

Appendix 3

Evidence of Change and Learning from Complaints 1 April 2015 to 31 March 2016

Following a complaint regarding a delay in bed raisers being fitted, the Manager of the Equipment Store has implemented the following two actions:-

1. A new procedure has been issued which details the actions which should be taken if, for any reason, a piece of equipment cannot be fitted.
2. Van Drivers who deliver and install aids and equipment in customers' homes now ensure they carry all combinations of bed/chair raising equipment.
3. The Manager of the Blue Badge Team have reviewed and amend the data protection statement on the Blue Badge application form to reflect the national web application form.
4. The Advanced Practitioner of the Connect and Direct Hub (Contact Centre for Adult Care Services) has ensured that customer advisors do not have the authority to downgrade a Safeguarding alert made on an accident and emergency referral document.
5. The Manager of the Personalisation and Business Support Team has reviewed training for staff and the wording of letters in respect of the Deferred Payments Scheme to ensure clear communication.