

## July 2019

In this month's e-newsletter:

- Scottish Welfare Fund case directory
- We are hiring!
- Our findings this month: Complaints and Scottish Welfare Fund reviews
- Independent National Whistleblowing Officer

### Scottish Welfare Fund case directory

We are excited to launch a new case directory for our Scottish Welfare Fund decisions! We have collated our published summaries and turned this into a searchable database.

Similar to our complaints findings, you will now be able to search for summaries by outcome, keyword and subject. We will update this regularly with new summaries. This tool allows us to share learning and inform improvement. Our new directory is available on our [Scottish Welfare Fund website](#).

### We are hiring!

We currently have three exciting opportunities:

- [Investigations Team Assistant](#) – a pivotal role in providing administrative support to our complaint handling teams.
- [Corporate Services Team Assistant](#) - an ideal role for an energetic and enthusiastic individual looking for a varied administrative workload in a range of Corporate Services activities.
- Communications Intern – provided through Inclusion Scotland's "We Can Work" scheme, we are looking for an individual to work with us on a communications review project. For more information, please visit the [Inclusion Scotland website](#).

## Our findings

### Complaints

This month we:

- are publishing one full investigation report available [here](#)
- are publishing 51 decision reports available [here](#)
- upheld 34 complaints in full or part
- made 119 recommendations for learning and improvement

In our full investigation report: [201802594](#) about Tayside NHS Board, we found that the board unreasonably delayed in diagnosing a patient with an infected hip joint following hip replacement surgery. The report highlights failings in investigating the patient's symptoms over a period of five years, and the reporting and reviewing of x-rays. We made six recommendations directly in relation to these findings, which the Board have accepted. We asked the Board to apologise to the patient and provide us with evidence that they had reviewed their system for reporting x-rays.

### Learning points

- [201706761](#) – we found that language used by a psychiatrist within the board was unhelpful and left the family of a patient feeling criticised. We asked the board to remind staff of the importance of appropriate language, and ensuring that families have adequate support where difficult discussions are necessary.
- [201806323](#) – we found that a council unreasonably failed to follow their own Unacceptable Actions Policy (UAP). We asked the council to ensure their UAP restriction letters include details of the appeals process, details of the behaviours considered unacceptable and explained the extent of the restriction, as per their policy.

### Scottish Welfare Fund Reviews

During June we:

- responded to 67 enquiries
- made 60 decisions
  - 14 community care grants
  - 46 crisis grants
- changed the council's decision on four community care grants and 16 crisis grants
- signposted an additional 50 applicants to alternative sources of assistance, which in most cases, was their local council

For related case studies, please see our [new directory](#).

## Independent National Whistleblowing Officer

Our consultation on the Draft National Whistleblowing Standards is now closed. Thank you to everyone who responded. We are now analysing these responses and will continue to keep you updated as we progress.

THANK  
YOU

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