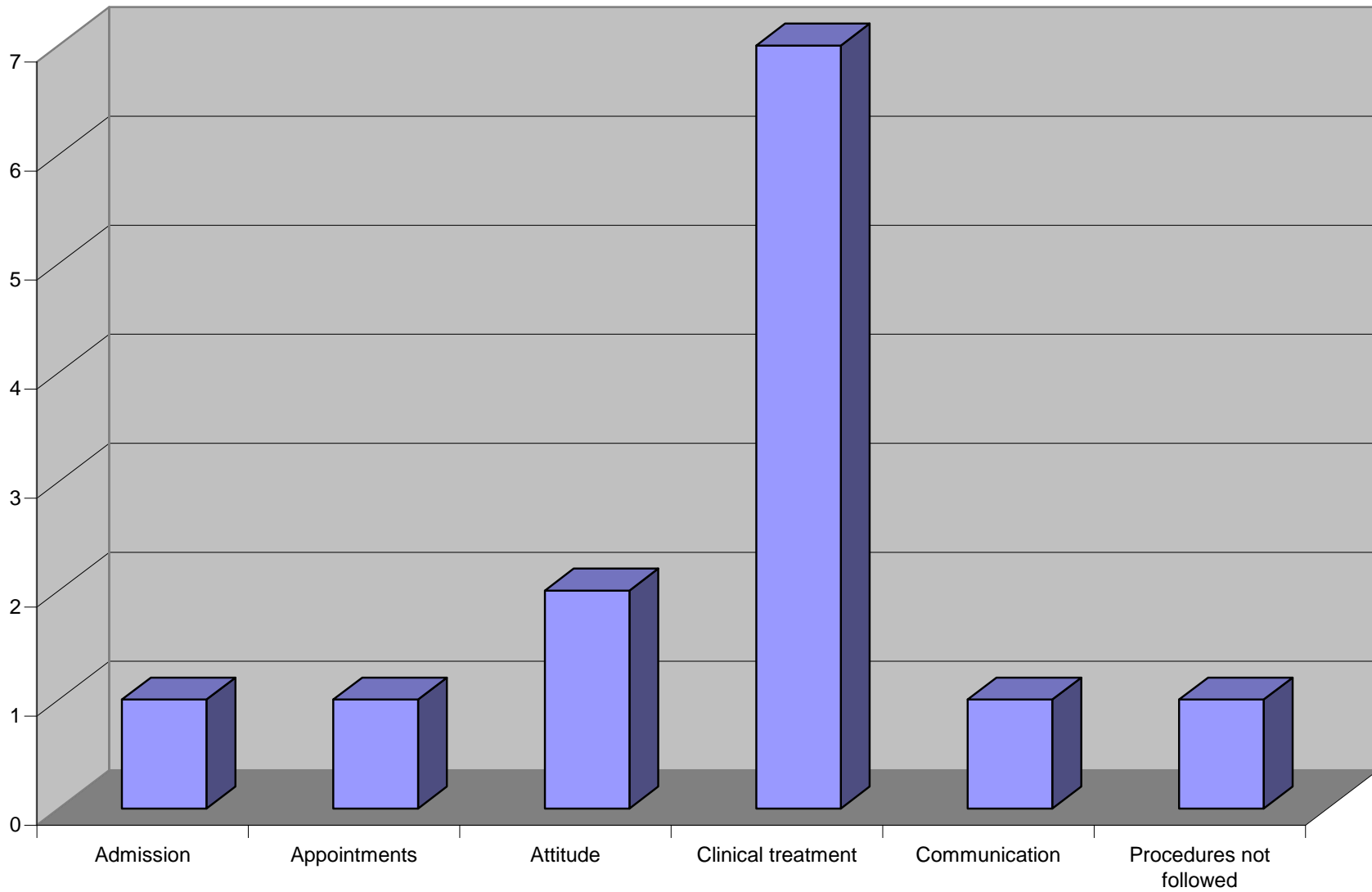
Reference	Response time in working days	Complaint	Action taken	Strategic Service Unit	Service user	Complainant (if different)
C025/09	49	The wife of a service user complained about care and comments made to her.	The reply was delayed until after a meeting with the service user and his wife, when future input was agreed. The reply acknowledged the differences in opinion about the factors in the service user's difficulties. There was evidence of the family being listened to. The relatively new care coordinator had taken time to obtain information. An explanation was given of why hospital admission was not always been considered appropriate. No further response.	WAA	White British	Not stated
C026/09	25	A service user complained about delayed admission arrangements after a lengthy wait for an outpatient appointment.	An apology for the wait for the appointment was offered. New staff have been appointed to reduce the wait. In order to prepare for admission, the service user was asked to attend regular appointments, some of which he missed due to sickness. The investigation highlighted the importance of confirming with service users their understanding of admission arrangements.	SMS	White British	-
C027/09	33	The daughter of a former inpatient complained about care. She was concerned about a reduction in her father's mobility, delays in attending to him, a lack of hygiene and the soiling of her father's property. She felt that the unit was not suitable for a person with Alzheimer's.	The service user already had poor mobility. Its decline appeared to have been due to his confusion. One occasion when there had been a delay in attending to him was not clear, but a sickness outbreak had caused problems. The investigation suggested a review of policy for using bank staff during such outbreaks. In his confusion the service user had a tendency to kick off his bedclothes. Staff stated that normal procedures for clearing up bodily fluids had been followed. Another confused inpatient had soiled the clothing. A reassurance was given of the unit's suitability for people with Alzheimer's. No further response.	OPS	White British	Not stated

