

# Individual Executive Member Decision

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<b>Title of Report:</b>	<b>Adult Social Care Compliments and Complaints Report 2014/15</b>
<b>Report to be considered by:</b>	Individual Executive Member Decision
<b>Date on which Decision is to be taken:</b>	14 September 2015
<b>Forward Plan Ref:</b>	ID3018

**Purpose of Report:** To provide statutory information about the number and type of complaints  
To highlight the number and nature of compliments received from April 2015 to March 2015  
To illustrate how complaints and compliments are logged and monitored, and review the actions taken as a result of the lessons learned.

**Recommended Action:** To note the analysis of Adult Social Care Complaints function for the financial year 2014/15

**Reason for decision to be taken:** For Information only

**Other options considered:** None

**Key background documentation:**

Portfolio Member Details	
<b>Name &amp; Telephone No.:</b>	Councillor Hilary Cole - Tel 01635 248542
<b>E-mail Address:</b>	hcole@westberks.gov.uk
<b>Date Portfolio Member agreed report:</b>	

Contact Officer Details	
<b>Name:</b>	Mary Page
<b>Job Title:</b>	Adult Complaints and Public Liaison Manager
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## Implications

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<b>Policy:</b>	Local Authority Social Services and National Health Complaints (England) regulations 2009.
<b>Financial:</b>	None
<b>Personnel:</b>	None
<b>Legal/Procurement:</b>	None
<b>Property:</b>	None
<b>Risk Management:</b>	None
<b>Corporate Board's Recommendation:</b>	N/A

<b>Is this item relevant to equality?</b>	Please tick relevant boxes	<b>Yes</b>	<b>No</b>
Does the policy affect service users, employees or the wider community and:			
• Is it likely to affect people with particular protected characteristics differently?		<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Is it a major policy, significantly affecting how functions are delivered?		<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Will the policy have a significant impact on how other organisations operate in terms of equality?		<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Does the policy relate to functions that engagement has identified as being important to people with particular protected characteristics?		<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Does the policy relate to an area with known inequalities?		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Outcome</b> (Where one or more 'Yes' boxes are ticked, the item is relevant to equality)			
Relevant to equality - Complete an EIA available at <a href="http://intranet/EqIA">http://intranet/EqIA</a>			<input type="checkbox"/>
Not relevant to equality			<input checked="" type="checkbox"/>

## Consultation Responses

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### Members:

**Leader of Council:**

**Overview & Scrutiny  
Management**

**Commission Chairman:**

**Ward Members:**

**Opposition  
Spokesperson:**

### Local Stakeholders:

**Officers Consulted:** Adult Social Care Management Team  
Communities Directorate Leadership Team

**Trade Union:** N/A

<b>Is this item subject to call-in?</b>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
<p>If not subject to call-in please put a cross in the appropriate box:</p> <p>The item is due to be referred to Council for final approval <input type="checkbox"/></p> <p>Delays in implementation could have serious financial implications for the Council <input type="checkbox"/></p> <p>Delays in implementation could compromise the Council's position <input type="checkbox"/></p> <p>Considered or reviewed by Overview and Scrutiny Management Commission or associated Task Groups within preceding six months <input type="checkbox"/></p> <p>Item is Urgent Key Decision <input type="checkbox"/></p> <p>Report is to note only <input checked="" type="checkbox"/></p>		

## Supporting Information

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### 1. Background

- 1.1 This report contains a summary of the data produced by the Adult Social Care complaints procedure between 1 April 2014 and 31 March 2015. It highlights how the service has performed in relation to statutory timescales as well as in respect of learning and service improvements identified through the analysis of the complaints process in previous years.

### 2. Findings

- 2.1 During this period 97 complaints were received either directly from Service users, their families or representatives.
- 2.2 95 complaints were successfully investigated and resolved through our Adult Social Care Management Team, 1 complaint was investigated and resolved by an Independent Investigator and 1 complaint was progressed to the Government Ombudsman for consideration. Neither were upheld.
- 2.3 The number of provider complaints has fallen from 32 in 2013/14 to 23 in 2014/15, this is partly due to more robust early intervention and proactive visits carried out by the Care Quality team, who work with and support providers to improve their services and improve the quality of care being delivered.
- 2.4 100% of complaints were acknowledged in 3 working days and 99% of complaints were responded to within agreed timescales
- 2.5 The key themes identified from complaints were:
- Quality of care
  - Lack of support
  - Invoicing/charging
  - Staff attitude
  - Dispute over assessed care package
  - Communications
  - Care planning
  - Changes to care team
  - Delayed discharge
  - Missing item
  - Personal budget
  - Service user attitude/behaviour
  - Waiting for services
  - Not being kept updated
  - Delayed / poor discharge planning
  - Reports being sent out late
  - No minutes of meeting shared
  - Staff not returning phone calls
  - No feedback
  - Not carrying out tasks
  - Changes to Care Manager

2.6 In 2014/15 the Service received 221 compliments from service providers, families and partner agencies.

### **3. Lessons Learned and Actions**

3.1 The complaints report is considered by the Adult Social Care Management Team, who will monitor and evaluate practise against the required lessons learned and actions. This will include identifying lead officers and timescales for any further remedial actions.

3.2 The actions relating to the complaints received during 2014/15 cover the following areas:

3.3 Workers need to proactively communicate with clients and take greater care when using "consent to share" proforma.

3.4 Workers need to communicate more effectively with individuals and families involved in meetings with professionals, to ensure families understand what is being discussed and more importantly agreed.

3.5 Key worker systems to be adopted by the four West Berkshire care homes to enable families to have confidence in a single point of contact.

3.6 Revise information and simply guidance notes provided to clients regarding potential charges for services.

### **4. Conclusion**

4.1 There has been a decrease in the overall number of complaints with 98% of complaints being resolved locally and only 2% going to either an independent investigation or the Local Government Ombudsman.

4.2 The overall management of complaints is robust and undertaken with sensitivity, which meets the required regulations. Complaints are taken seriously and resolution is sought at the earliest opportunity resulting in less stress for the complainants and their families. However, the service is not complacent and recognises that good communication and standard of service deliver are areas of ongoing improvement.

### **4.3 Appendices**

Appendix A - Adult Social Care Compliments and Complaints Report 2014/15

Appendix B - Adult Social Care Procedure.