

Adult's Social Care Complaints, Comments and Compliments

Directorate of People

Annual Report

1st April 2017 to 31st March 2018

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1. PURPOSE

The Social Care Complaints Team can be contacted for advice and information regarding making a Complaint, Compliment or Comment on 01384 814724 / 812417 or by email at Complaints.socialcare@dudley.gov.uk Or in writing to The Social Care Complaints Team, 3-5 St James's Road, Dudley, DY1 1HZ

2. OVERVIEW OF COMPLAINTS ROCEDURE

This Report provides information relating to the Statutory Adult Social Care Complaints and Compliments Procedure, during the period 1st April 2017 to 31st March 2018.

The Social Care procedure for Adult's complaints 2017/2018 falls within The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. The procedure is designed to be compliant with the Health and Social Care (Community Health and Standards) Act 2003, the Care Standards Act 2000 and the Local Authority Social Services Act 1970. Follow the link to:- http://www.opsi.gov.uk/si/si2009/uksi_20090309_en_1

Every Local Authority with a responsibility for Social Care Services is required to provide an Annual Report into the workings of the complaints and representations procedures.

All adult social care service users and people who request a service are provided with information on how to complain, or to comment on services or make a compliment. Complaint information is displayed in all public reception areas. It is also given out at different stages by staff to adult social care service users.

The Social Care Complaints Team

The Social Care Complaints Team is part of the Integrated Commissioning, Performance & Partnership within the Directorate of People. The team are responsible for the day-to-day operation and management of all Social Care complaints for Adult and Children services.

Our key objective in the management of all complaints is to achieve appropriate and effective resolutions within the shortest possible timescales, enabling the Directorate to:-

- Learn from complaints, comments and compliments, and to change, review or maintain services accordingly.
- Ensuring that complaints and comments are properly recorded and acted upon, and that where necessary things that have gone wrong are put right promptly.
- Ensuring that staff and service users understand their rights, and responsibilities within the complaint process.

3. HEADLINES

The number of statutory complaint received for this period was:

134 complaints, compared to **133** complaints during the previous year 2016/17.

Corporate complaints received **13**, compared to **21** for the period 2016/17.

The timescales for resolving complaints during 2017/18 show that the majority of all complaints seeing a resolution within 20 working days:

104 complaints have been resolved/responded to within 20 working days, this equates to **78%**.

The number of Complaints responded to after 20 working days was **28** which equates to **21%**

2 complaints are still ongoing.

Out of **134** statutory complaints received **38**, were upheld (**28%**) and **23** partially upheld (**17%**).

This compares to a total **134** statutory complaints received for the period April 2016 to 31st March 2017 of which **38** were upheld (**28%**) and **21** partially upheld (**16%**).

Therefore, the amount of complaints upheld has remained the same, but partially upheld complaints have slightly increased.

Out of the **13** corporate complaints, received **2** were upheld (**15%**) and **2** partially upheld (**15%**).

This compares to a total of 21 corporate complaints received for the period 1st April 2016 to 31st March 2017 of which **6** were upheld (**28%**) and **3** partially upheld (**14%**)

Therefore, there has been a reduction in both upheld and partially upheld complaints

26 Comments were received

1 Premature Ombudsman case regarding safeguarding

3 Ombudsman cases -

1 top up charges: Small compensation payment, apology regarding identifying geographical location of home, write off of charges not required.

1 day care costing: Write off agreed

1 funding: Ongoing awaiting decision.

