

TITLE: **Adult Social Care and Public Health - Annual Report on Services Complaints, Compliments and Representations - April 2019 to March 2020**

REPORT OF: Alison Routledge, Complaints Manager

SERVICE: Quality Assurance and Commissioning (Gateshead System), Children, Adults and Families

SUMMARY

The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 came into force on 1 April 2009. This legislation sets down the procedures that Adult Social Care Services and National Health Services, (NHS), must follow when complaints or representations are made.

As part of the responsibilities set out in the Act, local authorities must produce an annual report on all complaints and representations received. This report fulfils Gateshead Council's obligations and provides information on all representations received about the Council's Adult Social Care Services from 1 April 2019 – 31 March 2020.

1.0 The Statutory Complaints Process

1.1 There are two steps to the Statutory Complaints Process;

Step 1 - Informal (Local) resolution by the Council;
Step 2 - Independent consideration by the Local Government & Social Care Ombudsman, (LGO).

1.2 Once received, all complaints are assessed and given a system grading. Categories of complaint are:

- Green, which are low-level or minimal risk for either the service user or the Council;
- Amber, which are assessed as a moderate or medium risk;
- Red, a serious complaint which is graded as high risk.

1.3 There are no prescribed timescales for resolution of complaints as the quality of the investigation and outcome is significantly more important than attempting to adhere to a stipulated period for response. However, it is very important that all investigations are proportionate to the issues that have been complained about and that the complainant is always kept up to date on the progress of investigation.

2.0 Publicity and Information

2.1 Publicity on how to complain can be provided in several formats, encouraging and facilitating easy access to the complaints process. All new service users receive a complaints leaflet in their information pack. A leaflet is also provided when a service user receives the outcome to an assessment / reassessment of need. Adult Social Care feedback cards are also provided to service users and their carers after an assessment or review of social care needs.

3.0 Independent Element

3.1 The Council operates an internal investigation procedure. It is important that complaints administration is fully independent of any form of Adult Social Care service delivery to ensure fairness and impartiality and to prevent any conflicts of interest.

4.0 Advocacy and Special Needs

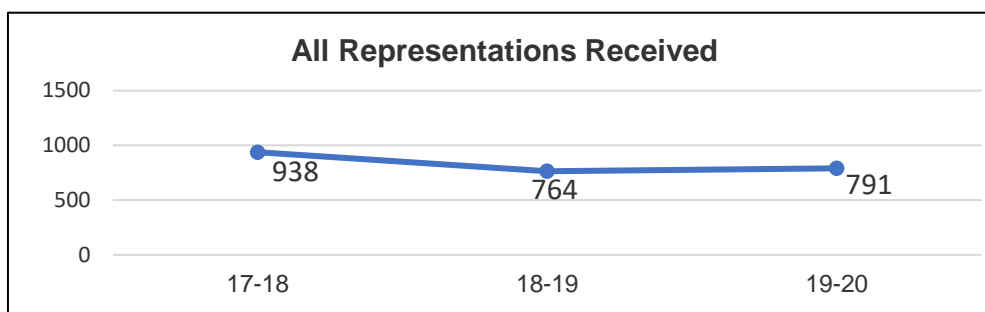
- 4.1 Vulnerable people receiving an Adult Social Care services are encouraged and supported to express their views and to access the complaints procedure if they wish. An easy read complaints leaflet is also available for people with a learning difficulty.
- 4.2 In all cases advocacy is offered if it is felt that the complainant would benefit from this service.
- 4.3 Individuals who wish to complain about a Public Health or other Health service can obtain free independent advocacy support. The advocacy is Government funded and is exclusively for Health Service complaints.

5.0 Training and Employee Development

- 5.1 Training for Investigating Officers is provided on a regular basis. All Adult Social Care Team Managers / Service Managers are expected to have undergone investigating skills training.
- 5.2 The Investigating Skills Training Course is facilitated by the Local Government & Social Care Ombudsman, (LG&SCO). The training concentrates on defining, investigating and resolving complex complaints. It also emphasises the need to identify any improvements that may be necessary as a direct result of individual complaints.
- 5.3 A LGO Investigating Skills Training Course specific to Adult Social Care took place in November 2019. Managers across Children, Adults and Families attended the training course, which was facilitated by a senior LGO Investigator. The feedback from the course was extremely positive and it is hoped to arrange another course for all new managers in October 2020.

