

Stephen Brown (Chief Officer)
Orkney Health and Social Care Partnership
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Agenda Item: 8

Performance and Audit Committee

Date of Meeting: 6 December 2023.

Subject: Social Work and Social Care Services' Experience Report.

1. Purpose

1.1. To advise of compliments and complaints received, known as the Social Work and Social Care Services' Experience Report, between April and September 2023.

2. Recommendations

The Performance and Audit Committee is invited to scrutinise:

2.1. The Social Work and Social Care Services' Experience Reports for the period April to September 2023, attached as Appendices 1 and 2, to this report.

3. Background

3.1. Staff are encouraged to record all complaints made through the Complaints Handling Procedure. This information is reported to the Council's Policy and Resources Committee biannually and an Annual Report is presented to the Joint Clinical and Care Governance Committee.

3.2. This information referred to in 3.1., along with details of the many compliments received by Social Work and Social Care services, is recorded in a quarterly report that is presented to Orkney Health and Social Care Partnership's Senior Management Team.

3.3. The appointment of a Service Experience Officer has delivered careful monitoring of the complaints' process, ensuring complainants are kept informed and that the appropriate action is taken.

4. Performance Summary

4.1. Table 1, below, sets out the number of complaints and compliments, made in respect of Social Work and Social Care services, in the six-month period covering 1 April to 30 September 2023, and for the preceding six-month period.

Table 1.	Six month period ending 31 March 2023.	Six month ending 30 September 2023.
Complaints.	20.	31.
Compliments.	56.	72.

4.2. When considering the data within Table 1, it should be noted that the practice of encouraging the recording of all complaints, includes those that are quickly and satisfactorily resolved by the frontline service. This enables managers to identify any trends and address these at the earliest opportunity.

4.3. As a result, the number of complaints captured by the procedure may increase, but that does not necessarily reflect an increase in the number of people contacting the service to express dissatisfaction.

4.4. As noted in both Appendices 1 and 2, attached to this report, there is clear evidence that, when complaints have been received, services are learning from the feedback and introducing measures to minimise the possibility of a recurrence.

4.5. It is important to note that the 31 complaints are from across the full range of services and, whilst it is difficult to draw too many conclusions from such a small number, there does not appear to be a notable problem in any one service.

4.6. It is also important to note that 72 service users have taken the time to compliment services.

5. Contribution to quality

Please indicate which of the Orkney Community Plan 2023 to 2030 values are supported in this report adding Yes or No to the relevant area(s):

Resilience: To support and promote our strong communities.	No.
Enterprise: To tackle crosscutting issues such as digital connectivity, transport, housing and fuel poverty.	No.
Equality: To encourage services to provide equal opportunities for everyone.	No.
Fairness: To make sure socio-economic and social factors are balanced.	Yes.
Innovation: To overcome issues more effectively through partnership working.	Yes.
Leadership: To involve partners such as community councils, community groups, voluntary groups and individuals in the process.	No.
Sustainability: To make sure economic and environmental factors are balanced.	No.

6. Resource and financial implications

6.1. There are no direct resource or financial implications associated with the capturing of this information.

7. Risk and equality implications

7.1. As described at section 3.3. above, appointment of our Service Experience Officer has mitigated the potential for service user frustration, as well as reputational damage, and will continue to do so.

8. Direction required

Please indicate if this report requires a direction to be passed to:

NHS Orkney.	No.
Orkney Islands Council.	No.

9. Escalation required

Please indicate if this report requires escalated to:

NHS Orkney.	No.
Orkney Islands Council.	No.

10. Authors and contact information

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10.3. Shaun Hourston-Wells, Acting Strategic Planning Lead. Email: shaun.hourston-wells@orkney.gov.uk, telephone: 01856873535 extension 2414.

10.4. Jane-Anne Denison, Service Experience Officer. Email: jane-anne.denison@orkney.gov.uk, telephone: 01856873535 extension 2619.

11. Supporting documents

11.1. Appendix 1: Social Work and Social Care Services' Experience Report – Quarter 1 2023/24.

11.2. Appendix 2: Social Work and Social Care Services' Experience Report – Quarter 2 2023/24.

Social Work and Social Care Services' Experience Report – Q1, 2023

Period: 1 April to 30 June 2023

The number of complaints received from 1 April to 30 June 2023 and compliance with the timescales set by legislation.