140 Compliments

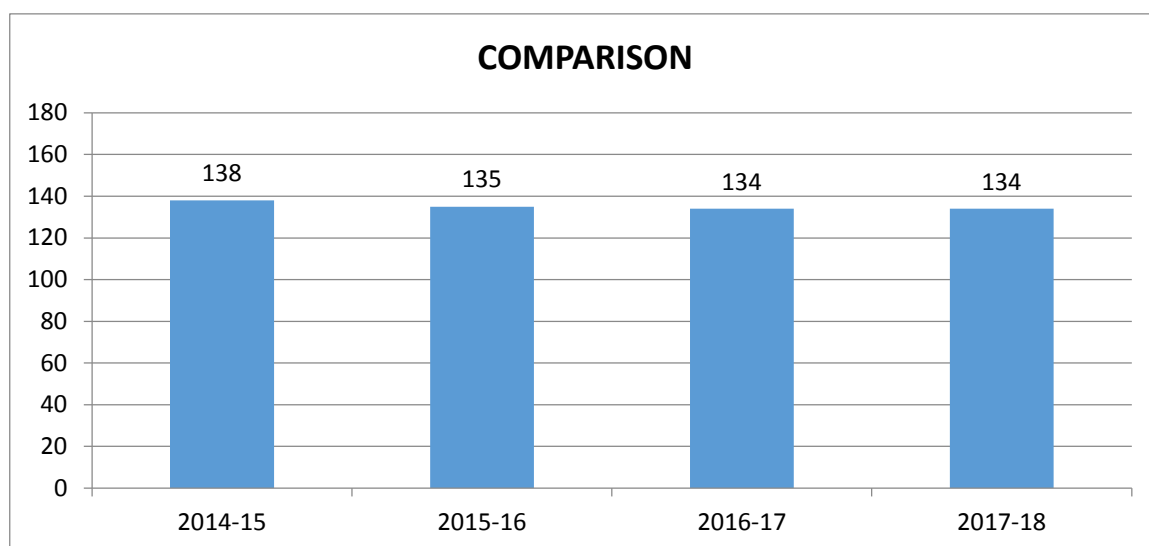
There has been an increase in complaints in respect of external domiciliary agencies. This is in fact a 'positive' development in that users of services retain the right to complain under the social care complaint process even where the service is being provided by an external agency, on behalf of the Local Authority. We need to ensure that people who use those services are therefore aware of this right. The service user is now issued with a finance pack which includes the complaints leaflet to raise awareness and allows the complaints process to be more accessible.

LEARNING FROM COMPLAINTS:-

The focus in dealing with all complaints is seeking a timely and satisfactory resolution, where lessons are learned and where outcomes from complaints can inform service improvements. The Complaints team have implemented changes in our process of capturing learning. Every complaint is issued with a learning form which is completed by the Team/Service Manager and is monitored to ensure that the changes have been implemented.

4. COMPLAINT ACTIVITY

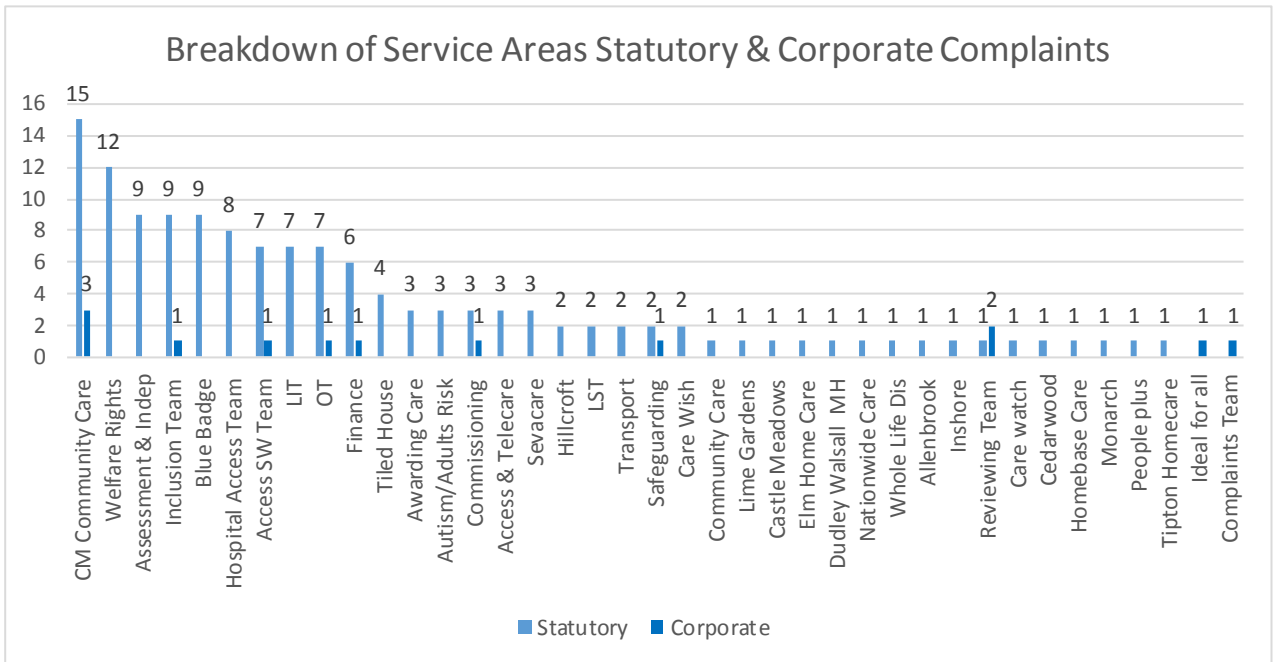
The chart below provides a comparison with regards to the number of Adult Social Care statutory complaints registered over the last 4 years.



