



Aberdeen City Health & Social Care Partnership  
*A caring partnership*



## **Aberdeen City Health and Social Care Partnership**

### **Clinical and Care Governance**

**Quarter 2 2024-2025**

**(Jul – Sept 2024)**



*Complaints are registered with ACHSCP through either NHS Grampian or Aberdeen City Council (ACC). This is a draft report that currently includes only data from ACC. A separate NHSG report will be published on the ACHSCP website.*

## **Feedback (ACC)**

A total of 11 complaints were received by Aberdeen City Council (ACC) for the Aberdeen City Health and Social Care Partnership for Q2-2024/25. All 11 complaints have been closed (6 of which are within timescale, and 5 within interim) see Table 1.

Table 2 outlines the outcomes of the 11 closed complaints, with 3 complaint being upheld (in stage 2), 5 complaints not upheld (2 complaint- Stage 1 and 3 complaints- Stage2) , 1 complaint partially upheld in Stage-2 and 2 complaints resolved in Stage-1.

Table 3 outlines complaints split by category (note that complaints may be allocated to more than one category at a time); the highest complaint category being quality of service and poor communication at 26 % each. Followed by staff conduct /attitude (16%), followed by amount of service provision, breach in confidentiality, delay in services, difficulty in accessing services, finance/cost issues. Refusal/withdrawal of services account for 5% each.

Table 4 shows the split of 11 complaints received by services, 3 complaints for Adults Learning Disability, 2 complaints each for Adults Mental Health and Adult Justice Social Work. Adults Senior Management Team, Central Management-Response, Central and West all had 1 complaint each.



**Table 1: Complaints categorised by stages (ACC)**

| <b>Complaint</b>        | <b>Stage 1</b> | <b>Stage 2</b> | <b>Esc 2</b> | <b>All</b>  |
|-------------------------|----------------|----------------|--------------|-------------|
| Received                | 4              | 7              | 0            | 11          |
| Closed                  | 4              | 7              | 0            | 11          |
| Within Timescale        | 4              | 2              | 0            | 6           |
| Within Interim          | 0              | 5              | 0            | 5           |
| <b>% Within Time</b>    | <b>100%</b>    | <b>29%</b>     | <b>0</b>     | <b>55%</b>  |
| <b>% Within Interim</b> | <b>0%</b>      | <b>71%</b>     | <b>0</b>     | <b>45%</b>  |
| <b>Overall</b>          | <b>100%</b>    | <b>100%</b>    | <b>0</b>     | <b>100%</b> |
| <b>Days Active</b>      | 17             | 207            | 0            | 224         |



**Table 2: Complaints received- overall outcome (ACC)**

| Overall Outcomes | Stage 1 | Stage 2 | Esc Stage 2 | All       |
|------------------|---------|---------|-------------|-----------|
| Upheld           | 0       | 3       | 0           | 3         |
| Not Upheld       | 2       | 3       | 0           | 5         |
| Partially Upheld | 0       | 1       | 0           | 1         |
| Resolved         | 2       | 0       | 0           | 2         |
| <b>Sum</b>       |         |         |             | <b>11</b> |

**Table 3: Complaints received- split by category (ACC)**

| Categories                  | Stage 1 | Stage 2 | Esc Stage 2 | All | %  |
|-----------------------------|---------|---------|-------------|-----|----|
| Amount of Service Provision | 1       | 0       | 0           | 1   | 5% |
| Breach in Confidentiality   | 0       | 1       | 0           | 1   | 5% |



|                                  |   |   |   |   |     |
|----------------------------------|---|---|---|---|-----|
| Council Policy                   | 0 | 0 | 0 | 0 | 0%  |
| Delay in Services                | 0 | 1 | 0 | 1 | 5%  |
| Difficulty in Accessing Services | 1 | 0 | 0 | 1 | 5%  |
| Discrimination                   | 0 | 0 | 0 | 0 | 0%  |
| Finance / Cost Issues            | 0 | 1 | 0 | 1 | 5%  |
| Non-Allocation / access to staff | 0 | 0 | 0 | 0 | 0%  |
| Poor Communication               | 0 | 5 | 0 | 5 | 26% |
| Quality of Info Provided         | 0 | 0 | 0 | 0 | 0%  |
| Quality of Service               | 0 | 5 | 0 | 5 | 26% |
| Refusal / Withdrawal of Services | 0 | 1 | 0 | 1 | 5%  |



|                          |   |   |   |   |     |
|--------------------------|---|---|---|---|-----|
| Service Closure          | 0 | 0 | 0 | 0 | 0%  |
| Staff Conduct / Attitude | 2 | 1 | 0 | 3 | 16% |

**Table 4: Complaints received- split by services (ACC)**

| Team                       | Stage 1 | Stage 2 | Esc Stage 2 | All |
|----------------------------|---------|---------|-------------|-----|
| Senior Management          | 0       | 0       | 0           | 0   |
| Care Management - ARI      | 0       | 0       | 0           | 0   |
| Care Management - Response | 1       | 0       | 0           | 1   |
| Care Management - North    | 0       | 0       | 0           | 0   |
| Care Management - South    | 0       | 0       | 0           | 0   |
| Care Management - Central  | 0       | 1       | 0           | 1   |
| Care Management - West     | 0       | 1       | 0           | 1   |
| Adults Duty Team           | 0       | 0       | 0           | 0   |
| Adults Justice Social Work | 0       | 2       | 0           | 2   |



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|                               |   |   |   |           |
|-------------------------------|---|---|---|-----------|
| Adults Senior Management Team | 1 | 0 | 0 | 1         |
| Adults Learning Disability    | 0 | 3 | 0 | 3         |
| Adults Mental Health          | 2 | 0 | 0 | 2         |
| <b>Sum</b>                    |   |   |   | <b>11</b> |