

### **CCG30. HSCP Complaints & Feedback Performance Report April – Sept 2020**

The committee considered a report by the Senior Service Manager, Head and Lead of Patients Relations and Locality Manager which provided a comprehensive overview of complaints activity across the Falkirk Health and Social Care Partnership (HSCP) during the period of April – September 2020. The report took into account the number of complaints received, local resolution and compliance with the 20 day national target and SPSO referrals.

Following a request at the last meeting the report now included more detail in regard to complaints made to the SPSO.

The report also provided an update on feedback received through Care Opinion and other mechanisms about HSCP services.

There had been 25 complaints received during the reporting period in regard to Social Work Adult Services, 20 had been completed at stage 1 and 5 at stage 2. The report set out the top 10 categories for stage 1 and 2 complaints, with the majority relating to care at home and staff conduct. The report set out, for the last 3 years, the percentage of complaints completed by outcome.

In regard to NHS Forth Valley, 8 complaints had been received relating to the delegated functions of the HSCP. Of these 3 had been dealt with at stage 1 and 5 at stage 2. Top themes had been - clinical care and treatment, staff attitude and behaviour and staff communication (oral).

The SPSO had received no complaints cases in the period. Detail was provided on the 6 complaints made to the SPSO between March 2019 and April 2020.

In the period April to September 2020 1 complaint had been made to the SPSO in regard to Social Work Adult Services, the SPSO had not taken the complaint, about staff conduct, further.

There had been no complaints made against the IJB for the period.

#### **Decision**

**The committee noted the report.**