

Y PWYLLGOR CRAFFU – GOFAL CYMDEITHASOL AC IECHYD

20 MAI, 2019

PWNC:

ADRODDIAD CWYNION A CHANMOLIAETH GOFAL CYMDEITHASOL I OEDOLION
1 EBRILL, 2018 – 31 MAWRTH, 2019

Pwrpas:

Er mwyn i'r aelodau allu gweithredu eu swyddogaeth craffu mewn perthynas â chwynion a chanmoliaeth a dderbynnir yn ofal cymdeithasol i oedolion.

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

Y natur ar nifer o gwynion a chanmoliaeth a dderbyniwyd yn y tîm gofal cymdeithasol i oedolion ar gyfer y flwyddyn ariannol 2018-19.

Rhesymau:

- Er mwyn galluogi aelodau i ddeall ac adolygu'r cwynion a'r ganmoliaeth a dderbynnir a nodi unrhyw feysydd sy'n peri pryder neu arfer da.
- Er mwyn i'r aelodau allu gweithredu eu swyddogaeth craffu mewn perthynas â chwynion a chanmoliaeth.

Angen cyfeirio'r mater at y Bwrdd Gweithredol / Cyngor er mwyn gwneud penderfyniad:
NAC OES

YR AELOD O'R BWRDD GWEITHREDOL SY'N GYFRIFOL AM Y PORTFFOLIO:-

Y Cyng. J. Tremlett (Y Portffolio Gofal Cymdeithasol ac Iechyd)

Y Gyfarwyddiaeth

Cymunedau

Enw Pennaeth y Gwasanaeth:

Neil Edwards

Awdur yr Adroddiad:

Silvana Sauro

Swydd:

Pennaeth Gwasanaethau
Integredig Dros Dro

Rheolwr Perfformiad, Dadansoddi
a Systemau

Rhifau Ffôn:

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SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

20TH MAY 2019

Adult Social Care Complaints & Compliments Report 1st April 2018 to 31st March 2019

With effect from 1 August 2014 revised legislation came into effect, bringing the Social Services complaints procedure into line with other complaints procedures across public services, in particular the process for NHS '*Putting Things Right*'. The Social Services Complaints Policy reflects the requirements of the new legislation and full details of the new policy. The legislation requires the reporting of additional information which has been incorporated into this report.

SC Adult Services are committed to ensuring that concerns raised are listened to and resolved quickly and efficiently. Lessons learned from this process are fed back to relevant teams and used wherever possible to improve future service delivery.

Our aim is to resolve complaints at the earliest opportunity and teams are encouraged to be proactive in achieving this goal.

The attached report sets out the Adult Social Care complaints and compliments that have been received for the 2018/19 financial year. The report summarises the number of complaints and compliments that have been received and provides information on the type of complaint and the service area relating to complaints and compliments.

DETAILED REPORT ATTACHED ?	YES
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IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Neil Edwards, Interim Head of Integrated Services

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	YES	YES	YES	YES	NONE

1. Policy, Crime & Disorder and Equalities

The implementation of an effective complaints procedure supports the Feeling Fine theme of the Community Strategy as well as the building blocks of equalities and social inclusion in giving a voice to vulnerable service users. The findings of complaints investigations inform policy development and changes. The annual report includes recommendations for the further improvement of the complaints procedure.

2. Legal

The production of an annual social services complaints report is a statutory requirement.

3. Finance

The report has no immediate financial implications, although the full implementation of the recommendations in the report may have implications for further investment. The outcomes of complaints investigations contribute to the effective use of resources.

4. ICT

The complaints procedure is currently managed via the department's Carefirst database.

5. Risk Management Issues

The effective management of complaints contributes to the management of risk in highlighting areas where improvements are needed. Dealing effectively with complaints can also prevent further action by complainants e.g. referral to the Ombudsman or legal action.

7. Staffing Implications

The effective management of complaints requires the ongoing support and training of staff.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Neil Edwards, Interim Head of Integrated Services

1. Local Member(s)

Not applicable

2. Community / Town Council

Not applicable

3. Relevant Partners

Not applicable

4. Staff Side Representatives and other Organisations

The report will be made available to staff

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Complaints records		Personal information not available for public inspection.