All Representations Received over the Past Three Years

All Formal Contacts	2017 2018		2018 2019		2019 2020	
Statutory Adult Services Complaints	30.66%	65	51.47%	105	44.44%	80
Appeals Processes	0.94%	2	0.00%	0	0.00%	0
Comments re Adult Social Care	0.47%	1	3.92%	8	2.78%	5
Complaint Related Queries	8.02%	17	17.16%	35	15.00%	27
Commissioned Service - Own investigation	1.89%	4	1.96%	4	2.22%	4
Commissioned Services Issues	50.94%	108	16.18%	33	17.78%	32
Corporate Complaints	0.47%	1	0.00%	0	2.22%	4
Data Breach	0.00%	0	0.00%	0	1.11%	2
Inter-Agency Concerns	0.00%	0	1.47%	3	2.22%	4
Joint Health & Social Care Investigations	2.83%	6	1.47%	3	2.78%	5
Insurance Claim	0.94%	2	0.49%	1	0.00%	0
Local Government Ombudsman	1.42%	3	1.47%	3	4.44%	8
MCA/DoLs Responses	0.00%	0	0.00%	0	1.11%	2
MP / Councillor Responses	0.00%	0	1.96%	4	3.33%	6
Safeguarding Alerts	0.00%	0	2.45%	5	0.56%	1
Whistle Blow	1.42%	3	0.00%	0	0.00%	0
All Dissatisfaction		212		204		180
Compliments		726		560		611
Total		938		764		791



6.0 Statutory Adults Services Complaints

Complaint Categories	2017 2018	2018 2019	2019 2020
Green	10	11	21
Amber	55	94	58
Red	0	0	1
All	65	105	80

6.1 Key Points of Interest

- During 2019/20, 80 complaints were received regarding Adult Social Care Services.
- This is a 24% decrease on complaints received during 2018/19, (105).
- The number of complaint related queries (CRQs) has also decreased by 23% on the number of low-level issues received during 2018/19, (27 from 35).
- Complaint related queries are low-level representations that must be resolved within one working day after receipt.
- Most low-level issues were dealt with directly by the services concerned and resolved to the customer's satisfaction.
- The number of complaints assessed as Green (low risk to the Council or service user) accounted for 26% (21) of the total number of complaints received.
- Amber complaints, which are medium risk to the Council or the service user, accounted for 72% (58) of all complaints received.
- Amber complaints often include several issues which are deemed as moderate risk to either the service user or the Council.
- There was one Red complaint received during 2019/20. Red complaints are assessed as high risk to either the Council or the service user and are often complex.
- Seven complaints received during 2019/20 were in respect of staff behaviour or attitude. This is a decrease of 36% from the number of complaints about staff received during 2018/19, (7 from 11).
- 77% (596) of representations made during 2019/20 were compliments and only 23% (180) were expressions of dissatisfaction, which includes formal complaints.

6.2 Themes of Complaints Received

6.2.1 There were two main themes of complaints received during 2019/20:

1. Delays

During 2019/20, 26% (21) of complaints were received about delays in receiving a service. After consideration of the complaints received, fifteen were regarding delays in allocating a social worker or an assessing officer to individual cases. All other complaints received were regarding delays covering differing areas.

1.1 Social Work Allocation Delays

During 2019/20 Adult Social Care received fifteen complaints about delays in allocating either a social worker or an assessing officer to individual cases. This is a decrease of 29% on the number of complaints received about the same issue during 2018/19, (21).

Fourteen of the complaints about allocation delays were received between 1 April and 30 June 2019. This evidences that the Adult Social Care review into allocation delays, which was carried out in May / June 2019, has appeared to have resolved the issue.

After investigation, 87% (13) of complaints about allocation delays were fully upheld and proportionate remedies for each complaint were applied.

