

Health Scrutiny Committee
Meeting to be held on 22 April 2014

Electoral Division affected: All

Cabinet Member's response to the Health Scrutiny Committee Care Complaints Task Group

(Appendix A refers)

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Executive Summary

The Cabinet Member for Adult and Community Services accepts the recommendations of the Care Complaints Task Group report in full. The report raises legitimate concerns which are addressed in the Directorate action plan. The Directorate will continue to work constructively with all our partner agencies in direct response to the recommendations.

The response by the Cabinet Member for Adult and Community Services to the Care Complaints Task Group Report is attached at Appendix A.

Recommendation

Health Scrutiny Committee is recommended to :

- (i) Receive the response from the Cabinet Member for Adult and Community Services to the issues raised in the Task Group Report; and
- (ii) Note the action plan to the issues raised and the progress made to date.

Background and Advice

It has long been acknowledged that the management of complaints about care in the private residential sector could be improved. About a quarter of all complaints made to the Council about the quality of adult social care services relate to the quality of care provided by contracted providers. The Local Government Ombudsman as the regulator for all Councils considers the Local Authority responsible for the actions not only of its own staff but of any organisations who are commissioned by or carry out any of the Council's statutory functions. Therefore Lancashire County Council has a vested interest in good complaints handling not only for the welfare of people, but also for the Council's reputation. The Cabinet Member and the Council therefore fully supports the intentions of the Care Complaints Task Group and approves the

proposals in this report and has taken action to ensure that the work is owned and undertaken.

Consultations

Consultation has taken place with the Complaints Manager, Heads of Service and the Directorate Senior Leadership Team.

Implications

There are no financial, personnel, Human Rights or data protection issues or legal implications arising from this report

Risk management

The contents of the report may be of interest to the press, and the Communications Team will be aware of its contents.

Local Government (Access to Information) Act 1985

List of Background Papers

Paper	Date	Contact/Directorate/Tel
Care Complaints Task Group recommendations available here: http://council.lancashire.gov.uk/ieListDocuments.aspx?CId=182&MId=1963&Ver=4	2013	Wendy Broadley Principal Overview & Scrutiny Officer 07825 584684 wendy.broadley@lancashire.gov.uk