	Total	%
INDICATOR 1: Number of complaints received		
Complaints Received	16 ***	
By email	8	50%
By telephone	7	44%
By letter	1	6%
Face-to-face	0	N/A
By Customer Services Platform	0	N/A
Elected Member involvement	0	N/A
INDICATOR 2: Number of complaints closed at stage 1 and stage 2 as a percentage of all complaints closed		
Complaints Closed	12	
Closed at stage 1 *	7	58%
Closed at stage 2 **	5	42%
Closed at stage 2 after escalation	N/A	N/A
INDICATOR 3: Number of complaints upheld/partially upheld/not upheld at each stage as a percentage of complaints closed in full at each stage		
Upheld at stage 1 *	2	16.7%
Not upheld at stage 1 *	3	25%
Partially upheld at stage 1 *	2	16.7%
Upheld at stage 2 **	2	16.7%
Not upheld at stage 2 **	2	16.7%
Partially upheld at stage 2 **	1	8.3%
Upheld at stage 2 after escalation **	N/A	N/A
Not upheld at stage 2 after escalation **	N/A	N/A
Partially upheld at stage 2 after escalation **	N/A	N/A
INDICATOR 4: The average time in working days for a full response to complaints at each stage		
Stage 1 *	1	N/A
Stage 2 **	24	N/A
After escalation	N/A	N/A
INDICATOR 5: Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days		
At stage 1 within 5 working days *	7	100%
At stage 2 within 20 working days **	1	20%
After escalation within 20 working days	N/A	N/A
INDICATOR 6: The number of complaints closed at each stage where an extension to the 5 or 20 working day timeline had been authorised		
Stage 1 *	N/A	N/A
Stage 2 **	3	33.3%
Escalated	N/A	N/A

* Stage 1 – informal investigation, dealt with by officers involved in delivering that service within 5 working days.

** Stage 2 - Formal investigation, allocated to a trained investigator and a detailed report produced within 20 working days.

*** 17 complaints received, however one was withdrawn

Complaints – 1 April to 30 June 2023

Complaint	Improvement notes
104	<p>Children and Families Social Work</p> <p><i>Complaint regarding contact between daughter and siblings</i></p> <p>Stage 2: Ongoing under failure to provide a service.</p> <p>Lessons learnt: None – ongoing.</p>
105	<p>Children and Families Social Work</p> <p><i>Complaint regarding lack of support for foster carers</i></p> <p>Stage 2: Not upheld under quality of service.</p> <p>Lessons learnt: Ways in which the department can best support children and their foster carers to be considered.</p>
106	<p>Adult Social Work</p> <p><i>Complaint regarding social work delaying discharge from hospital</i></p> <p>Stage 1: Not upheld under delay in providing a service.</p> <p>Lessons learnt: None – the correct procedure was followed.</p>
107	<p>Children and Families Social Work</p> <p><i>Complaint regarding assessment of child's behaviours</i></p> <p>Stage 2: Ongoing under level of service.</p> <p>Lessons learnt: None – ongoing.</p>
108	<p>Adult Services</p> <p><i>Complaint regarding unexplained bruises following a stay in respite</i></p> <p>Stage 2: Ongoing under quality of service.</p> <p>Lessons learnt: None – ongoing.</p>
109	<p>Children and Families Social Work</p> <p><i>Complaint regarding social worker entering home without permission</i></p> <p>Stage 2: Ongoing under staff conduct/attitude.</p> <p>Lessons learnt: None – ongoing.</p>

110	<p>Adult Social Work</p> <p><i>Complaint regarding changes to care package</i></p> <p>Stage 1: Partially upheld under withdrawal of a service.</p> <p>Lessons learnt: Ensure service users understand the difference between personal and non-personal care.</p>
111	<p>Responders</p> <p><i>Complaint regarding staff being rude to service user, also staff member wearing a vape around her neck</i></p> <p>Stage 1: Upheld under staff conduct/attitude.</p> <p>Lessons learnt: Staff reminded about not smoking or vaping while working.</p>
112	<p>Children and Families Social Work</p> <p><i>Complaint withdrawn</i></p> <p>Stage 1: N/A.</p> <p>Lessons learnt: n/a – withdrawn.</p>
113	<p>Telecare</p> <p><i>Complaint regarding lack of information about Telecare equipment</i></p> <p>Stage 1: Upheld under quality of service.</p> <p>Lessons learnt: Information sheets to be updated to reflect the move to digital alarms.</p>
114	<p>Adult Social Work</p> <p><i>Complaint regarding waiting list for transfer</i></p> <p>Stage 1: Not upheld under delay in providing a service.</p> <p>Lessons learnt: None – the correct procedure was followed.</p>
115	<p>Children and Families Social Work</p> <p><i>Complaint regarding actions of social work staff</i></p> <p>Stage 2: Partially upheld under quality of service.</p> <p>Lessons learnt: More care to be taken to ensure consistency within documentation.</p>
116	<p>Adult Services</p> <p><i>Complaint regarding support for service users and training of staff</i></p> <p>Stage 2: Not upheld under quality of service.</p> <p>Lessons learnt: n/a – not upheld.</p>