2 Quality of Service

Quality of service remains one of the main themes of complaint received over the past three years. During 2019/20 quality of service accounted for 51% (41) of all complaints received. From the complaints received there were three main areas of concern.

2.1 Quality of Worker / Service Support

27% (11) complaints received about quality of service were in respect of the support offered by either individual workers or by the service. After investigation it was found that 63% (7) of complaints about worker support were unjustified. Only four complaints were either partially or fully upheld.

2.2 Quality of Assessment / Review

15% (6) of complaints were regarding the quality of the assessment or review of social care needs. Complainants often cite that workers did not take all presenting care needs into account when undertaking the assessment.

After investigation, 67% (4) complaints about the quality of assessments / reviews were found to be partially justified. Adult Social Care will always review the outcome of an assessment should it be found that specific needs had not been addressed by the Assessing Officer.

6.3 Specific Areas of Complaint

Service Area	2017 2018		2018 2019		2019 2020	
Assessment & Personalisation	80.00%	52	75.24%	79	76.25%	61
Care Call	9.23%	6	7.62%	8	2.50%	2
Commissioning & Quality Assurance	4.62%	3	8.57%	9	7.50%	6
Provider Services	6.15%	4	5.71%	6	12.50%	10
Other Services	0.00%	0	2.86%	3	1.25%	1
Total		65		105		80

- During 2019/20, 76% (61) of complaints were about the Assessment & Personalisation service.
- This is a 23% decrease on the number received during 2018/19 (79).
- Assessment & Personalisation is often the first service to become involved with those requesting support from Adult Social Care, so dissatisfaction and disputes can often be anticipated.
- After investigation, 36% (22) of complaints about Assessment & Personalisation were found to be unjustified.
- 7% (6) of formal complaints received were regarding commissioned care services.
- All six complaints received were in respect of commissioned home care and were regarding short or missed calls, medication errors along with the standard of care provided.
- Two of the six complaints were about home care provided in extra care living facilities.
- Four complaints about commissioned home care were found to be either fully or partially upheld, one complaint was found to be unjustified and one complaint was closed at the request of the complainant.

- The Care Call Service only received two statutory complaints during 2019/20. After investigation, one complaint was found to be justified, with the Service addressing the issue by changing their standard operating practice, and one complaint was found to be unjustified.
- Ten complaints were received by the Council's Provider Services.
- Four of the Provider complaints received were regarding the PRIME Service.
- The PRIME Service is a short term reablement provision to assist service users to regain their independent living skills to help them to remain at home.
- All four complaints about the PRIME Service were found to be partially justified. Issues were regarding the standard of care provided by workers along with a lack of information about care charges after the initial six weeks care.
- After investigation, 50% (5) of Provider complaints were either fully or partially upheld.
- Two complaints are still under investigation.

6.4 Issues linked to the complaint

Issues of Complaint	2017 2018		2018 2019		2019 2020	
Appeal Changes after Care Needs Review	0.00%	0	0.00%	0	0.00%	0
Council Policy	10.77%	7	7.62%	8	0.00%	0
Delay	9.23%	6	34.29%	36	26.25%	21
Lack of Service	23.08%	15	6.67%	7	12.50%	10
Quality of Service	41.54%	27	38.10%	40	51.25%	41
Refusal of Service	3.08%	2	2.86%	3	1.25%	1
Staff Issues	12.31%	8	10.48%	11	8.75%	7
Total		65		105		80

- During 2019/20, delays accounted for 26% (21) of complaints received.
- From this, 71% (15) were regarding delays in allocating a worker to undertake an assessment of social care needs. After investigation, 87% (13) of complaints about allocation delays were found to be justified.
- 51%, (41), of complaints were around the quality of services received.
- Quality of service can include straightforward issues, such as:
 - Missed or delayed social work visits / appointments;
 - Non return of telephone calls;
 - Poor communication;
 - Poor or no response after a request for service.

However, quality of service can also include service failure issues for example, failure to safeguard the welfare or finances of a vulnerable adult.