Reference	Response time in working days	Complaint	Action taken	Strategic Service Unit	Service user	Complainant (if different)
C028/09	37	A father complained to his MP that he had not been informed of arrangements to look after his children after his estranged wife's admission to hospital.	An apology was offered for the social worker's assumption that the father would be happy for the children to stay overnight with the service user's carer, who regularly looked after them. No further response.	WAA	White British	Not stated

**Receipt date between
1st April – 30th June 2008
(outstanding from previous quarter)**

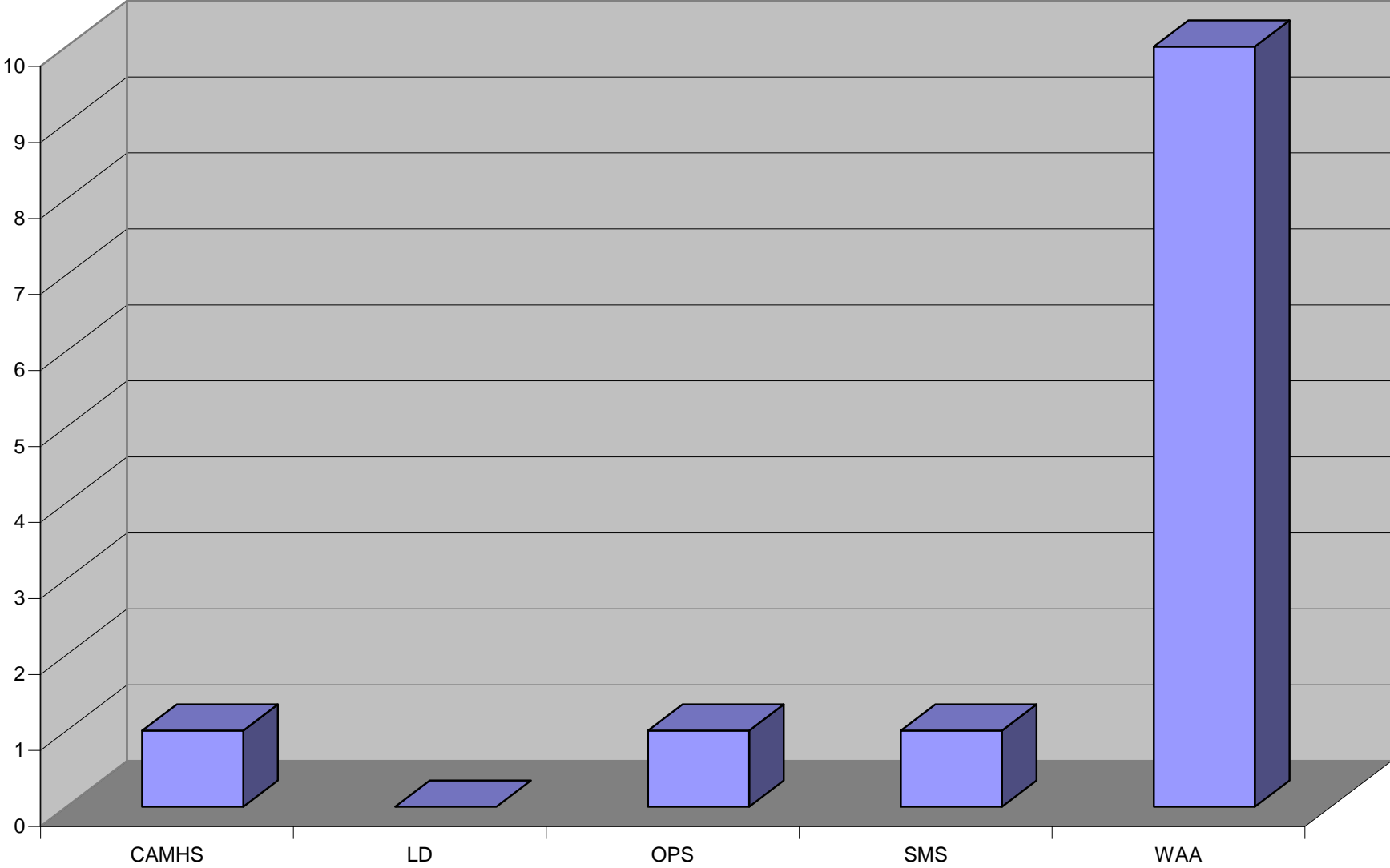
<i>Reference</i>	<i>Response time in working days</i>	<i>Complaint</i>	<i>Action taken</i>	<i>Strategic Service Unit</i>	<i>Service user</i>	<i>Complainant (if different)</i>
C010/09	61	The daughter of a former inpatient who was then transferred to a general hospital raised concerns via ICAS about a medication prescribed and a physical examination by two doctors.	A lengthy reply was sent summarising several years' care. There was no likely connection between the anti-psychotic drug and physical health problems. The doctors' findings were explained; there had been no indication of the need to seek the input of a general hospital. No further response.	WAA	White British	Not stated
C014/09	43	The mother of a service user complained that her daughter had been discharged to the care of her GP and had not been encouraged to complete a consent to share information form. She was also unhappy that a subsequent admission to another hospital had been sudden.	There was a delay in obtaining the service user's consent to reply to her mother. As the service user was not complying with treatment, it was agreed to discharge her to her GP, who could monitor and refer her back if necessary. However, this did not happen because after deterioration, the service user agreed to hospital admission. The doctor discussed the service user's wishes for information sharing but recognised that a form should have been completed to clarify her wishes. The mother expressed dissatisfaction with the reply but did not respond to a request to clarify this.	WAA	Not stated	Not stated