This chart shows that the number of complaints has remained consistent from 2014 to 2015 compared to 2017-18.

BREAKDOWN OF SERVICE AREAS RECEIVING STATUTORY COMPLAINTS 2017/18

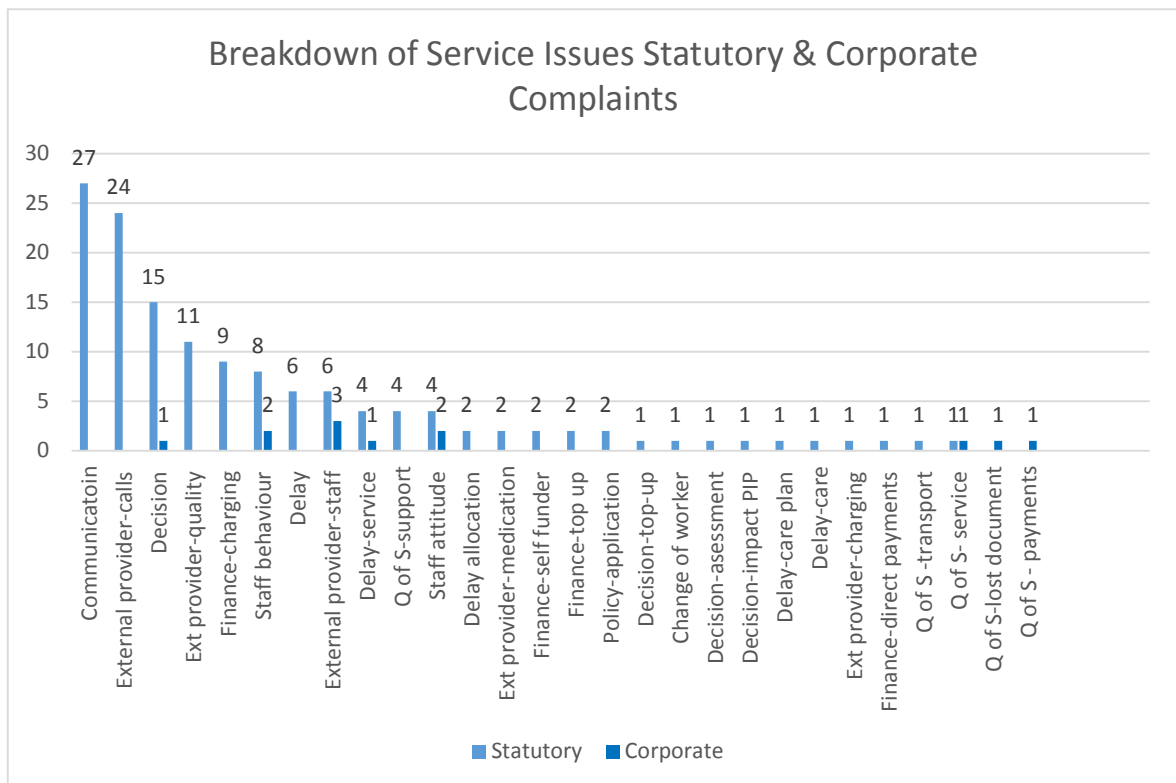
The **134** statutory and **13** corporate complaints received involved **39** separate service areas.