- 12% (5) complaints were regarding the quality of worker support provided. However, after investigation, 60% (3) of these complaints were not upheld.
- Almost 27% (11) of complaints around quality were the quality of worker support, in particular around issues of communication and feeling that workers had not provided updates on the progress of individual cases. However, after investigation, 63% (7) complaints were found to be unjustified.
- 9% (7) complaints received were regarding the conduct of individual workers. This is a decrease of 36% on the number of complaints received during 2018/19, (11) All complainants cited staff behaviour as their main issue of concern.
- After investigation, 83% (5) of all complaints about staff behaviour were not upheld and 16% (1) was fully upheld. One complaint was closed after no further contact was received by the Council.
- In all cases, should there be repeated complaints regarding an individual worker, the Council will always undertake an internal review to ensure that any unmet professional development needs are addressed where appropriate.

6.5 Outcomes

Outcomes of complaints	2017 2018		2018 2019		2019 2020	
Outstanding		4		4		2
Not upheld	44.26%	27	33.66%	34	34.62%	27
Partially upheld	14.75%	9	31.68%	32	23.08%	18
Upheld	29.51%	18	32.67%	33	30.77%	24
Other Resolution / Withdrawn	11.48%	7	1.98%	2	11.54%	9
Total Completed		61		101		78

- Almost 35%, (27), of all complaints were not upheld after investigation.
- 23% (18) of complaints were found to be partially justified.
- Almost 31% (24) of complaints were found to be fully justified.
- All improvements identified a result of complaints which were either partially or fully justified are included within this report.

6.6 Timescales

- When a complaint is passed to an Investigating Officer, the Investigating Officer is requested to consider the detail of the complaint along with the issues raised and to identify an achievable timescale for response. This timescale should then be discussed with the complainant and their agreement sought.
- This negotiation then ensures that investigations and timescales for response are proportionate to the issues raised.
- Adult Social Care complaints often include several areas of concern, some may also include issues about other agencies, such as health or housing. Any liaison with outside agencies that may be necessary to fully investigate the complaint should always be factored into any negotiated timescale for response.
- In all cases, the Investigating Officer is requested to keep the complainant updated on the progress of the investigation and to advise them of any delays that may be anticipated
- The Council consider that 20 working days is an achievable timescale to respond to most Adult Social Care complaints. However, the Local Government and Social Care Ombudsman does allow Local Authorities up to 3 months for response, which is taken from the date in which the complaint was received
- During 2019/20, 27 working days was the average time to investigate and respond to a complaint. However, this period does include February to March, in which the impact of Covid-19 was being managed by the Council.

6.7 How complaints were received

Method of Complaint	2017 2018		2018 2019		2019 2020	
Service Feedback Form	3.08%	2	0.00%	0	1.25%	1
Complaints Form	0.00%	0	5.71%	6	3.75%	3
Email	33.85%	22	30.48%	32	30.00%	24
In Person	6.15%	4	2.86%	3	2.50%	2
Letter	36.92%	24	31.43%	33	38.75%	31
Telephone	20.00%	13	29.52%	31	23.75%	19
		65		105		80

- Letters and emails continue to be the main method of referral accounting for 69%, (55), of all complaints received.
- Personal visits are now rare, with complainants preferring to either submit written complaints or complain by telephone.
- Complaints received by telephone are generally in response to immediate issues, such as missed care visits or disputes regarding invoices for care.
- Relatives, including relative carers, continue to make the most representations, and accounted for 85%, (68) of complaints made.

7.0 Equalities Monitoring

- 7.1 Gateshead Council recognises that equality monitoring of service delivery is crucial for effective planning and scrutiny of the services that it provides. This monitoring can identify which groups are using services and gauge their level of satisfaction. The information can then be used to highlight possible inequalities, investigate their underlying causes and address any unfairness or disadvantage. However, as complainants tend to be from relatives, it is not possible to collect this information with any accuracy as diversity forms sent out were not returned.
- 7.2 Information about the complaints process can be made available in key languages and formats. Information for customers with sight, hearing or learning difficulties can also be provided.
- 7.3 During 2019/2020, only 1 complaint was received was from a member of the BAME community.
- 79% (79) of complainants identified as white British.
 - 55% (27) were female, 43% (21) were male and 1% (1) identified as Trans.

