

A few examples of complaints that have led to KCC putting things right and improving services for Annual Complaints Report 2020/21

- A complaint was raised about the process of the deferred payment arrangement and there was a communication breakdown between KCC and the provider in respect of the funding for the placement. Information was then provided and there was a delay of several months in progressing the deferred payment application. KCC is able to use discretion to fund services on an interim basis in these circumstances when we were made aware of an outstanding invoice and we should have considered making a payment under our discretionary powers. A gesture of goodwill payment was made and apology offered for the delay.
- After receiving information under a Subject Access Request, a family member raised concern about information recorded on our electronic client system about their mental health state. The comments have been removed from the service user's records and the member of staff has received appropriate guidance via a practice reflective session. The complainant was reassured that the comments had been removed and an apology provided for any distress caused.
- Family raised concerns about the Council not meeting their son's needs during the Covid-19 pandemic, concerns also raised about non return of letters and emails. The investigation concluded that the family was not appropriately informed about changes to service provision during this time and the restricted access to services put in place. It also acknowledged that some of the letters received were not responded to. A full explanation, apology and gesture of goodwill payment were provided to the family and reassurance offered that we will communicate more effectively in the future.
- A person we support complained that carers failed to attend to provide care at home, they filled in time-sheets incorrectly, did not complete tasks in the care plan and were charged incorrectly. An investigation concluded that some of the visits were cancelled at short notice or carers were turned away, the person was still charged for these visits. Charging errors were identified and the person was reimbursed for these inappropriate charges. There was also a delay in the financial assessment being undertaken and staff have been reminded to make arrangements for the assessment in a timely way. The care agency has introduced an electronic call monitoring system which will ensure more accurate recording of visits.