

[Redacted]

From: [Redacted]
Sent: 09 July 2021 12:20
To: [Redacted]
Subject: Bon Accord Care - Freedom of Information Request - Ref FOI-003-2021
Attachments: Right to Review Appeal BAC v3.pdf

[Redacted]

We refer to your freedom of information request dated 22nd May 2021 which was not actioned due to an oversight and your subsequent email of 4th July 2021. We acknowledge and apologise for the unintended delay in providing a response.

1. A copy of all internal reports relating to incidents at Kingswells Care Home on January 27, 2021. I would expect all names to be redacted. [Redacted]

[Redacted]

The number of incidents reported on January 27, 2021 was 5.

- 4 Falls
- 1 Physical Assault

BAC is unable to provide you with a copy of internal reports relating to incidents at Kingswells Care Home on January 27, 2021 as it is exempt from disclosure. In order to comply with its obligations under the terms of Section 16 of the FOISA, BAC hereby gives notice that we are refusing your request under the terms of Section 38 (1)(b) - of the FOISA.

In making this decision BAC considered the following points:
Personal information is included in the reports and would breach the confidentiality of the individuals concerned. Redacting the individuals names would not be sufficient to protect their identity.

2. The number of complainants making complaints against Kingswells Care Home since March, 2020; the number of complaints each complainant made. So, if 3 people complained, and each filed 4 complaints, the answers would be 3 and 12 respectively.

There have been 8 complaints made in the period since March 2020 to 22nd May 2021 by 6 complainants. Which is broken down as follows:

	Number of complaints
Complainant A	1
Complainant B	3
Complainant C	1
Complainant D	1
Complainant E	1
Complainant F	1

3. The number of complaints (12 in the above example, not 3) that were upheld or partially upheld or otherwise accepted by Bon Accord Care; a summary of the complaint (again, I would expect identifying information to be redacted, including dates of any incident) and any remedial action taken or best practice adopted.

	Upheld	Partially Upheld	Not Upheld
Number of Complaints for Kingswells Care Home March 2020 to May 22 nd 2021	4	2	2

Summary
Email <i>redacted</i> . Concerned with information provided by staff following a fall - differing accounts of events. Concerns raised over care provided following fall, and overall personal care provided
<i>redacted</i> witnessed staff member without a facemask. Also, she is concerned the relevant people did not know that <i>redacted</i> was in isolation. This concern was raised following a telephone call where a staff member appeared to be unaware of any test results due and they passed the call to another staff member for answers.
Email <i>redacted</i> Unhappy with the lack of support from the care home following their <i>redacted</i> death - <i>redacted</i>
Telephone complaint to Manager regarding <i>redacted</i> staff. Curt manner on the telephone, made to feel like a nuisance and was scared to phone back to find out how <i>redacted</i> was.
Family asked to move away from window and curtains closed
<i>redacted</i> having to wear face mask
Resident had been moved room without proper consultation and mix up with a visit
Litter and cigarette ends being discarded by staff out with the care home grounds

Remedial Action
<ul style="list-style-type: none"> • Staff have been spoken with about safe and appropriate disposal of cigarette buds and buds outside the grounds have been collected
<ul style="list-style-type: none"> • We will provide support to the named member of staff through additional 1-1 tailored training and coaching which will allow them to reflect on their actions and the impact this has on others. This will include a revisit of our core values. • I will work with the Manager and team at Kingswells to review communication procedures to consider a more proactive approach for families.
<ul style="list-style-type: none"> • The service has reviewed the processes around communication with residents and families following bereavements and we will ensure that going forward we contact families to acknowledge their loss and offer support.
<ul style="list-style-type: none"> • Window visit plan arranged
<ul style="list-style-type: none"> • Communication to families with regards to a service users health and wellbeing should only be with the Care staff who are looking after the individual. This negates any confusion. • Consider the information ancillary staff can be given on an individual to allow ancillary staff to understand and gain assistance if this is required. • Additional training for staff on the importance of timely, clear case recording. • Liaison with hospital admission on protocol for personal belongings and ensure staff are aware of this protocol. • Ensure the recording of personal effects is accurate and reviewed with the family on a regular basis or when new items are acquired. • Training with Managers on responses to complaints ensuring a comprehensive and accurate investigation is undertaken.
<ul style="list-style-type: none"> • Assurance of better communication

We handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the enclosed for more information about your rights under FOISA.

We hope this helps with your request.

Yours sincerely

Susan Mowatt

Quality & Compliance Manager



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