



Minutes

- Meeting:** Complaints Committee
- Date:** Thursday 10 July 2014
- Time:** 10.30 am
- Venue:** Room 24, Ground Floor, Compass House
- Present:** Anne Haddow (Convener) Chair
Mike Cairns
Anne Houston
Cecil Meiklejohn
- In Attendance:** Karen Anderson (Director of Strategic Development/Deputy Chief Executive)
Ewan Stewart (Head of Complaints, Registration & Legal Services) (via video conference Aberdeen office)
Kenny McClure (Head of Legal Services)
Karen Kinnear (Admin Assistant) – Minute taker
- Apologies:** Sally Witcher (Depute Convener)

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Item	Action
1.0 WELCOME AND APOLOGIES	
1.1 The Chair welcomed everyone to the first meeting of the Complaints Committee, special welcome to new Member Anne Houston.	
2.0 DECLARATION OF INTEREST	
None.	
3.0 MINUTE OF PREVIOUS MEETING – 22 APRIL 2014	
3.1 The minute was approved as a correct record. The Convener wanted noted her thanks to Wendy Henderson who took the minute.	
4.0 ACTION SHEET – 22 APRIL 2014	
4.1 The Convener stated that item numbers 1-11 were covered in the Lessons Learned document, apart from number 9, which is not relevant to the new Complaints Committee.	
Director of Strategic Development/Depute Chief Executive advised the Members that any ongoing complaints which are unable to be drawn to a conclusion would be reported to the Complaints Committee as an exception.	
4.2 Agenda Item for Complaints Committee scheduled for 11 November 'Good Governance'. The Members are to look at how qualitative information which will indicate positive outcomes for service users and carers, themes and trends can be presented to the Complaints Committee	Admin Assistant
Members to provided topics they would like produced for example:	

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- Follow up on complaints
- Contact with the complainant to find out what difference, if any, the outcome of their complaints had made
- Members suggested that QI possibly required for the Audit Committee
- Trends
- Validation

5.0 MATTERS ARISING FROM PREVIOUS MINUTE – 22 APRIL 2014

5.1 4.2 – Serious Case Review (SCR).

The Director of Strategic Development/Depute Chief Executive provided the Members with an update. The Adult Committee had appointed 2 Chairs and the SCR is now underway, and would be meeting with the Chief Executive/Head of Registration, Complaints & Legal services shortly to discuss the Care Inspectorate’s findings and gather information from other organisations. The SCR would be a long process and may take 9-12 months to complete. The Director of Strategic Development/Depute Chief Executive/Head of Registration, Complaints & Legal services advised the Members that they would be kept informed.

6.0 LESSONS LEARNED MANAGEMENT RESPONSE REPORT

6.1 Head of Registration, Complaints & Legal services introduced the report. The working sheet had themes which are to be discussed at each meeting. Members to agree that tasks are completed. The spreadsheet would go through the Executive Team to ensure that work is allocated correctly and that the Executive Team is happy with the information.

6.2 Members agreed the format, but stated that should be in summary form. Title of the spreadsheet to be changed to ‘Complaint Improvement Plan’. An additional column to be added ‘Executive Team response’

Admin
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6.3 The Complaint Improvement Plan to be a standard agenda item.

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7.0 SCHEDULE FOR COMMITTEE BUSINESS

7.1 The Committee agreed the schedule and dates.

8.0 UPDATE ON THE NEW ROLE OF THE COMPLAINTS & COMPLAINTS CO-ORDINATOR

Head of Registration, Complaints & Legal services provided an update to the Members. Complaints Co-ordinator is the proposed job title. Rick O'Dowd is currently the post holder. A business case to be written for the Executive Team to approve the post.

Currently the postholder focuses on dealing with the Ombudsman's new model complaints procedure, which had changed the Complaints co-ordinator's role. Reviews about the Care Inspectorate now go directly to the Ombudsman. The Care Inspectorate is unaware of how many they receive unless the Ombudsman makes contact.

Members commented that:

- Providers are not aware of the Ombudsman now dealing with complaints.
- It is important to have a single source who deals with everything
- Members welcomed the compiling of a business case for the Complaints Co-ordinator
- Members felt that it would be beneficial to meet with staff from the SPSO to hear about the new model complaints procedure.

9.0 AOB

Members had asked at what point were Members communicated regarding press cuttings, it was stated that the Care Inspectorate was only made aware of the complaints once the outcomes were released, the same time as the complainant. As soon as the Care Inspectorate had received a letter from the Ombudsman they would inform the Members.

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It was noted that press cuttings are received very quickly when requested.

10.0 DATE OF NEXT COMMITTEE

Tuesday 11 November 2014, 11.00 am, Room 24, Compass House, Dundee

Signed:

Dr Anne Haddow
Convener Complaints Committee

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