

Reference Number: FOI-101004262744

Response provided under: Freedom of Information Act 2000

Request and Response:

1. How many complaints you have received related to carers failing to turn up to a domiciliary HOME care visits on time e.g. a complaint about a carer arriving late in...

a. so far in 2019 (Up until 23/1/2019)

Quality Assurance Team: 1
Feedback Team: 1

Please note that complaints known to the Feedback Team may also be duplicated in those known to the Quality Assurance Team.

b. 2018

Quality Assurance Team: 45
Feedback Team: 2

Please note that complaints known to the Feedback Team may also be duplicated in those known to the Quality Assurance Team.

c. 2017

Quality Assurance Team: 42
Feedback Team: Prior to 2018 provider complaints were sent to the Quality Assurance Team, so would be included in their figures.

d. 2016

Quality Assurance Team: 60
Feedback Team: Prior to 2018 provider complaints were sent to the Quality Assurance team, so would be included in their figures.

2. How many of these involved a carer turning up over 1 hour late in:

a. so far in 2019 (Up until 23/1/2019)

b. 2018

c. 2017

d. 2016

The Quality Assurance Team and the Feedback Team do not hold specific information about how long a service user would have to wait if a carer were late for a visit.

3. Out of these what was the longest wait a service user had to wait for a carer to arrive at their when late:

a. so far in 2019 (Up until 23/1/2019)

b. 2018

c. 2017

d. 2016

The Quality Assurance Team and the Feedback Team do not hold specific information about how long a service user would have to wait if a carer were late for a visit.

4. How many complaints have you received related to carers failing to turn up to a domiciliary care visit at all in:

a. so far in 2019 (Up until 23/1/2019)

b. 2018

c. 2017

d. 2016

The Quality Assurance Team and the Feedback Team do not hold specific information about how long a service user would have to wait if a carer were late for a visit.

Information provided by: Adult Social Care

Date of response: 18th February 2019