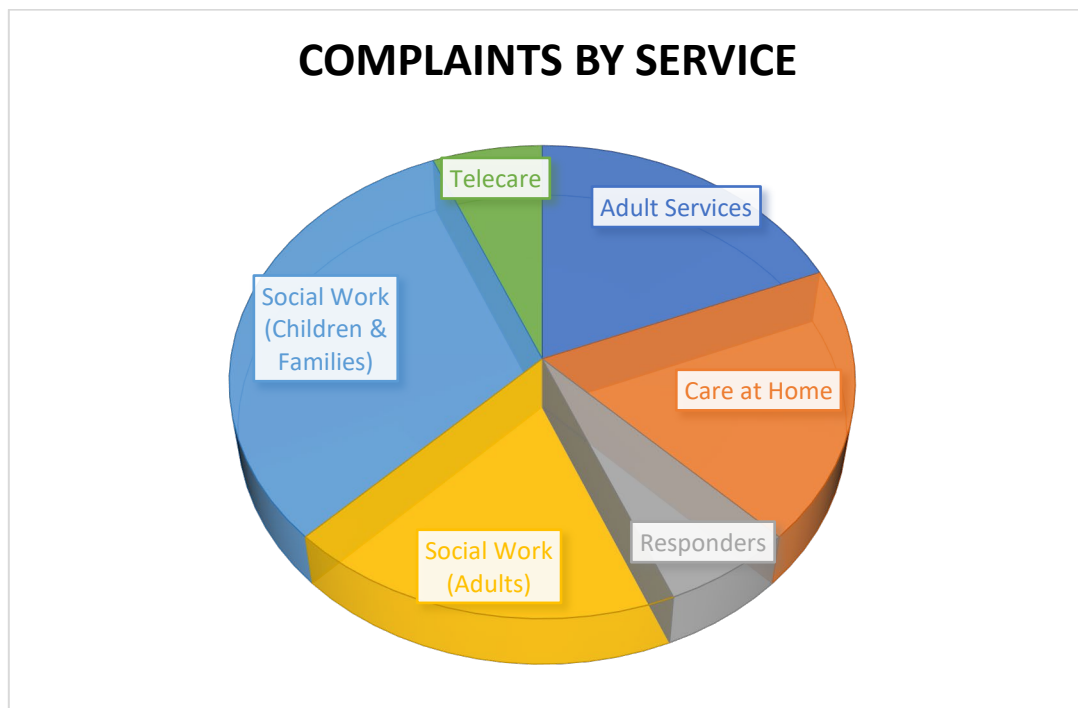
117	<p>Care at Home</p> <p><i>Complaint regarding two male care workers attending double up visit</i></p> <p>Stage 1: Partially upheld under failure to provide service.</p> <p>Lessons learnt: Additional female members of staff added to team. Office staff ensure that at least one female in attendance for double up.</p>
118	<p>Care at Home</p> <p><i>Complaint regarding continuity of service</i></p> <p>Stage 2: Upheld under quality of service.</p> <p>Lessons learnt: Registered Manager to continue liaising with office Coordinators in relation to providing continuing continuity as far as possible for service user, and to fully update him and next of kin of any issues or changes.</p>
119	<p>Care at Home</p> <p><i>Complaint regarding late visit.</i></p> <p>Stage 1: Not upheld under quality of service.</p> <p>Lessons learnt: n/a.</p>
120	<p>Adult Services</p> <p><i>Complaint regarding lack of communication</i></p> <p>Stage 2: Upheld under quality of service.</p> <p>Lessons learnt: Work on how we can better communicate with next of kin when they are not the guardian.</p>

