

Minutes

Meeting: Complaints Committee

Date: 28 May 2015

Time: 10.30 am

Venue: Room 0.24, Compass House, Dundee

Present: Anne Haddow, Convener
Mike Cairns
Anne Houston
Cecil Meiklejohn

In Attendance: Ewan Stewart, Head of Registration, Complaints and Legal Services
Selena Graham, Solicitor
Anne Forsyth, Directorate Support Officer

Apologies: Rami Okasha, Acting Director of Strategic Development
Kenny McClure, Head of Legal Services

Item	Action
The Convener welcomed everyone to the meeting, particularly Selena Graham, Solicitor who was representing Kenny McClure, Head of Legal Services, and introductions were made.	
1.0 APOLOGIES FOR ABSENCE	
Apologies for absence, as listed above, were noted.	
2.0 DECLARATION OF INTEREST	
There was no declaration of interest.	
3.0 MINUTE OF PREVIOUS MEETING HELD ON 12 FEBRUARY 2015	
The minute of the meeting held on 12 February 2015 was submitted and approved as a correct record.	

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4.0 ACTION RECORD OF MEETING HELD ON 12 FEBRUARY 2015

The action record of the meeting held on 12 February 2015 was noted and updated. In particular, the Committee noted the following updates:

- That there were outstanding actions in relation to the Complaints Improvement Tracker which were discussed at Item 8.
- That the action from the previous meeting, Item 6 was not complete and that the reporting on KPI6b would be included within the statistical report for the September meeting of the Committee.

HoRCLS

5.0 MATTERS ARISING

5.1 Progress and Development of Complaints Procedures in Relation to the Integration of the Health and Social Care Agenda

The Head of Registration, Complaints and Legal Services updated and briefed the Committee on the progress and development on integrated health and social care complaints procedures. The following points in particular were noted:

- That, prompted by the Scottish Public Services Ombudsman (SPSO), a meeting had taken place to discuss common areas of interest, followed up by communication to Scottish Government to obtain a commitment to ensure that complaint processes were simple, consistent, accessible and user-focused rather than organisation-focused.
- That the Care Inspectorate had been asked for a view by the Local Government and Regeneration Committee which was provided by the then, Director of Strategic Development/Depute Chief Executive.
- That the Care Inspectorate would be providing evidence to the Local Government and Regeneration Committee on 10 June 2015, which would be presented by the Acting Director of Strategic Development.

The Committee:

- Noted that the Care Inspectorate's links with SPSO and Healthcare Improvement Scotland (HIS) remained clear, while the creation of integrated joint boards was happening and that it was not impacting on the Care Inspectorate dealing with complaints.
- Agreed that the Board should be kept informed.

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- Agreed that it wanted regular reports on progress and developments.

STANDING ITEMS

6.0 STATISTICAL REPORT ON COMPLAINTS 2014/15 REPORT NO: C-03-2015

The Head of Registration, Complaints and legal Services presented the report which provided the Committee with a statistical overview of how the Care Inspectorate was dealing with complaints about care services and about itself. The following points were noted:

- That all the additional information that had been requested at the Committee in February 2015 had been provided.
- That there was concern that the Practice Management System (PMS) did not allow for the differentiation of outcome in relation to complaints recorded as withdrawn as this included complaints that the complainant no longer wished to pursue and also complaints that were resolved by way of 'frontline resolution'. This had been increasing and stood at 51% of complaints.
- That the National Complaints Team had been continuing to operate with seven inspector vacancies, however this was potentially to reduce to four.
- That there had been an increase of 19% (4,436 compared to 3,720) in the number of complaints received in 2014/15 compared to 2013/14. The number received in 2014/15 was the highest in any previous year.
- That there was further information required in relation to the above to determine if the increase of complaints correlated with an increase in the number of care services.
- That there had been a higher number of complaints about the Care Inspectorate received in 2014/15 compared to 2013/14 (60 compared to 64), however fewer were registered and completed compared to the previous year (21 compared to 25 registered and 24 compared to 30 completed).
- That 54% (13) of complaints about the Care Inspectorate had been upheld in 2014/15 compared to 40% (12) in 2013/14.
- That the most common reasons for complaints about the Care Inspectorate had been communication and efficiency.
- That the three day acknowledgement target for complaints had been met in 98.5% of cases.

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The Committee:

- Continued to be concerned that it was not receiving the information it required from the PMS system in relation to the recording of complaints received.
- Agreed that it required particular aspects of complaints explored further in respect of depth for the next quarter report. **HoRCLS**
- Agreed it would like to see the actual result of the upheld complaints. **HoRCLS**
- Noted the content of the report.

**7.0 DETAILS OF SCOTTISH PUBLIC SERVICES OMBUDSMAN (SPSO) ACTIVITY
REPORT NO: C-04-2015**

The Head of Complaints, Registration and Legal Services presented the report which provided members with an overview of complaints about the Care Inspectorate cases being examined by the SPSO.

The Committee's attention was drawn to upheld decisions and complaints in progress which were awaiting a formal resolution letter.

The Committee:

- Noted the update and good result and agreed that the service type would be included in future reports.

**8.0 COMPLAINTS ABOUT THE CARE INSPECTORATE TRACKER
REPORT NO: C-05-2015**

The Convener suggested and the Committee agreed to consider and discuss the value of the Complaints Improvement Plan, which was tabled.

The Committee:

- Noted that there had been difficulty in capturing lessons learned.
- Updated the position of each item contained within the Plan.
- Was concerned that there continued to be ICT problems in relation to digital recording.
- Agreed that the Complaints Improvement Plan would be populated and become a standing item on the agenda to be discussed at all future Committees. **HoRCLS/
DSO**

The Head of Registration, Complaints and Legal Services presented the report (C-05-2015) which provided the Committee with an overview and status of complaints about the Care Inspectorate.

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The Committee:

- Noted the content of the report and agreed it was a good process which provided it with the information that was required.

9.0 IDENTIFIED RISKS

The Committee noted the following risks which were agreed to be brought to the attention of the Board:

- ICT issues which posed a reputational risk in relation to digital recording and the PMS system not being able to supply information required to carry out the Committee's role.
- Vacancies within the National Complaints Team which continued to be unfilled.
- Number of Committee members.
- Changes within Health and Social Care, in particular regarding the handling of complaints in light of health and social care integration.
- The investigatory role of the Children's Commissioner may overlap or duplicate the Care Inspectorate's complaints procedure
- Service User and Customer feedback (agreed to add to action record and Complaints Improvement Plan that there should be a feedback questionnaire designed).

Convener

HoRCLS

10.0 SCHEDULE OF COMMITTEE BUSINESS

The Committee noted and updated the schedule.

DSO

BUSINESS

11.0 DRAFT COMPLAINTS COMMITTEE ANNUAL REPORT TO BOARD

The Chair thanked the Head of Registration, Complaints and Legal Services for providing a first working draft of the Committee's annual report to the Board.

The Committee:

- Had full discussion and provided suggestions/amendments to the report which would be completed and provided, together with the updated Complaints Improvement Plan, to the Committee over the summer period.

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12.0 AOCB

There was no other competent business.

13.0 DATE OF NEXT MEETING

The date of the next meeting was noted as 15 September 2015 at 10.30 am, Compass House, Dundee.

Signed:

Anne Haddow
Convener