

ANSWER TO QUESTION 828

Date of Complain	Entity Involved	Nature of Complaint	Action Taken	Outcome
02/06/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
04/06/2025	CCDSL	Inadequate Supervision and Emergency R	Reviewed by CCDSL	Resolved
04/06/2025	CCDSL	Change of Carers	Discussed the changes made to POC	Resolved
04/06/2025	CCDSL	Change of Carers	Pending Review by CCDSL	Resolved
04/06/2025	CCDSL	Change of Visit Times	Pending Review by CCDSL	Resolved
04/06/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
05/06/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
06/06/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
07/06/2025	CCDSL	Inadequate Supervision and Emergency R	Pending Review by CCDSL	Ongoing
09/06/2025	CCDSL	Continuity of Care	Reviewed by CCDSL	Resolved
09/06/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
09/06/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
09/06/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
09/06/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
09/06/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
09/06/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
10/06/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
10/06/2025	CCDSL	Missed Care Sessions	Pending Review by CCDSL	Resolved
11/06/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
11/06/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
11/06/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
11/06/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
12/06/2025	CCDSL	Inadequate Supervision and Emergency R	Pending Review by CCDSL	Ongoing
12/06/2025	CCDSL	Change of Carers	Pending Review by CCDSL	Resolved
15/06/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
15/06/2025	CCDSL	Change of Visit Times	Reviewed by CCDSL	Resolved
15/06/2025	CCDSL	Change of Visit Times	Reviewed by CCDSL	Resolved
15/06/2025	CCDSL	Late Arrivals and Shortened Sessions	Reviewed by CCDSL	Resolved
15/06/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
15/06/2025	CCDSL	Late Arrivals and Shortened Sessions	Reviewed by CCDSL	Resolved
15/06/2025	CCDSL	Missed Care Sessions	Pending Review by CCDSL	Resolved
15/06/2025	CCDSL	Missed Care Sessions	Pending Review by CCDSL	Resolved
16/06/2025	CCDSL	Continuity of Care	Request for changes in Carers	Resolved

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02/07/2025	CCDSL	Missed Care Sessions	Reveiwed by CCDSL	Resolved
02/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
02/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
02/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
02/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
02/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
02/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
02/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
02/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
02/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
02/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
03/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
03/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
09/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
10/07/2025	CCDSL	Professional Conduct of Staff	Review ongoing	Ongoing
10/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
10/07/2025	CCDSL	Documentation and Communication Issues	Reviewed by CCDSL	Resolved
16/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
17/07/2025	CCDSL	Continuity of Care	Review by CCDSL	Ongoing
18/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
20/07/2025	CCDSL	Professional Conduct of Staff	Review ongoing	Ongoing
21/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
22/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL and Care agency	Resolved
22/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
24/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
24/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
24/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
24/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
24/07/2025	CCDSL	Continuity of Care	CCDSL contact with solutions.	Resolved
25/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
25/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
25/07/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
30/07/2025	CCDSL	Inadequate Supervision and Emergency R	Review by CCDSL	Ongoing
01/08/2025	CCDSL	Late Arrivals and Shortened Sessions	Reviewed by CCDSL	Resolved
01/08/2025	CCDSL	Professional Conduct of Staff	Reviewed by CCDSL and Care Agency	Resolved

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28/08/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
28/08/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
01/09/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
06/09/2025	CCDSL	Professional Conduct of Staff	Reviewed by CCDSL	Resolved
06/09/2025	CCDSL	Professional Conduct of Staff	Reviewed by CCDSL	Resolved
08/09/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
08/09/2025	CCDSL	Continuity of Care	Pending Review by CCDSL	Ongoing
09/09/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
10/09/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
12/09/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
12/09/2025	CCDSL	Continuity of Care	Reviewed by CCDSL	Resolved
12/09/2025	CCDSL	Change of Visit Times	Reviewed by CCDSL	Resolved
12/09/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
13/09/2025	CCDSL	Continuity of Care	Reviewed by CCDSL	Resolved
13/09/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
13/09/2025	CCDSL	Inadequate Supervision and Emergency R	Reviewed by CCDSL	Resolved
16/09/2025	CCDSL	Missed Care Sessions	Reviewed by CCDSL	Resolved
17/09/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
17/09/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
18/09/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
22/09/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
24/09/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
24/09/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
27/09/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
28/09/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
01/10/2025	CCDSL	Late / Shortened Visit	Reviewed by CCDSL	Resolved
04/10/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
04/10/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
05/10/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
07/10/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved

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07/10/2025	CCDSL	Missed Care Session (2:1 failure)	Safeguarding concerns reviewed	Resolved
13/10/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
14/10/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
15/10/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
15/10/2025	CCDSL	Late / Non-attendance	Reviewed by CCDSL	Resolved
15/10/2025	CCDSL	Late / Non-attendance	Reviewed by CCDSL	Resolved
15/10/2025	CCDSL	Inadequate Supervision / Emergency Response	Reviewed by CCDSL	Resolved
18/10/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
20/10/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
28/10/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
29/10/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
29/10/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
30/10/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
31/10/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
31/10/2025	CCDSL	Inadequate Supervision / Emergency Response	Reviewed by CCDSL	Resolved
31/10/2025	CCDSL	Professional Conduct of Staff	Reviewed by CCDSL	Resolved
01/11/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
02/11/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
02/11/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
17/11/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
18/11/2025	CCDSL	Late / Shortened Visit	Pending Review by CCDSL	Ongoing
18/11/2025	CCDSL	Documentation & Communication Issues	Pending Review by CCDSL	Ongoing
20/11/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
21/11/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
29/11/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
01/12/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing

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01/12/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
02/12/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
02/12/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
03/12/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
03/12/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
08/12/2025	CCDSL	Late / Shortened Visit	Pending Review by CCDSL	Ongoing
08/12/2025	CCDSL	Late / Shortened Visit	Pending Review by CCDSL	Ongoing
10/12/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
12/12/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
14/12/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
14/12/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
14/12/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
15/12/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
18/12/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
20/12/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
21/12/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
21/12/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
22/12/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
22/12/2025	CCDSL	Late / Shortened Visit	Pending Review by CCDSL	Ongoing
23/12/2025	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
29/12/2025	CCDSL	Missed Care Session	Reviewed by CCDSL	Resolved
29/12/2025	CCDSL	Professional Conduct of Staff	Pending Review by CCDSL	Ongoing
04/01/2026	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
05/01/2026	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing
05/01/2026	CCDSL	Missed Care Session	Pending Review by CCDSL	Ongoing