Service	No. Complaints	Upheld	Partially Upheld	Not Upheld	Open
Adult Services	3	1 (33%)	0	1 (33%)	1 (33%)
Care at Home	3	1 (33%)	1 (33%)	1 (33%)	0
Responders	1	1 (100%)	0	0	0
Social Work (Adults)	3	0	1 (33%)	2 (67%)	0
Social Work (Children and Families)	5	0	1 (20%)	1 (20%)	3 (60%)
Telecare	1	1 (100%)	0	0	0
Total	16	4 (25%)	3 (19%)	5 (31%)	4 (25%)

For the period 1 April to 20 June 2023 there were a total of 17 complaints received by Orkney Health and Care, although one was withdrawn, bringing the overall number of complaints for the quarter down to 16. This represents an increase of 8 complaints compared to the last reporting period. Of the complaints received 5 (31.3%) are held by the Children and Families Social Work team, 3 (18.8%) are held each by Adult Services, Care at Home, and the Adult Social Work Team, and 1 (6.2%) each for Responders and Telecare.

Of these complaints, so far, 4 (25%) have been upheld, 3 (19%) partially upheld, 5 (31%) not upheld, with the remaining 4 (25%) currently open and under investigation.

The chart below shows a comparison of complaints by service.



Below the category of each complaint has been counted.

Category	No. Complaints	Upheld	Partially Upheld	Not Upheld	Open
Delay in providing a service	2	0	0	2 (100%)	0
Failure to provide a service	2	0	1 (50%)	0	1 (50%)
Level of service	1	1 (100%)	0	0	0
Quality of service	8	3 (37.5%)	1 (12.5%)	3 (37.5%)	1 (12.5%)
Staff Conduct / Attitude	2	1 (50%)	0	0	1 (50%)
Withdrawal of a service	1	0	1 (100%)	0	0

With small figures like these it is difficult to draw conclusions from the information available. The most common category relates to quality of service (8). Within the identified learning, much of the qualitative information provides continuing evidence to suggest that we need to find ways better to communicate with internal and external customers.

Below the category of each complaint has been counted for each service.

Category	Upheld	Partially Upheld	Not Upheld	Open
Adult Services = 3 complaints				
Quality of service	1	0	1	1
Care at Home = 3 complaints				
Failure to provide a service	0	1	0	0
Quality of service	1	0	1	0
Responders = 1 complaint				
Staff conduct/attitude	1	0	0	0
Social Work (Adults) = 3 complaints				
Delay in providing a service	0	0	2	0
Quality of service	0	0	0	0
Withdrawal of a service	0	1	0	0
Social Work (Children & Families) = 5 complaints				
Failure to provide a service	0	0	0	1
Level of service	0	0	0	1
Quality of service	0	1	1	0
Staff Conduct / Attitude	0	0	0	1
Telecare = 1 complaint				
Quality of service	1	0	0	0

Service Compliments and ‘Good News Stories’

When considering service user experience a holistic view of service is necessary. This includes reviewing learning opportunities and equally considering areas where success can be celebrated.

Between 1 April and 30 June 2023 our services received 36 compliments and some examples of the compliments we have collected are provided here.

Smiddybrae House

Smiddybrae House held a special coronation afternoon tea for their volunteers in May, with some lovely feedback in their guestbook from those who attended:

‘Superb. Well organised, very enjoyable’.

‘What a lovely gathering! So nice to see so many all together (sic) having fun’.

‘Great afternoon. Lovely to see friends so happy’.

Care at Home

Call from a service user saying she would like to thank her carer – ‘carer went above and beyond and didn’t complain once’ when her visit took longer than usual.

Service user called to say she is so grateful for getting someone to her so quickly to help and wanted to say a huge thank you.

Gilbertson Day Centre

Wife of a service user wrote in his communication book, ‘Thank you for making his birthday even more fun.’

A service user’s brother visiting from off Orkney wanted to pass onto everyone, ‘it was lovely to see her so bright, it was a very welcoming place and the staff were very good.’ He added that his sister was more responsive whilst she was at Gilbertson.

During a review, the husband of a service user said, ‘Staff care second to none. Always arrives home so bright.’

Kalisgarth

In February, Kalisgarth had a visit from the Westray Chapter of Cycling without Age. They were treated to Tri-shaw rides which everyone enjoyed, even though it was a bit chilly.