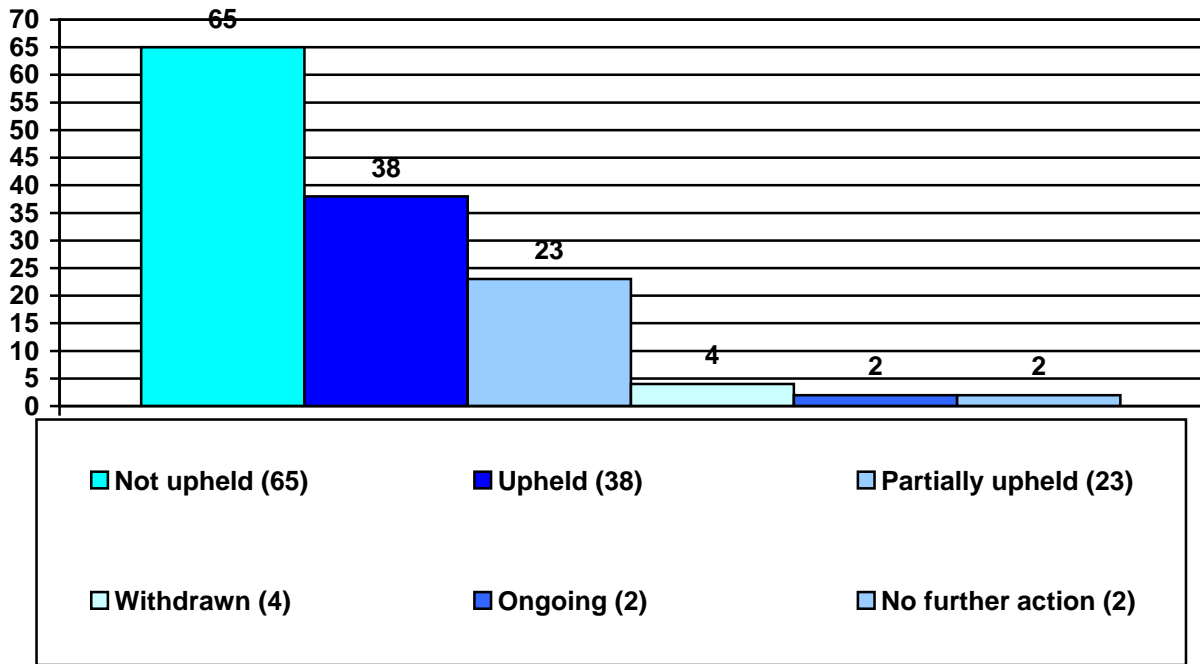
The above chart shows that CM Community Care received **(18)** the highest amount of complaints, followed by Welfare Rights **(12)** and Assessment & Independence, Inclusion and Blue Badge **(9)** over **39** service areas.

6. Breakdown of service issues statutory & corporate complaints

There have been **151** issues recorded this year over **28** service areas. The largest number of issues recorded, were in respect of 'external providers-calls with **24**.

