

## Minutes

**Meeting:** Complaints Committee

**Date:** 15 September 2015

**Time:** 10.30 am

**Venue:** Room 0.24, Compass House, Dundee

**Present:** Mike Cairns, Convener  
Gavin Dayer  
Cecil Meiklejohn

**In Attendance:** Rami Okasha, Acting Director of Strategic Development  
Ewan Stewart, Head of Registration, Complaints and Legal Services  
Kenny McClure, Head of Legal Services  
Ingrid Gilray, Intelligence and Analysis Manager  
Anne Forsyth, Directorate Support Officer

**Apologies:** Anne Haddow, Board Member (Convener of Committee)  
Anne Houston, Board Member

<b>Item</b>	<b>Action</b>
The Convener welcomed everyone to the meeting, particularly Gavin Dayer, Board Member, who was attending his first meeting of the Committee.	
<b>1.0 APOLOGIES FOR ABSENCE</b>	
Apologies for absence, as listed above, were noted and the Committee appointed Mike Cairns, Board Member to act as Convener in the absence of Anne Haddow.	
<b>2.0 DECLARATION OF INTEREST</b>	
There was no declaration of interest.	

### **3.0 MINUTE OF PREVIOUS MEETING HELD ON 28 MAY 2015**

The minute of the meeting held on 28 May 2015 was submitted and approved as a correct record. **DSO**

### **4.0 ACTION RECORD OF MEETING HELD ON 28 MAY 2015**

The action record of the meeting held on 28 May 2015 was noted and updated. **DSO**

### **5.0 MATTERS ARISING**

**4.0:** The Committee noted that there was further statistical work being carried out on the reporting of KPI6b, which would be fed back at the December 2015 meeting. **HoRCLS**

### **STANDING ITEMS**

### **6.0 PROGRESS AND DEVELOPMENT OF COMPLAINTS PROCEDURES IN RELATION TO THE INTEGRATION OF THE HEALTH AND SOCIAL CARE AGENDA**

The Acting Director of Strategic Development updated and briefed the Committee on the progress and development on the integrated health and social care complaints procedures. The following points in particular were noted:

- That SPSO, Scottish Government and Integration Joint Boards representatives had been invited to provide further evidence to the Local Government and Regeneration Committee on 23 September 2015, but that the Committee had been satisfied with the oral evidence previously provided by the Care Inspectorate
- That the Care Inspectorate had met with Scottish Government and SPSO representatives on 16 July 2015 at which the following was highlighted:
  - That Scottish Government intended to issue statutory guidance to the Integration Joint Boards in respect of how complaints should be handled to ensure a person-centred approach.
  - That there would be proposed changes to the legislation requested in respect of SPSO powers in relation to the interface between the SPSO and the Care Inspectorate.

The Committee:

- Welcomed the changes taking place that were extremely important in the context of integration and that it looked forward to the completion of the process.

Version: 3.0	Status: <i>Approved 1.12.15</i>	Date: 02/12/2015
--------------	---------------------------------	------------------

- Noted that the Care Inspectorate's complaints information may need amended and published at the appropriate stage.

## **7.0 STATISTICAL REPORT ON COMPLAINTS – QUARTER 1 REPORT NO: C-06-2015**

The Acting Director of Strategic Development presented the report which provided members 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 in 2014/15 there had been a large increase in complaints received compared to each of the previous three years, however there had been decrease in Quarter 1 of 2015/16 compared to the same period the previous year. This may have been due to the media campaign held in 2014/15.
- That there had been no rise in the number of registered services that would have explained the increase in complaints received over the past four years.
- That 98% of complaints about care services had been acknowledged within three working days.
- That there was an average number of 346 complaints received per month in respect of care homes, 50 per month about daycare of children's services and an increase in complaints received about Housing Support Services and Support Services.
- That there had been 50.7% of complaints received that had been withdrawn which was an increase from the same period the previous year.
- That there were 47.7% of complaints received anonymously which was an increase from the same period the previous year.
- That there had been 429 complaints investigated.
- That there had been 73.4% of complaints completed within 40 working days.
- That there was significant variance by service type of the numbers and percentages of upheld complaints.
- That there had been 18 complaints received about the Care Inspectorate which was a slight decrease from the same period the previous year. There would be additional information provided in the Quarter 1 Performance Monitoring Report presented to the Board at its October 2015 meeting.

The Committee:

- Thanked the Intelligence Team for the helpful report.

Version: 3.0	Status: <i>Approved 1.12.15</i>	Date: 02/12/2015
--------------	---------------------------------	------------------

- Agreed that in respect of Care at Home services, statistics could be broken down into the rate of complaints over the sectors as a one-off analysis and that separate statistics for Support Services (care at home) would also be provided in the Quarter 2 report which would determine future relevance. **HoRCLS**
- Agreed that there would be further information provided in respect of the wider issues emerging in respect of daycare of children's services in future reports, as trends emerge. **HoRCLS**

## **8.0 DETAILS OF SCOTTISH PUBLIC SERVICES OMBUDSMAN (SPSO) ACTIVITY**

The Head of Registration, Complaints and Legal Services provided the Committee with a full update on a complaint made to the SPSO about the Care Inspectorate in October 2014.

The Committee:

- Thanked Officers for the full description and noted that the Care Inspectorate was continuing to discuss the issue with the SPSO and were content that continue.
- Agreed that the Chair was advised. **ADoSD**

## **9.0 SIGNIFICANT/SERIOUS CASE REVIEWS (SCRs)**

There were no significant/serious case reviews.

## **10.0 COMPLAINTS ABOUT THE CARE INSPECTORATE TRACKER REPORT NO: C-07-2015**

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

The Committee:

- Noted the content of the report.
- Agreed that future reports would be amended to show only the outstanding cases and those that had been completed within the previous year. **HoRCLS**

## **11.0 COMPLAINTS IMPROVEMENT PLAN**

The Head of Registration, Complaints and Legal Services updated the Committee on both the completed and outstanding tasks contained in the Complaints Improvement Plan.

The Committee:

- Was content with the Plan which provided it with the information that was required.

Version: 3.0	Status: <i>Approved 1.12.15</i>	Date: 02/12/2015
--------------	---------------------------------	------------------

- Agreed that future Plans would be amended to show only outstanding tasks and those that had been completed prior to the previous meeting of the Committee. DSO

## 12.0 SCHEDULE OF COMMITTEE BUSINESS

The Committee noted and updated the schedule, in particular that a discussion would be scheduled for the December 2015 meeting in respect of the new complaints process, which would inform a final draft to the March 2016 meeting, prior to submission to the March 2016 Board. DSO  
ADoSD

## 13.0 IDENTIFIED RISKS

The Committee noted the following risk:

- Complaint about the Care Inspectorate as referred to in Item 8.0.

## BUSINESS

## 14.0 DRAFT COMPLAINTS COMMITTEE ANNUAL REPORT TO BOARD

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

The Committee:

- Approved that, subject to minor amendment, the report would be submitted to the Board's October 2015 meeting. DSO

## 12.0 AOCB

There was no other competent business.

## 13.0 DATE OF NEXT MEETING

The date of the next meeting was noted as 1 December 2015 at 10.30 am, Compass House, Dundee.

Signed:

Mike Cairns  
Convener (on behalf of Anne Haddow, Convener, Complaints Committee)

Version: 3.0	Status: <i>Approved 1.12.15</i>	Date: 02/12/2015
--------------	---------------------------------	------------------