The Friends of Kalisgarth group and the Orkney Rotary Club organised some ‘potting’ days where the Day Centre attendees potted up bare rooted trees ready for them to await a suitable time to be planted out in their final location.



Administration

'Thank you, Cheryl, for your assistance in printing and sending an urgent letter out for me when I needed to work from home so couldn't do it myself.'

'PJ has settled in well, everyone finds her very friendly and approachable.'

Children and Families Social Work

There was a special thanks in the Womens' Aid Orkney Spring Newsletter for the team, and in particular, Emma, 'for their dedication and commitment to creating better outcomes for women and children impacted by the abusive behaviours of domestic abuse perpetrators.'

Feedback from the mother of a child who talked about the challenges she had experienced with social workers in the past, wanting to share that she felt that recently she is having a totally different experience with everyone she has encountered recently, and that she has faith in the network around her now. She mentioned Alanna specifically, saying she was very happy working with her.

Darren Morrow received a Kirkwall Grammar School award for going 'above and beyond' to support pupils, families, school staff, and the community.

Above and Beyond Nominations



We know that all KGS staff work exceptionally hard to support our pupils, our parents, our community and each other. These nominations give us the opportunity to say thank you to a colleague who has done something special – truly above and beyond! 😊

Dear Darren Morrow

You've been nominated because:

"we know she often goes above and beyond but this week he went above and beyond for one of our young people - thank you so much, Darren."

Thank you from the whole KGS community!

9th June 2023



Adult Social Work

Teri Wood achieved her First-Class Honours Degree in Social Work. She said she could not have done this without the exceptional support she received from her husband, family, and her line managers within the Adult Social Work team. Teri's achievement has been recognised in the Orkney Islands Council news.



Report completed July 2023

Jane-Anne Denison

Service Experience Officer, Orkney Health and Care

Social Work and Social Care Services' Experience Report – Q2, 2023

Period: 1 July to 30 September 2023

The number of complaints received from 1 July to 30 September 2023 and compliance with the timescales set by legislation.

	Total	%
INDICATOR 1: Number of complaints received		
Complaints Received	15	
By email	11	73%
By telephone	4	27%
By letter	0	N/A
Face-to-face	0	N/A
By Customer Services Platform	0	N/A
Elected Member involvement	0	N/A
INDICATOR 2: Number of complaints closed at stage 1 and stage 2 as a percentage of all complaints closed		
Complaints Closed	8	
Closed at stage 1 *	4	50%
Closed at stage 2 **	4	50%
Closed at stage 2 after escalation	N/A	N/A
INDICATOR 3: Number of complaints upheld/partially upheld/not upheld at each stage as a percentage of complaints closed in full at each stage		
Upheld at stage 1 *	2	25%
Not upheld at stage 1 *	1	12.5%
Partially upheld at stage 1 *	1	12.5%
Upheld at stage 2 **	1	12.5%
Not upheld at stage 2 **	2	25%
Partially upheld at stage 2 **	1	12.5%
Upheld at stage 2 after escalation **	N/A	N/A
Not upheld at stage 2 after escalation **	N/A	N/A
Partially upheld at stage 2 after escalation **	N/A	N/A
INDICATOR 4: The average time in working days for a full response to complaints at each stage		
Stage 1 *	1.5	N/A
Stage 2 **	17.25	N/A
After escalation	N/A	N/A
INDICATOR 5: Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days		
At stage 1 within 5 working days *	4	100%
At stage 2 within 20 working days **	3	75%
After escalation within 20 working days	N/A	N/A
INDICATOR 6: The number of complaints closed at each stage where an extension to the 5 or 20 working day timeline had been authorised		
Stage 1 *	N/A	N/A
Stage 2 **	1	25%
Escalated	N/A	N/A

* Stage 1 – informal investigation, dealt with by officers involved in delivering that service within 5 working days.

** Stage 2 - Formal investigation, allocated to a trained investigator and a detailed report produced within 20 working days.

