

Agenda Item 6

Complaints Report: IMHS (Woodlands Resource Centre)



Falkirk IJB Clinical and Care Governance Committee

27 November 2020

Complaints Report: IMHS (Woodlands Resource Centre)

For Noting

1. Executive Summary

- 1.1 The following is a summary of the complaints received from April 2019 – March 2020 about the Integrated Mental Health Service (Woodlands Resource Centre). The aim is to analyse any themes and identify any areas where action may be required within the service in order to improve.

2. Recommendations

The Clinical and Care Governance Committee is asked to:

- 2.1 note the content of the report and the actions being taken by the service to learn from complaints received.

3. Background

- 3.1 The CCGC requested at their last meeting, a more in depth exploration into the complaints received in the 12 months from April 2019 - March 2020. It was considered that a more in depth look would provide scrutiny and assurance around any reoccurring themes. It would also highlight where the service may need to take further intervention or management, or note where this has already taken place.

4. Complaints to the Integrated Mental Health Service (IMHS)

- 4.1 Information has been obtained from NHS FV Patient Relations Team and details the complaints about the IMHS from April 2019 – March 2020. Information is attached at appendix 1 and in summary:
 - 10 complaints were received
 - 9 complaints were not upheld and 1 complaint was partially upheld
 - Complaints type category:
 - Treatment/clinical – 3 complaints
 - Staff/Attitude And Behaviour – 4 complaints
 - Staff/Communication – 2 complaints
 - WT/Date Of Appointment - 1 complaint

4.2 **Lessons learned from complaints**

The service takes seriously the complaints received and these are investigated by the IMHS manager with the clinicians involved. Having investigated these there is an assurance that each complaint is taken seriously and if any issues pertain to particular clinicians within the services (whether upheld or not) this is discussed transparently and any issues incorporated into that individuals Personal Development Plan.

- 4.3 F0024867 – this complaint was partially upheld as this was a transition from CAMHS and Adult services. Since these concerns have been raised there has been significant communication improvement between CAMHS and Adult services – in particular there has been work on the NHS FV Graduate Policy. This policy details service expectations and how to escalate challenges so that individuals are not disadvantaged due to moving from CAMHS to Adult or indeed adult to Older Adult services. This ensures the application of this policy is ongoing with practitioners across these services taking a person centred approach to care. This requires a good understanding of expectations and good communication across services.

5. **Conclusions**

- 5.1 There continues to be a robust approach in the management of every complaint received by the service, overseen through the Patient Relations Team. This applies to both stage 1 and stage 2 complaints.

Resource Implications

There are no resource implications arising from the report.

Impact on IJB Outcomes and Priorities

The effective handling of complaints and lessons learned is in line with the Strategic Plan outcomes and the Model Complaints Handling Procedure.

Directions

A new Direction or amendment to an existing Direction is not required as a result of the recommendations of this report.

Legal & Risk Implications

There are no legal or risk implications arising from the report and data presented.

Consultation

No consultation was required to develop the report.

Equalities Assessment

There are no equalities impacts arising from the report.

6. Report Author

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7. List of Background Papers

None.

8. Appendices

Appendix 1: IMHT Complaints received April 2019 – March 2020

Integrated Mental Health Team Complaints received April 2019 – March 2020

Month and Year	Case Number	Details Of Complaint	Category Type	Category	Resolved Date	Outcome	Outcome Details
Apr-19	F0022101	Disagreement with care/treatment	Treatment/clinical	Disagreement With Treatment/Ca	21/05/2019	Not Upheld	Following a thorough evaluation of all information, clinical conclusion reached about diagnosis.
Apr-19	F0022222	Concerns regarding sisters care and treatment. The letter received in response to her complaint does not make things any clearer and wishes a further investigation carried out and her issues addressed by letter.	Treatment/clinical	Disagreement With Treatment/Ca	15/05/2019	Not Upheld	Letter sent explaining although would still like to meet in person. Explanation provided in relation to the treatment plan, apology provided for any misunderstanding.
May-19	F0022444	Attitude/manner of staff	Staff/Attitude And Behaviour	Staff Attitude	17/05/2019	Not Upheld	Being transferred to another consultant.
Jun-19	F0022760	Finds access to mental health services unacceptable, lack of clear explanation, waiting time to be seen by Psychology Services.	Staff/Communication (Written)	Lack Of Explanation	09/07/2019	Not Upheld	Full explanation provided of care provided re mental health and clarity provided re why decisions were made around issues raised.
Aug-19	F0023419	Unhappy with service she is being provided with from Woodlands	Staff/Attitude And Behaviour	Lack Of Support	09/09/2019	Not Upheld	Letter sent explaining we do have correct address details for patient. Support in place however not engaging with service.
Nov-19	F0024466	Referred to CPN, psychiatrist and occupational therapist and were scheduled to be sent out. As a result of admin error these arrangements were not finalised, resulting in missing an	WT/Date Of Appointment	WT/Date Of Appointment/Other	27/11/2019	Not Upheld	Clinical assessments completed. Range of services offered and didn't attend appointments.

Integrated Mental Health Team Complaints received April 2019 – March 2020

		appointment and being put back on waiting list. Experiencing deterioration in mental health and feels is unable to wait a prolonged period of time.					
Nov-19	F0024548	Unhappy with attitude of nurse when trying to cancel appointment over telephone	Staff/Communication (Oral)	Telephone	22/11/2019	Not Upheld	
Dec-19	F0024613	Offered group therapy but does not feel this is suitable. Does not think doctor is finding other treatment options. Refused letter for council.	Treatment/clinical	Disagreement With Treatment/Ca	03/01/2020	Not Upheld	Case discussed within the multidisciplinary team meeting. Clinical opinion was the service offered the most appropriate evidence based treatment intervention but the patient felt continued group therapy was not suitable. Apology given for any distress caused when this information was re-iterated on telephone with Charge Nurse.
Jan-20	F0024867	Unhappy with consultation with Dr April 2019. Breakdown in communication between CAMHS and Adult Mental Health. Not offered a Transition Care Plan.	Staff/Attitude And Behaviour	Staff/Attitude And Behaviour/O	29/01/2020	Partly Upheld	Closed at meeting.
Jan-20	F0024939	Unhappy with meeting with Key Worker, wishes to change Key Worker	Staff/Attitude And Behaviour	Insensitive To Patient Needs	20/02/2020	Not Upheld	