



To - Health & Social Care Scrutiny Panel

Date of meeting - 30th June, 2015

Notes of - Committee Administrator

UPDATE REPORT ON IMPROVING STANDARDS OF ADULT SOCIAL CARE

Service Improvement

1. At the September, 2014 meeting of the Health and Social Care Scrutiny Panel, Mike Banks of Lancashire County Council (LCC) provided information on various issues including improvements to the domiciliary care service.
2. This had included a proposal to reduce the number of providers LCC traded with, and new contracts that would reduce travel time, increase pay and guarantee hours for care workers.
3. As at March, 2015, this proposal was moving forward with the number of home care providers and the new contract in the process of being procured. An update on the outcome of this procurement exercise is awaited.
4. We are also awaiting the outcome of a consultation on a new care home fee structure.
5. A further improvement is the recruitment of a number of senior managers who have specific responsibility to improve the quality of provision.

Complaints Procedure

6. At the same September meeting Mike also reported on a new operating structure for the reporting of complaints, which was to be launched in March, 2015 and would allow more control by front line staff. It aimed to ensure that all complaints would be passed through the safeguarding conduit.
7. The Complaints Manager at LCC reports that she now leads a single point complaints team as the single point of contact for all complaints across the whole of the County Council, with a single email address: complaintsandfeedback@lancashire.gov.uk.

8. The website, which can be accessed via the link below, has also been redesigned and their Customer Service Centre has one team that deals with social care related complaints for adults and children's services and another for everything else. Customer service advisors who are used to dealing with children and adult social care related matters can be contacted on telephone number (0300 123 6720).

LCC website -

<http://www.lancashire.gov.uk/council/get-involved/compliments-comments-complaints.aspx>

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