Complaints – 1 April to 30 June 2023

Complaint	Improvement notes
121	<p>Responders</p> <p><i>Complaint regarding issues with Community Care Alarm</i></p> <p>Stage 1: Upheld under quality of service.</p> <p>Lessons learnt: Steps to be taken to better explain to service users how equipment works.</p>
122	<p>Adult Social Work</p> <p><i>Complaint regarding care review meeting going ahead without complainant (POA) in attendance</i></p> <p>Stage 2: Not upheld under staff conduct/attitude (note complainant refused to engage with investigator).</p> <p>Lessons learnt: None – not upheld.</p>
123	<p>Children and Families Social Work</p> <p><i>Complaint regarding perceived misconduct in public office</i></p> <p>Stage 2: Ongoing under staff conduct/attitude - Currently waiting on new investigators to complainant's multiple complaints.</p> <p>Lessons learnt: None – ongoing.</p>
124	<p>Children and Families Social Work</p> <p><i>Complaint regarding perceived misconduct in public office</i></p> <p>Stage 2: Ongoing under staff conduct/attitude – on hold until complainant's first complaint is completed.</p> <p>Lessons learnt: None – ongoing.</p>
125	<p>Adult Services</p> <p><i>Complaint regarding difficulty contacting Hamnavoe House by phone</i></p> <p>Stage 1: Not Upheld under quality of service.</p> <p>Lessons learnt: None – not upheld.</p>
126	<p>Children and Families Social Work</p> <p><i>Complaint regarding perceived misconduct in public office</i></p> <p>Stage 2: Ongoing under staff conduct/attitude – on hold until complainant's first complaint is completed.</p> <p>Lessons learnt: None – ongoing.</p>

127	<p>Children and Families Social Work</p> <p><i>Complaint regarding perceived misconduct in public office</i></p> <p>Stage 2: Ongoing under staff conduct/attitude – on hold until complainant’s first complaint is completed.</p> <p>Lessons learnt: None – ongoing.</p>
128	<p>Administration</p> <p><i>Complaint regarding not being contacted after an issue resulted in a payment not being processed</i></p> <p>Stage 1: Upheld under quality of service.</p> <p>Lessons learnt: Reminder given about the importance of communication so that any issues can be corrected as early as possible.</p>
129	<p>Children and Families Social Work</p> <p><i>Complaint regarding unprofessional behaviour in a meeting</i></p> <p>Stage 1: Ongoing under staff conduct/attitude.</p> <p>Lessons learnt: None – ongoing.</p>
130	<p>Care at Home</p> <p><i>Complaint regarding care worker attending nighttime visit.</i></p> <p>Stage 1: Partially upheld under quality of service.</p> <p>Lessons learnt: Reminder to follow support plan and contact Coordinator if any problems.</p>
131	<p>Care at Home</p> <p><i>Complaint regarding care worker attending recent visit.</i></p> <p>Stage 2: Partially upheld under quality of service.</p> <p>Lessons learnt: All carers reminded of the stresses the family are currently under, and to follow care plan and guidance from professionals</p>
132	<p>Adult Social Work</p> <p><i>Complaint regarding social workers phoning surgery requesting information about service user</i></p> <p>Stage 2: Not upheld under staff conduct/attitude.</p> <p>Lessons learnt: None – not upheld.</p>
133	<p>Responders</p> <p><i>Complaint regarding correct process not being followed</i></p> <p>Stage 2: Upheld under quality of service.</p> <p>Lessons learnt: Reminder given to Responder staff about the importance of communication. Feedback also given to Careium.</p>

134	<p>Children and Families Social Work</p> <p><i>Complaint regarding perceived misconduct in public office</i></p> <p>Stage 2: Ongoing under staff conduct/attitude – on hold until complainant’s first complaint is completed.</p> <p>Lessons learnt: None – ongoing.</p>
135	<p>Children and Families Social Work</p> <p><i>Complaint regarding social worker speaking with child without parental permission</i></p> <p>Stage 2: Ongoing under staff conduct/attitude.</p> <p>Lessons learnt: None – ongoing.</p>