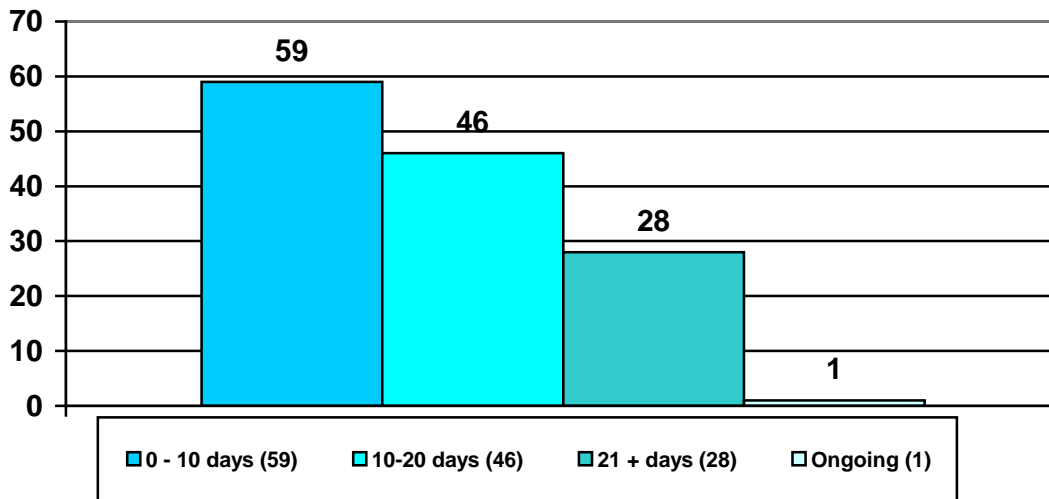


OUTCOMES IN TERMS OF FINDINGS:-



The above chart indicates that **49%** of complaints for the year 2017-2018 were not upheld. This compares to **49%** for 2016/17.

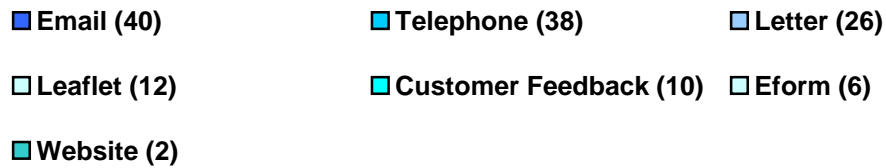
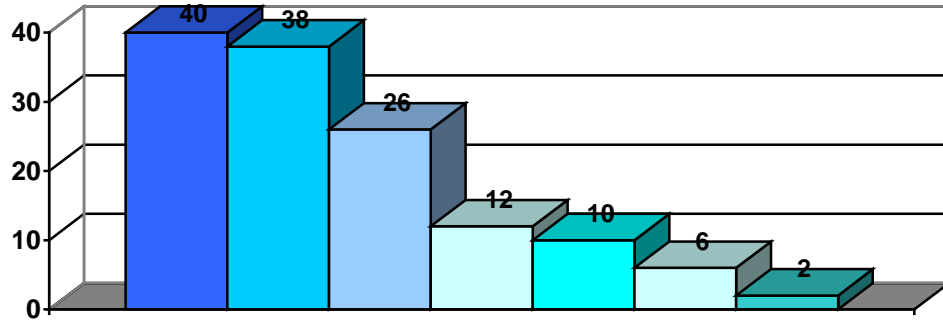
TIMESCALES



The chart above shows that **78%** of complaints have been responded within timescales

The timescales for resolving complaints during 2017/18 are improving with the majority of all complaints seeing a resolution within 20 working days. During 2016/17 **61%** of complaints were responded to within 20 working days.

HOW RECEIVED



CORPORATE COMPLAINTS

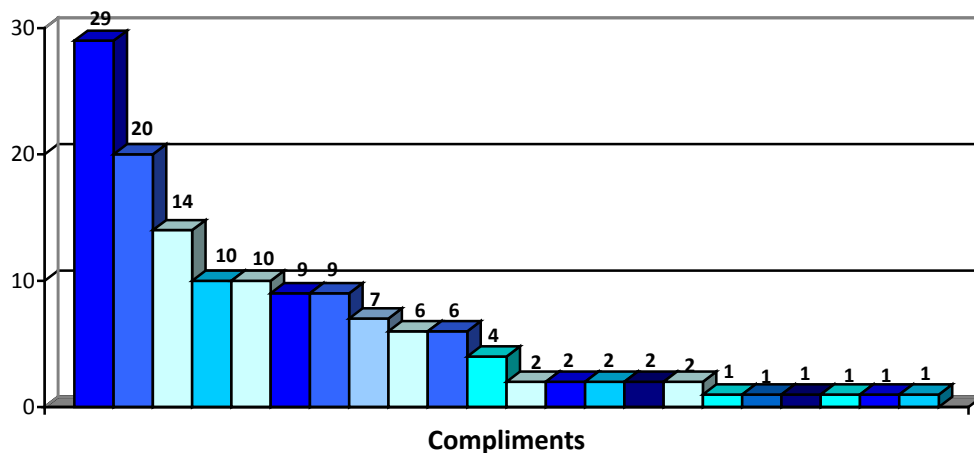
There have been **13** corporate complaints for this period. This compares to 21 for the period 2016/17. Of the 13 complaints **2** Upheld, **8** Not Upheld, **2** Partially Upheld, **1** Withdrawn