8.0 Commissioned Care Services – All issues received

Commissioned Services	2017 2018	2018 2019	2019 2020
Formal Complaints	3	9	6
Commissioned Service - Own Response	4	4	4
Complaint Related Queries	3	4	6
Commissioned Services Issues	108	33	32
Data Issue	0	0	1
Local Government Ombudsman Referrals	0	1	0
Moved to Safeguarding	0	3	0
MP/Councillor Referral	0	0	3
Whistle Blows	2	0	1
Compliments	1	12	3
Total	121	66	56

- During 2019/20, representations regarding commissioned services decreased by 15%, (56 from 66).
 - Three of the representations made were compliments about the quality of work carried out by Contract Management Officers.
 - Six formal complaints about commissioned care services were received, which were all investigated by staff within the Commissioning & Contract Management Service.
 - Four formal complaints were about the care and support provided by home care services and two complaints were about support provided in extra care living facility.
 - The main issues raised about quality of home care included short or missed calls and concerns about the administration of prescribed medication.
 - Investigations into the standard of home care were undertaken by Contract Management Officers where it was found that four complaints were either fully or partially justified, one complaint was found to be unjustified, and one complaint was closed at the request of the complainant.
 - Contract Management Officers always ensure that any improvements to service are taken forward with the care service concerned and include improvements and recommendations within their regular contract management visits to commissioned providers.
- 8.1 Commissioned Service issues are concerns received by other professionals on behalf of service users, which are shared with the care providers. The care providers are then responsible for looking into the issues and providing effective and proportionate resolution for the service user concerned.
- During 2019/20, thirty two commissioned service issues were received.
 - 78% (25) of the commissioned services issues were regarding commissioned home care and 22% (7) were about commissioned care homes.

- 72% (18) of concerns about home care were about late, missed or short home care visits and remains the main theme of issues received.
- 57% (4) of issues around care homes were in respect of the quality of the care being provided to individuals.

8.2 Once a completed response is received from the care provider, it is shared with the Contract Management Officer responsible for the provider, who is then requested to consider whether all issues raised have been fully addressed.

8.3 Once concerns are resolved, Contract Management Officers are expected to ensure that any proposed actions or improvements to service are carried out and fully monitored. Any feedback, which includes dissatisfaction, is helpful to inform the Commissioning Team of how the current care services are operating and how services could be commissioned in the future.

9.0. Health & Social Care Joint Investigations

9.1 The statutory complaints process covers NHS and Social Care Services. All complaints that are received which are about services provided by both Health and Social Care are co-ordinated by either the Council's Complaints Manager or the Complaints Manager responsible for the Health Service subject to the complaint. The organisation responsible for the largest area of the complaint will take the lead in the investigation and will ensure that a combined response letter is sent to the complainant within the agreed timescales.

9.2 During 2019/20, five complaints were jointly investigated by managers within Adult Social Care and within the Queen Elizabeth Hospital.

9.3 All five investigations were led by colleagues at the Queen Elizabeth Hospital in conjunction with Managers within Adult Social Care. Issues relating to Adult Social Care mainly focused on involvement of the Hospital Social Work Team. However, one complaint included issues regarding specialist housing provision for a disabled service user. Adult Social Care responded to all requests for information with timescales set out by Health.

10.0 Local Government & Social Care Ombudsman

10.1 During 2019/20, eight complaints were considered by the Local Government & Social Care Ombudsman, (LG&SCO). This is a significant increase from the number of complaints considered by the LG&SCO during 2018/19, (3). However, it must be noted that consideration by the LG&SCO is the next step in the Adult Services complaints procedure.

10.2 All complaints considered had been previously considered through the statutory complaint's procedure.

10.3 After consideration, two complaints were closed by the LG&SCO as the Council accepted the LG&SCO's proposal for local resolution. Three complaints were found to have caused no injustice to the complainant. Three complaints are currently awaiting LG&SCO decision.

