

18 Kilmallie Place  
Duncraig  
DC9 1PW

12 August 2015

Roger Connery  
Head of Social Work  
Room 101  
Duncraig House  
Gleninver  
DC6 5TT

Dear Mr Connery

I would like to make a formal complaint about the service provided to my partner Karen Cowan. The concerns are as follows:

My partner, not for the first time, missed vital services over the weekend. Your team failed to turn up on time on 4 occasions last week. When I contacted your office a few weeks ago to raise these worries before, I did not even receive any phone call back. This lack of response is typical of the lack of respect we have come to expect and is simply unacceptable, I will not be fobbed off like this anymore.

I have consistently requested that my partner receives continuity of care workers both by the Council and by the home care agencies at weekends. However, like everything else I have come to expect this does not happen. My partner has dementia and has been left even more confused by her recent stroke. She becomes very confused and distressed when new people keep coming to the house. It takes me a great deal of time to calm her following these visits.

I am also very concerned that some staff are impatient with her and this adds to her distress. I had to ask the worker who arrived last weekend to leave as she was getting her more and more upset when trying to take her to the toilet and was very rough in her handling of Karen. I called the Care Manager to tell him what had happened but he has yet to return my call (it

*is now Thursday!). Some of the care staff are amazing but this individual clearly did not care. I do not want them to return again and in fact I would strongly recommend that you ensure she no longer works with vulnerable people as she is liable to go too far one day.*

*We are also getting nowhere with trying to sort out my partner's longer term needs. The OT has assessed her and only says she can't stay here. Apparently it just isn't possible to put a ramp and downstairs toilet in our home - despite the fact that the house next door has one! Instead I am told that the only solution is for us to move though we are not given any idea of where that might be!*

*This would be disastrous for Karen as she needs the familiar surroundings. Because these modifications are not being done she requires an ambulance to take her to see the physiotherapist. Surely this is a false economy? It would both be better for Karen and save public money if she could be more independent within her own home and in travelling to and from her home. She could for example use taxis or hopefully eventually use public transport like everyone else.*

*These issues have been happening from day one when my partner left hospital. I want this to stop and I want this to be treated as a formal complaint and expect an answer and action as soon as possible. I have spoken with my Councillor, Councillor Clarke, about this and he has assured me that we can't be forced to move and agreed we are being treated very badly.*

*Yours sincerely*

*Lesley McBeath*