

Appendix A - ASC Escalated Complaints Outcomes 2020-21

Dept/Service	Description	First Outcome	Formal Action taken	Service Improvements	Escalation Outcome	Action taken following Escalation	Further Service Improvements
Financial Assessments	Unhappy with conduct of FAO and their manager	Not Upheld			Not Upheld		
Long Term team	Unhappy with the way Adult Social Care is performing its obligations under Section 117 of the Mental Health Act	Upheld	Apology about lack of regular reviews		Upheld	Supported previous response and apology	
0-25 Team	Unhappy with the support they are being offered from ASC and feel they should be getting more support.	Not Upheld			Upheld	Apologies for the inconvenience and confusion around the initial decision made- transport will remain in place	
0-25 Team	Unhappy with delays in benefits being received by parent.	Partially Upheld	Recognised gaps in case recordings		Not Upheld	Head of Service review concluded service not at fault	
Adult Early Help	Unhappy with Officers email and conduct when discussing case by telephone.	Partially Upheld	Apologies given.		Partially Upheld	Apology worker not allocated sooner	
Contracts & External Providers	Dissatisfied with the actions taken by the Care Company.	Partially Upheld	Apology - Branch Manager offering £150 Marks and Spencer Voucher to cover cost of replacement jumper.	Contract manager has requested Care provider refresh medication training for all live in staff and increase spot checks.	Upheld	Staff spoken to regarding raising issues/concerns and feedback	Improved documentation and communication, additional detail in care plans. Refresher training issued and spot checks
Contracts & External Providers	Unhappy with Providers level of care	Upheld	Apology and Regional Care have implemented further measures to ensure issue is not repeated.		Upheld	Full review of Care provider will take place and copy of report sent to family.	Feedback to Safeguarding team to review the decision process and communication with family members.
Contracts & External Providers	Carers smelling of smoke and refusal to move social day	Upheld	Memo sent to staff. Staff will be monitored & spot checks moving forward		Partially Upheld	Ongoing monitoring agreed for new care provider.	
Contracts & External Providers	Unhappy with the care parent received by care provider. Raised Safeguarding issues.	Partially Upheld	Providers apology for error and failure to meet expectations	Number of recommendations were given to Provider which would improve their processes and oversight	Partially Upheld	Further response provided reassurance that actions had been followed through with the provider.	

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