Complaints by Subject (KO41)



	Admiss- ions	Appoint- ments	Attitude	Clinical care	Commun- ication	Personal records	Policy decisions	Privacy & dignity	Procedures not followed
July – Sep 07	0	2 (13%)	0	4 (27%)	5 (33%)	0	1 (7%)	0	2 (13%)
Oct – Dec 07	0	0	3 (19%)	13 (38%)	2 (10%)	1 (5%)	0	0	0
Jan – Mar 08	0	1 (4%)	2 (7%)	21 (78%)	1 (4%)	1 (4%)	0	1 (4%)	0
Apr – June 08	0	1 (7%)	1 (7%)	11 (73%)	0	0	0	0	2 (13%)
July – Sep 08	1 (8%)	1(8%)	2 (15%)	7 (54%)	1 (8%)	0	0	0	1 (8%)

Complaints by Strategic Service Unit



	CAMHS	LD	OPS	SMS	WAA
Jul – Sep 07	3 (20%)	1 (7%)	0	0	11 (73%)
Oct – Dec 07	0	2 (10%)	3 (15%)	2 (10%)	12 (60%)
Jan – Mar 08	1 (3%)	0	4 (15%)	4 (15%)	18 (67%)
Apr – Jun 08	1 (7%)	1 (7%)	1 (7%)	0	12 (80%)
Jul – Sep 08	1 (8%)	0	1 (8%)	1 (8%)	10 (77%)

Complaints Triage

Level	Criteria	Investigation
1.	<ul style="list-style-type: none"> • No disagreement about facts • Consequences relatively minor 	Line manager or other equivalent person to do review which sets out: <ul style="list-style-type: none"> • standard expected • facts of case • reasons for problem • recommendations for any remedial action • wider learning points.
2.	<ul style="list-style-type: none"> • Substance of complaint is relatively clear • It involves only one or two members of staff • There may be some disagreement about facts but consequences for complainant were transitory and/or not very serious • Complaint includes some breakdown in care standards 	Investigation by someone independent of the team. Report sets out: <ul style="list-style-type: none"> • Brief summary of complaint, with copy attached • approach adopted • standard to be expected • reasons for problem • remedial action • wider learning points
3.	<ul style="list-style-type: none"> • Complaint appears serious in its consequences from the perspective of the individuals concerned • There appears to be a significant breakdown in confidence between the complainant and the service provider • The incident could give rise to legal action • There are serious concerns about standards, whether or not they are alleged 	RCA-trained investigator: <ul style="list-style-type: none"> • meets complainant to establish detail, desired outcome and negotiate best way forward Report sets out: <ul style="list-style-type: none"> • Brief summary of complaint, with copy attached • investigation / resolution process • standard to be expected • facts of case • reasons for the problem • remedial action • wider learning points