

Appendix C

Service Improvements relating to complaints received 2017 – 18

The following list identifies service level improvement activity undertaken in response to complaints received in the year 2017/18. This is in addition to the actions taken by team managers in respect of the individual circumstances of the complaint.

For the purpose of clarity the information has been provided in list form, with each complaint listed, along with the service level learning or actions taken which relate to the area of learning associated with the findings of the complaint.

Complaint number

CS17/050 This complaint was about poor communication practice by a social worker. Themed audit sessions have been scheduled for the 29 Aug 2018 & 26 Sep 2018, entitled, “Better communication – Better outcomes” which will include reference to the importance of clear and consistent communication with all stakeholders.

CS17/057 This complaint also falls within the area of communication, on this occasion with carers. The issue of the importance of effective communication with family and carers, is also covered within the resources included in the “Better communication – Better outcomes” themed audit sessions delivered in August and September 2018.

CS17/016 This relates to the voice of the child. This area has been the subject of a range of audit activity and practice workshops. The social work forum event, held on 24th May 2018 was dedicated to this area, and QA has produced guidance for staff around securing the voice of the child.

CS17/032 This complaint was made in relation to a lack of information and poor communication. As previously stated, communication is the subject of a series of themed audit sessions to be delivered in August and September 2018.

CS17/062 Was a complaint made regarding written agreements, which are no longer used by the department.

CS17/001 This complaint involved poor response to the voice of the child. The issue has been addressed in audit activity and practice workshops. The social work forum event, held on 24th May 2018 was dedicated to this area, and QA has produced guidance for staff around securing the voice of the child.

CS17/041 Was a complaint regarding policy within residential care. The complaint resulted in a policy change, which should ensure no repetition of the events.

CS17/058 Relates to the condition of property, and has been resulted in additional training and a review of resources in relation to the specifics of the complaint.

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