

Minutes

Meeting: Complaints Committee

Date: 1 December 2015

Time: 10.30 am

Venue: Room 0.24, Compass House, Dundee

Present: Anne Haddow, Convener
Mike Cairns
Gavin Dayer
Anne Houston
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
Stuart MacKenzie, National Complaints Manager (for items 12/13)
Anne Forsyth, Directorate Support Officer
Fiona Angus, Committee Support Officer

Item	Action
<p>The Convener welcomed everyone to the meeting, particularly Fiona Angus, Committee Support Officer who took on the role of servicing the Committee.</p>	
<p>The Convener, personally and on behalf of the Committee, thanked Anne Forsyth, Directorate Support Officer for her support to the Committee and wished her well with her new role.</p>	
<p>The Convener also thanked Mike Cairns, Board Member for Convening the Committee for its September 2015 meeting.</p>	
<p>The Convener highlighted to the Committee, the Internal Audit review on Complaints that had been considered by the Audit Committee on 27 November 2015. The Committee agreed, along with the Convener of the Audit Committee, that it would receive the updated information in correspondence after it had been considered by the Audit Committee.</p>	CSO

Version: 2.0	Status: <i>Approved 1/3/16</i>	Date: 10/05/2016
--------------	--------------------------------	------------------

- That the consultation had been considered by the Policy Committee at its November 2015 meeting and the response had been informed by this.
- That it was vital that the SPSO employed and had access to people with the appropriate skills.
- That through processes, which were person-centred, individuals had to have clear points of access to the process.
- That the Executive Team was alert to the issues, and that discussion had taken place with the SPSO.

The Committee:

- Noted the information in the report and the consultation document.
- Considered the Care Inspectorate's response and was content with the response.

7.0 STATISTICAL REPORT ON COMPLAINTS – QUARTER 2 REPORT NO: C-10-2015

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 there had been a decrease of 6% in the number of complaints received in quarters one and two compared to the same period the previous year.
- That the most complaints received by the Care Inspectorate were about care homes, an average of 173 per month in 2015/16.
- That complaints about daycare of children had increased over time and was at an average of 57 per month in 2015/16.
- That additional analysis had shown that these complaints were mainly about services operated by the private sector.
- That the three day acknowledgement target for complaints was met in 98.2% of cases which was slightly higher than each of the four previous years.
- That 48% of complaints received in quarters one and two of 2015/16 were withdrawn at stage 1 and almost 23% of these had been resolved at frontline resolution without needing a formal investigation.
- That 59% of complaints completed were upheld, slightly higher than the previous year.
- That the main reason for complaints remained as General Health and Welfare.
- That a slightly lower number of complaints had been received about the Care Inspectorate in quarters one and

Version: 2.0	Status: <i>Approved 1/3/16</i>	Date: 10/05/2016
--------------	--------------------------------	------------------

- That the feedback due from the Internal Auditors may usefully be located in the Plan.

The Committee:

- Was content with the Plan, the information provided and the way forward.

11.0 SCHEDULE OF COMMITTEE BUSINESS

The Committee noted and updated the schedule.

DSO

BUSINESS

12.0 DISCUSSION ON THE INVOLVEMENT OF INSPECTION VOLUNTEERS

13.0 COMMITTEE DISCUSSION ON COMPLAINTS PROCESS

The Committee agreed to discuss items 12 and 13 together.

The Head of Registration, Complaints and Legal Services tabled a presentation about how the Care Inspectorate should respond to complaints about services. The following points in particular were noted:

- That the existing approach had been around for some time.
- That the draft, based on the model complaints handling procedure, had been consulted upon.
- That there was uncertainty about future budget.
- That demand was not decreasing.
- That there was a need to introduce 'smarter' ways of working.
- That the Care Inspectorate could not carry on doing what it had always done.
- That if inspection and complaints were more closely aligned then there may be opportunity for the Inspection Volunteers to be part of the process.

Following full discussion, the Committee:

- Agreed that the presented work in progress outlined had a more attractive end stage than the current draft, and reinforced that a launch on the draft would not be the right thing to do at the time.
- Agreed that a well-developed and articulated complaints procedure would be drafted that aligned more with inspection, improvement and Inspection Volunteers.
- Stressed that the focus of changes should be improving outcomes for people using services and improving the service offered to complainants.

Version: 2.0	Status: <i>Approved 1/3/16</i>	Date: 10/05/2016
--------------	--------------------------------	------------------