

## FOI Request Response information

FOI request reference:	2017/314
Date request received:	04/10/2017
Date request responded to:	12/10/2017
Category:	Complaints
Tags:	Behaviour, staff, support worker, verbal abuse, physical abuse, sexual abuse, professional conduct

### Request Detail:

1. The amount of complaints received by yourselves in reference to inappropriate behaviour by a support worker employed at Mountcroft Resource Centre, Albert Street, Fleetwood, FY7 6AH between the years if 2010-2016
2. In reference to the above question the amount of those complaints that were upheld and the amount of those complaints were no further action was found
3. In reference to request 1, the amount of individuals those complaints refer to
4. In reference to request 1, the type of complaints received, nature of complaint, behaviour, verbal abuse, physical abuse, sexual abuse, professional conduct etc. please feel free to use your own terms for the above

### Response Detail:

The Trust response to your recent FOI request is as follows:

Request 1– using the parameters of all complaints received after 01/01/2010 there have been sixteen complaints coded against staffing attitude or similar at this venue. Only 1 cites a support worker specifically.

Request 2 - Of these 16

2 were withdrawn

3 not upheld

6 partially upheld

2 upheld

6 no recorded outcome

In addition the action taken against these complaints were as follows (some investigations may have more than one action or none if not upheld / withdrawn)

2 – changes to care agree

1 - care reviewed

4 - apology offered

1 – learning shared

1 – discussion with team

2 – discussion with individual staff

3 - no further action required

12 – no recorded action

Request 3 – This information is not extractable.

Request 4 – This information is not extractable as we do not code complaints in this way.