

Appendix 3

Evidence of Learning from Complaints 1 April 2014 to 31 March 2015

1. Following a complaint in respect of not being informed of financial charges for respite care, the Operations Manager of the Hospital Social Work Team produced a 'Business Rules' folder. This contains information about the various types of internal financial pathways for the different categories of assessment beds. The folder is team specific and targeted at existing and new staff on the team.
2. At Killelea IMC customer's are now asked on admission if they would prefer a member of staff to speak to family members on their behalf. This follows an allegation that developments concerning a customer's care were not discussed with family members.
3. The IMC service at Killelea has purchased a supply of pressure cushions for customer's to use on a temporary basis until cushions ordered on an individual customer basis have been delivered. This follows a complaint that a Memaflex cushion which had been requested by the district nursing service for a customer was not available in the home at the time.
4. A re-design of the laundry service at Killelea which has developed a housekeeping facility to take ownership and responsibility for all laundry, including personal laundry. This resulted from a complaint relating to a customer's mislaid items of laundry.
5. Following a Deprivation of Liberty (DoL) investigation, measures have been put in place to ensure all interested parties are informed if the process is terminated and no further action is to be taken
6. The Guide to Charges for Care in Residential and Nursing Homes has been revised to make clear the criteria for convalescence care. The revised information has been re-printed and is now in circulation and has been updated on the Council's web site.
7. Following a complaint in August 2014 in respect of delays in arranging a care provider to support a customer in their own home, the Head of Procurement increased the number of care providers who the Department commission services from

8. The Crisis Response Team (a jointly managed service with Pennine Care NHS Foundation Trust) to undergo training to: ensure clarity across the integrated team of who should provide financial assessment forms and when and, a review of the current policy for explaining financial charges to be undertaken by a designated member of the Crisis Response Team to ensure the process is clearly written.
9. The temporary employment of a second financial visiting officer in November 2014 to alleviate delays in financial assessments being undertaken
10. From February 2015 improved links were made in terms of the social work duty function by increasing social work staff able to respond to customers at our 'front door' (Connect and Direct)
11. New clear guidance for staff has been written for warden staff from Sheltered Housing scheme on when they should and should not call a Doctor or Ambulance for a resident.