11.0 Public Health Complaints

11.1 During 2019/20, there was one formal representation received about the Council's Public Health Services.

11.2 The complaint was regarding the national Child Weight and Measurement Programme. The parents had disputed the tone of the letter regarding their child. However, although the letter must follow a standard template, it was agreed to feed the parents views back to Public Health England.

11.3 All services commissioned by Public Health are legally required to have their own complaints and representations procedure. Therefore, individual services are responsible for the

management of their own complaints along with any other representations that they may receive.

12.0 Learning from Complaints: Examples of Service Improvements

- 12.1 Learning from complaints is critical to prevent recurrence of the cause(s) of the original complaint. It is important that we make sure that people's experiences help the Council to improve services where possible. Changes can include policy, procedure or employee development.
- 12.2 Complaints about individual practice or failure to follow procedures are dealt with by reinforcement of processes and reiterating customer care standards through service / team meetings or individual supervision sessions.
- 12.3 In all cases, any justified issues regarding attitude or conduct of staff are dealt with in line with the Council's internal employment procedures.

Improvements after a complaint include:

Assessment & Personalisation

- Workers requesting financial assessments have been reminded that they should always identify whether a client has someone who acts as their financial representative. This will then ensure that the financial assessment forms are then sent to the person responsible for managing the service user's financial affairs.

Care Call

- The Care Call service are continuing to explore the latest technological developments, to secure specific equipment which can notify the Care Call Operators when a service user (who may be disorientated and confused) disconnects their Lifeline equipment.
- The Care Call service's charging policy has been reviewed. The contract surrounding the Care Call equipment within a service user's property will now end when Care Call are advised that a service user has passed away, with any charges ceasing at that point.

Provider Services

- All line managers have been reminded that it is a mandatory requirement of the PRIME Service to inform a next of kin of any hospital/respite admissions or of any other change in circumstances. This will result in improved customer care and will promote effective communication.
- As it was identified that information in respect of the charges for the PRIME Service was not readily available, it was agreed that
 - All service users being assessed in need of the PRIME service will be issued with a standard letter to explain the outcome of the assessment and the number of hours that will be provided by the PRIME Service.
 - The letter will also set out the circumstances when additional charges may be applied should the PRIME service need to be extended.

Transitions Team

- Due to a lack of effective ongoing communication in respect of a service user's move into supported accommodation, it was agreed to identify two key workers responsible for communicating any decisions made by any agencies during this process.

- This will ensure that the service user or their carer is aware of the progress of the move into independent living.

Adult Social Care Business Support

- After a complaint regarding a refusal of a concessionary bus pass, it was found that the information available to the public was unclear and did not fully set out the application criteria and the reasons for any refusals.
- As a result of this complaint, discussion with employees took place to ensure they are clear that any reasons for a refusal of a concessionary bus pass is set out in the explanatory outcome letter that is then sent to the applicant.

13.0 Compliments

13.1 Information about compliments is always fed into all Adult Social Care Services, including the Commissioning Team, to highlight good practice and to identify opportunities for improvements to services.

13.2 During 2019/20, Adult Social Care received 611 compliments, which accounted for 77% of all representations received, (180).

- 38% (233), of compliments were regarding Assessment & Personalisation;
- 57%, (350) of compliments were about Provider Services;
- 3.4% (21) of compliments were about the Care Call Service;
- 1% (7) of compliments were about the Health & Social Care Commissioning Teams;
- 26%, (161) of all compliments were about the Single Point of Access Team;
- 5% (30) of compliments were about the Locality Teams;
- 14%, (83) were about the Promoting Independence Centres;
- 7% (44) of compliments were about the Council's home care service;
- 12% (77) of compliments were about the Council's Harvest and Help Service;
- 10% (59) of compliments were about the Council's Day Services.

