

**Domiciliary Care Complaints**

Care Agency Name	No of clients 1/10/2017	Complaints 2017/18*	Of which are safeguardings	Substantiated/upheld	Unsubstantiated/Not Upheld	Partially substantiated/ Upheld	Inconclusive	Ongoing	Category upheld	Types of allegations made	Complaint figures 2016/17
ABACUS	19	0									2
ACSC	68	2	2					2		PA X1 FA X1	5
ALLIED HEALTHCARE	15	1		1					NAOX1		0
ALWAYS CARING	9										0
AMY ADAMS HCARE	18	1	1					1		NAO X1	0
BRIDGES	10										1
CARBY	102	1						1		LC X1	1
CARE DIRECT UK	16										0
CARE OUTLOOK	33										2
CAREMARK	162	11	6	3	1	1	1	3	NAO X2 PQC X2	NAO X2 FA X1 LC X1 CHX1 PQSx1	12
CARE WORLD	38										0
COMPASSION HOMECARE	13										1
DARET	29	1	1					1		NAO X1	1
DAY TO DAY	36	1	1					1		NAO X1	0
DIGNITY DIRECT	24	3	2					3		NAO X2 PQC X1	2
ELEANOR	0	2		1				2	NAOX1	NAO X1	7
EMINENT	6										
ETERNAL	36	3	3	0	1		1	1		PSA X1	0
FABS	21	2	2					2		NAO X1 PA X1	1
HARMONY HOMEAID	11	1	1					1		NAO X1	4
HELPING HANDS	2										
HERITAGE HCARE	11										
HOMECARE BROMLEY	172	4	3					3		fa X1 NAO X2 PQC X1	3
HOME HEALTHCARE	20	2	1					2		PQC X1 NAO X1	0
INDEPENDENT	12										1
INVICTA 24	46	3	2					3		PA X1 NAOX2	2
KENTISH	35	2	2					2		NAO X2	2
LIFECOME	21	2	2					2		NAO X2	0
MACKLEY	10	1						1		NAO X1	1
PETTS WOOD HOMECARE	17										0
RIVER GARDEN	37	1	1					1		FA X1	0
SEVACARE	0										0
SWEET TREE HOMECARE	0										0
THE LINK	30										0
VERILIFE	90	1						1		NAO X1	10
WESTMINSTER	48	3	2					3			5
<b>TOTALS</b>	<b>1217</b>	<b>48</b>	<b>32</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>36</b>		<b>NAO X2 PQC X1</b>	<b>63</b>

Category Key		Totals Upheld so far	Totals Alleged so far
NAO	Neglect & Acts of Omission	4	21
PA	Physical Abuse	0	3
FA	Financial Abuse	0	4
P&FA	Physical & Financial Abuse	0	0
PsyA	Psychological Abuse	0	0
P&SA	Physical & Sexual Abuse	0	1
MC	Missed Calls	0	0
LC	Late Calls	0	2
PQS	Poor Quality Service	2	4
EC	Envirocrime	0	0
CH	Charging	0	1

Explanatory Notes:

- 1) \*2016/17 (To Oct'16 so far)
- 2) The following are terms used under safeguarding - the types of areas covered are shown in brackets:  
 Neglect & Acts of Omission (E.g. ignoring medical, emotional or physical needs, failure to provide proper care services)  
 Physical Abuse (E.g. assault, hitting, pushing, misuse of medication, restraint)  
 Financial Abuse (E.g. theft, fraud, scamming, coercion re financial affairs, misuse of property, possessions or benefits)  
 Psychological Abuse (E.g. emotional abuse, threats of harm, abandonment, depriving contact, controlling, bullying)  
 Sexual Abuse (E.g. rape, indecent exposure, sexual harassment, inappropriate looking/touching)