

## East Lothian Council

FOI Ref: 2018/520342

- 1. Tell me how many complaints of staff-on-resident abuse (physical, sexual, psychological, financial etc) have been made for each financial year between 2013/14 and 2017/18. Please break this down by (a) care home service type (i.e. adult or child/young adult), and (b) name of care home.**

Please refer to the information overleaf which has been provided by East Lothian Council's (ELC) residential homes (Adult Services). Each point has been addressed in the same order raised for ease of reference.

- 2. Tell me how many of the above complaints, by year and care home, were (a) then formally investigated, (b) resulted in a post-investigation review, and (c) resulted in a change of outcome.**

Again, please refer to the information overleaf which has been provided by ELC residential homes (Adult Services). Each point has been addressed in the same order raised for ease of reference.

- 3. For each financial year between 2013/14 and 2017/18, please provide me with the council's final complaint report. Please redact personal details of the reporter and witnesses where necessary.**

Although ELC does hold this information, it is exempt from disclosure under Section 38(1)(b) of the Freedom of Information (Scotland) Act 2002. This exemption relates to personal information.

When information is released as the result of a freedom of information request it is technically released to the general public, and not just to the person or organisation making the information request.

East Lothian is a small, rural area with few care homes and very few allegations of abuse. As the numbers are extremely low, it is ELC's opinion that, even with redactions, it would be possible to identify the individuals concerned from the combination of information requested. In view of this ELC is unable to comply with this part of your request.

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## The Abbey Residential Home (Adult Services)

1. 2015/2016 One complaint of verbal abuse – staff speaking unkindly to resident (made by resident themselves) – not upheld  
  
2016/2017 One complaint of verbal abuse – staff speaking unkindly to resident (made by resident themselves) – not upheld
2. None

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## Crookston Residential Home (Adult Services)

1. 2015/16 One complaint of abuse – not upheld  
2017/18 One complaint of a sexual nature – not upheld
2. 2015/16:
  - (A) Abuse fully investigated, by appointed ELC investigation officer
  - (B) Yes
  - (C) No change of outcome (the complaint was not upheld)

2017/18:

  - (A) Sexual abuse fully investigated by manager/social work department and police
  - (B) Yes
  - (C) No change of outcome (the complaint was not upheld)

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## Eskgreen Residential Home (Adult Services)

1. None
2. Not applicable

At Eskgreen, all complaints are investigated and looked into as to how service can be improved. This applies even if a complaint is not upheld.