

**Fairer Access to Care complaints**

Complaints in total received between 1 April 2007 and 31 March 2009	<u>130</u>
Complaints at stage 1	114
Complaints at stage 2	15
Complaints at stage 3	1

Of these complaints, I have assessed that 22 complaints at stage1 could be considered under fairer access to service and 3 complaints at stage 2. These must be viewed with caution as it is not an exact science and open to interpretation. There are two that without doubt fit the FAC complaints, as the responses letters make that clear. I have emboldened the Complaint numbers for easy reference.

Complaint No.	Reason for complaint	Outcome
<b>5328 (stage) 1&amp; 5389 (stage 2)</b>	Exclusion from day service provision.	Other issues in the complaint, in its entirety the complaint was partially justified  Exclusion procedures written for the service.
<b>5355 (stage 1)</b>	Assessment not undertaken	Upheld, Apology and assessment arranged.
<b>5369 (stage1)</b>	No service provision (residential) for a young adult autistic man with challenging behaviours	Upheld, no service provision was in place or available. The commissioning of a service for the young adult autistic continues to be on the agenda.
<b>5371 (stage 1)</b>	Reduction in respite care provision	Upheld and resolved
<b>5394 (stage1)</b>	Delay in assessment of charges, receiving care plans and other documentation.	Partially upheld – delay in charging assessment
<b>5422 (stage1)</b>	Family unhappy with the proposed decision to re-establish their father into independent living.	Partially upheld – CPA meeting convened to discuss the Care Plan with client and family.
<b>5455 (stage 1) &amp; 5657 (stage 2)</b>	Request for service/support due to sensory loss and none given	Not upheld – did not meet criteria under FAC

5468 (stage 1)	Unhappy with a Panel's decision to reject application for a particular residential home. Client lives in residential care in different part of the borough and wants to be near to family and friends.	Not upheld – Place appropriately and generally happy with the placement. Further assessments to continue for possible move in the future.
5461 (stage1)	Client explained that he was assessed for charges for non residential services and the outcome was he did not have to contribute. In April 07 he received a rise in his benefits from DHSS but his rent increased, however, he now been advised he has to contribute, but his argument is that he doesn't get anymore money as it comes in and goes towards his rent.	Upheld – Wrongly assessed, did not have to pay contribution for services.
5505 (stage 1)	Delay in obtaining equipment to meet assessed need.	Upheld – eventually equipment provided.
5623 (stage 1)	Parent & son's needs have not been met appropriately.	Upheld – Developing services, but will take time.
5629 (stage 1)	Unhappy with the care provision when he was discharged from hospital, in that there was none. He was then charged for that care.	Partially Upheld – Should not have paid whilst in hospital, reimbursement. Misunderstanding by family on re-instating the care after discharge.
5669 (stage 1)	Confusing and expensive in attempting to obtain care for an elderly relative. Relates to DP for respite care within own home	Upheld - The issue re charging for respite care at home taken to the Charging Policy Group  The manager responsible for direct payments review the processes, guidance to staff and will incorporate any lessons learned.
5686 (stage 1)	Unhappy with response from EDT when requesting assistance.	Upheld – Service could have been better. EDT to ensure that same errors are not repeated.
5811 (stage 1)	Refusal of service as no response was made to requests for assistance.	Upheld – no reason found as to why service was unresponsive.

5898 (Stage 1) & 6003 (stage 2)	Assessed to pay a charge to which the client was not eligible. Delay in problem solving, consequence that client missed the opportunity to attend college for a year. Lack of support to access the community.	Upheld - a significant failure in progressing the provision of support to access the community for three years A failure to refer for an Occupational Therapy Assessment, even though this was in the Care Plan and lastly for not responding to the complaint in a timely manner
5899 (stage 1)	Carers advised that they were not allowed to help client from the bed to the chair, which caused problems for partner.	Upheld – closer monitoring of care company
5979 (stage 1)	Unhappy about service provided to his Carer. Carer was in receipt of ILF and lost it. Tried to have it re-instead without success and feel that there should have had more pro-active support from Council. The support the carer receives is insufficient in light of the circumstances of the last year.	Upheld in part – Support to the family could and should have been better. Consider how processes can be improve our within the LD Service.
<b>6098 (stage1)</b>	Delay in response following referral and assessment of need. Refusal of service. Unhappy with the Policy.	Upheld – There was a delay. Discussed the Fair Access to Care criteria with complainant and agreed that client met the low banding. Not eligible at the present time for support form Children, Education and Social Care.
6100 (stage 1)	Unhappy with the decision made about the placement for person when leaving college. Neither carer nor client wanted a college placement. Request for a residential placement with vocational training. Young person is ADHD, on the autistic spectrum and epileptic. Only reached level 1 in learning at school.	Upheld in part. Request made for the residential college to undertake an assessment. Transitions problematic, working group already considering to look at improving.
6128 (stage 1)	The assessment was not comprehensive and the level of care provided was inadequate.	Upheld – A number of recommendations were made as a result of this complaint.

6148 (stage 1)	Requested improvements to the home to enable wheelchair bound person to have greater ease of mobility. This problem has yet to be resolved as the suggestions made are not enough.	Outstanding
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**Margaret Madden**  
**Customer Services Manager**

13 May 2009