13.3 Examples of compliments received

Care Call

'I just wanted to thank you for attending after mum's falls detector went off last Monday morning. She's been in the QE since the ambulance took her last week. She's safe now, and that's the main thing. She used to complain about the cost of the falls detector but told her it was a bit like insurance! Just using it the once has made it worth the cost though. Thanks again for being so prompt and making her comfortable.'

Day Services

"Mr S.... arrived this afternoon to collect E.. and complimented the team about how we have taken E's belief and culture and integrated it into his sensory sessions. Mr S... was very grateful'.

PRIME

'The care my husband has received over the past few weeks has been first class. All the carers that have been coming into our home have been excellent. They have been friendly and have always treated him with respect. His care has been excellent.

PRIME

'Thank you for sending such lovely girls to me, they are really loving and helpful - kind, considerate and just lovely. It was a pleasure to have them and see them. I could not have had better treatment; they are all so wonderful. Thank you for such really lovely carers - wonderful people.'

PRIME

'I just wanted to send an email to let you and all the carers that have been seeing to my Mam a big THANK YOU! I have very much appreciated what you have done for my Mam and I know that she has really enjoyed the company from everyone, looking forward to their visits and chit chat.'

Guidepost

'Guidepost is a good group for people with disabilities. The staff are helpful kind and amazing. I think Guidepost is very helpful for me. I like coming to Guidepost it helps me get out of the house. I think the staff are great and friendly. I would have nothing to do if Guidepost didn't exist'

Guidepost

'I enjoy Guidepost for the training opportunities and meeting my friends. This helps my well-being as I would not leave my flat if I did not come to Guidepost, to enjoy the visits, events and parties. I have made lots of friends and learnt lots of interesting things and skills.'

Learning Disability Team

'Since meeting S.... he has kept us informed of everything he is doing. He also listened carefully to J.... I feel relieved that we have help from someone who cares about the people who need it. Thank you, S., Best wishes.'

Locality Teams

'I want to thank you for all you have done to get my mother into Woodridge Gardens. You showed great tenacity in following this through when you were faced with obstacles which were put in your way. You were totally concerned with improving her quality of life and we were truly lucky to have you appointed as her caseworker.'

Promoting Independence Centres

'Thank you so much for all the help you have given Mam over the past few weeks. The warm welcome and the friendly and caring manner of every single member of staff has been appreciated as much as the excellent therapy received.'

Promoting Independence Centres

'Thank you for looking after Mam. She has been treated with so much dignity and compassion. Everyone at Shadon House has been wonderful, it's a shame Mam has to leave. Mam feels she is leaving good friends. Thank you.'

Adult Social Care Direct

'I just want to express my heartfelt thanks for all your help in getting some care for my mother. You guys in social services really don't get the credit you truly deserve so thank you to you and all your team.'

Care Call

A husband of a service user stated that without the Care Call Service, his wife may have been fatally injured. She had fallen outside when the weather was bad, but within 20 minutes she had received help from Care Call and was later recovering in hospital.

Learning Disability Team

'R..... said he thought the assessment was good and he was pleased he's getting help.'

Locality Teams

S..... praised the worker for the support he gave her with her husband when he supporter her to place him in a care home. She said he was a lovely caring man, Thanks"

MARRT

Just to say a really big thank you for yesterday. It was really interesting and made me realise how much work goes into supporting vulnerable people.

Single Point of Access

'Excellent service. Everything explained clearly with use of catalogue. Impressed with how my Mam was included in all decisions.'

Single Point of Access

'The gentleman who called re the equipment was extremely helpful and explained everything fully.'

Transitions Team

'The assessing worker explained the assessment fully making my daughter comfortable and confident and ensured she understood. She has a caring and friendly manner. She asked to come to our home which was convenient. I found she has a pleasant telephone manner, ringing to get more information or keeping us updated when needed, and kept to her word when she said she was going to do things.'

Marquisway Day Centre

'The family stated how happy they were with their daughter's progress since attending the centre – feels she is much happier and has more interest in different activities. Also, since attending the WiFi cafe they have bought her an iPad which she uses at home, something she has never shown an interest in. She is also more outgoing, and her communication skills have increased.'

Contact Officer: Alison Routledge, X2408