COMMENTS

In the period 1st April 17 to 31st March 18 we have received **26** comments This is where someone may wish to raise an issue without it being registered as a formal complaint. Comments received by the Complaints Team will be recorded, acknowledged and then forwarded to the relevant Service Manager for a response.

COMPLIMENTS

The chart below shows the number of compliments received for 2017/18 **140**. This compares to **177** in the period 2016/17.



Homecare (29)	Enabling support (20)
OT (14)	Blue Bge (10)
Assessment & Ind Team (10)	Community care (9)
LIT (9)	Community Equip Stores (7)
Tiled House (6)	Access SW Team (6)
Finance (4)	Assessment & Ind Urgent Care (2)
Living well (2)	Welfare rights (2)
Vision & Deaf sport (2)	Access & Telecare (2)
Transition (1)	Hospital Access Team (1)
Network & Enabling (1)	Telecare (1)
Queens Cross (1)	Ashton Homecare (1)

Examples of Compliments

- I wish to compliment the staff at Queens Cross Centre for the kindness and consideration shown to me at my appointment regarding my hearing difficulties. I was made to feel very much at ease while my needs were being assessed, the available aids explained to me. The equipment available to help me was far beyond my expectations and it will make a considerable difference to my quality of life. How fortunate I am to live in a community where such help is available and provided with such care
- I just wanted to thank you for your advice and support in assessing my mums caring needs, then arranging the aftercare needed to assist my mums road to recovery
- I can't express how very caring and helpful X has been. She got me a walking frame by driving in the snow and brought it to my home, she also helped me with getting the stool for the shower, I can't thank her enough
- Mrs X called to thank everyone in the process of getting her blue badge as she has received it in the post today. She was delighted with the staff and the quick process of getting the renewal sorted.
- Thank you for all the people who helped X with his mobility, Your help and care and friendship is very much appreciated and keep up the sterling work

EXAMPLES OF AREAS OF LEARNING FROM COMPLAINTS

Learning	Complaint	Actions
Improve Communication	Complaint about the incorrect information provided by staff	Actions: 1. Customer Service Officers to encourage applicants to return their completed blue badge forms as soon as possible after they receive them. 2. Blue Badge team to notify Customer Service Officers of any changes in the blue badge process or impacts on the timeframe.
Improve Communication	Complaint from daughter re mother in New Cross Hospital Wolverhampton. Unhappy with communications between Wolverhampton and Dudley Social Services and has received no correspondence re financial assessment or assisted living for mother to leave hospital	Actions: 1. Internal systems under review in respect of acceptance of a Section 5 Notice. 2. Internal systems under review to ensure Section 5 Notices are not inappropriately placed into our allocation system without appropriate checks being made. 3. All relevant staff to be remind to ensure timely communication to inform relevant people of views and decisions regarding Ordinary Residence queries.
Policy/procedure change	Complaint from son regarding charges for father's care - not informed that they would have to pay for care during the assessment period.	Actions - 1. Remind social care Managers of the need to ensure staff have access to and are issuing up to date documentation. 2. Re-stress the need to confirm users understanding of financial matters Finance pack re-issued at Team Managers meeting 17.10.17
Policy/procedure change	Complaint from relative regarding the charges regarding deferred payment	Action - 1. Finance to introduce a letter to be sent to Third Party when they are made aware of a case where Top Up is requested to be deferred - by TM by 30/11/17 Action - 1. Staff to be reminded of the expectation to take ownership of correspondence to ensure a timely response is made and the person who wrote the letter updated.

Completed by Social Care Complaint Team

July 2018