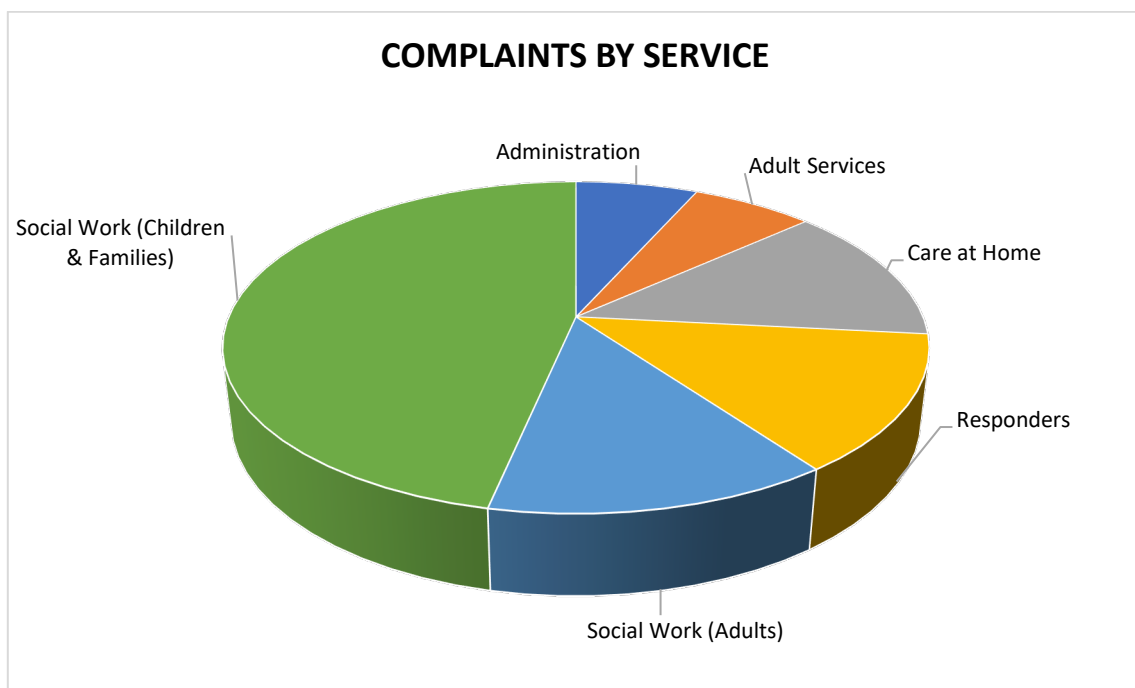
Service	No. of Complaints	Upheld	Partially Upheld	Not Upheld	Open
Administration	1	1 (100%)			
Adult Services	1			1 (100%)	
Care at Home	2		2 (100%)		
Responders	2	2 (100%)			
Social Work (Adults)	2			2 (100%)	
Social Work (Children and Families)	7				7 (100%)
TOTAL	15	3 (20%)	2 (13%)	3 (20%)	7 (47%)

For the period 1 July to 30 September 2023 there were a total of 15 complaints received by Orkney Health and Care. This represents a decrease of 2 complaints compared to the last reporting period. Of the complaints received 7 (47%) are held by the Children and Families Social Work team, 2 (13%) are held each by Care at Home, Responders, and the Adult Social Work team, and 1 (7%) each for Administration and Adult Services.

Of the total complaints this quarter, 3 (20%) have been upheld, 2 (13%) partially upheld, 3 (20%) not upheld, with the remaining 7 (47%) currently open.

It must be noted that 5 of the complaints received for the Children and Families Social Work team were from a single complainant, and due to the nature of the complaints and difficulty in finding suitable investigators, 1 is in the early stages of investigation, while the remaining 4 are on hold at the time this report was prepared.

The chart below shows a comparison of complaints by service:



Below the category of each complaint has been counted.

Category	No. Complaints	Upheld	Partially Upheld	Not Upheld	Open
Quality of service	6	3 (50%)	2 (33%)	1 (17%)	0
Staff Conduct / Attitude	9	0	0	2 (22%)	7 (78%)

With small figures like these it is difficult to draw conclusions from the information available. The most common category relates to staff conduct/attitude (9). Within the identified learning, much of the qualitative information provides continuing evidence to suggest that we need to find ways better to communicate with internal and external customers.

Below the category of each complaint has been counted for each service.

Category	Upheld	Partially Upheld	Not Upheld	Open
Administration = 1 complaint				
Quality of service	1	0	0	0
Adult Services = 1 complaint				
Quality of service	0	0	1	0
Care at Home = 2 complaints				
Quality of service	0	2	0	0
Responders = 2 complaints				
Quality of service	2	0	0	0
Social Work (Adults) = 2 complaints				
Staff conduct/attitude	0	0	2	0
Social Work (Children & Families) = 7 complaints				
Staff Conduct / Attitude	0	0	0	7

Service Compliments and ‘Good News Stories’

When considering service user experience a holistic view of service is necessary. This includes reviewing learning opportunities and equally considering areas where success can be celebrated.

Between 1 July and 30 September 2023 our services received 36 compliments and some examples of the compliments we have collected are provided here.

Care at Home

Compliment passed on after a review at service user that they were very pleased with the care she receives from both carers.

Family members were very complimentary about the carers attending to service user and stated they have gone above and beyond and wished for this to be noted.

Criminal Justice

A letter of appreciation was received thanking the Community Payback team: *“Thanks to you and all your team for the excellent work you have carried out this year painting and repairing various benches throughout Stromness”*.

Another thank you was received by email from one of the Isles schools: *“I just wanted to say thank you SO much - the playpark looks so much better and we are very grateful*

Gilbertson Day Centre

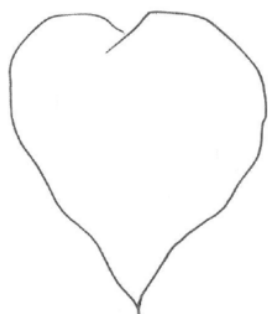
Many positive comments were made by service users and their families following Gilbertson's July Outings, for example, *"You have done so much organizing for this as the day has gone so smooth. You have all made this such a good day. I can't thank you enough"* and, *"X had a fantastic day, this has given her a total boost. She has told her Age Orkney carer about it and was totally animated, it has perked her up and she is so much brighter, this has done her the world of good."*

Another compliment was received from a wife of a service user at review, *"X always looks forward to going and watches out for the blue bus. He is always very pleased when he comes home, this is worth a lot to me"*.

Kalisgarth

A health professional visiting Kalisgarth praised the staff for their excellent care of frail and vulnerable clients, especially their skin care.

Another of their many compliments was in the form of a thank you card from a family of a service user.



With grateful
thanks to
everyone at
Kalisgarth.

Administration & Training

Administration assistant Adele Watt and Training Coordinator Eve Hourston-Wells received an email thanking them for their work on a major training event, *“Without both of your help and assistance beyond the call of duty it would never have, not only been not as successful as it was, but equally it would also unlikely to have been staged at all”*.

Children and Families Social Work

A professional working passed on that a family she was working with said the following of social worker, Alanna Burns, *‘They speak very highly of you and are very grateful for what you are doing.’* Furthermore, the work Alanna has done with a member of the family was acknowledged, *“X is able to find a small moments (sic) of joy and gratitude in a day at the moment which was missing when I first met her and she appears emotionally stronger and in a less reactive state. X spoke highly of your support being significant to this change”*.

The Fostering and Adoption Team also received recognition of their work with an adoptive family’s journey, with Diane Petrie thanked for her support, *“She was (and remains) our guide for when we need it, and we cannot even begin to put into words her impact on us all. How do you possibly thank the person who led you to your daughter? Who completed your family with such compassion and understanding.... During a time when the fostering and adoption team have experienced such turbulent change and media coverage, we feel it is important that all of the positive qualities our team have on lives need to be shouted out loud and proud, because they deserve it. Even now, we are part of a supportive group, organised and pioneered the amazing people’*.

Freedom of Information (FOI) Requests

A request has been made to include an overview of the Freedom of Information and Subject Access Requests for the SMT. This has been added to this quarterly report.

Month	Total due this month	Number completed on time	Number completed late	Number on hold/closed (excluded from calculations)¹	% Completed on time
July 2023	16	15	0	1	100%
Aug 2023	10	8	0	2	100%
Sep 2023	16	14	1	1	87.50%
TOTAL	42	37	1	4	88%

Between 01/07/23 and 31/09/23, a total of 42 FOI requests were received. Of these, 37 (88%) were completed on time.

The time spent on FOI requests by the SEO for the quarter was approximately 50 hours. This does not include the time taken by services to obtain the information.

Subject Access Requests (SAR)

Between 01/07/23 and 31/09/23, a total of 11 Subject Access Requests were received. Of these, 9 requests were received from Service Users and 2 requests were received from the Police.

Of the requests from service users, 1 was withdrawn and 2 were not valid requests.

Of the 8 remaining requests, 7 were completed on time. 1 is ongoing with a due date of 04/12/23.

The time spent on preparing and redacting SARs by the SEO during the quarter was approximately 150 hours. This does not include the time spent by social workers checking redactions.

Report completed October 2023

Jane-Anne Denison

Service Experience Officer, Orkney Health and Care

¹ FOI requests can be put on hold while the SEO waits on clarification from the requester whenever the details of the request are unclear. If clarification is not received, the request is closed.