

## Report to Scrutiny Panel

<b>Name of Scrutiny Panel</b>	Adults, Health and Social Care Scrutiny Board	
<b>Meeting Date</b>	6 October 2022	
<b>Subject</b>	Adult Services and Wellbeing Complaints and Compliments	
<b>Wards Affected</b>	All	
<b>Report of</b>	Director for Adult Services and Wellbeing	
<b>Type of Item (please tick✓)</b>	<b>Review existing policy</b>	
	<b>Development of new policy</b>	
	<b>Performance management (inc. financial)</b>	✓
	<b>Briefing (inc. potential areas for scrutiny)</b>	
	<b>Statutory consultation</b>	
	<b>Council request</b>	
	<b>Cabinet request</b>	
	<b>Member request for scrutiny (CCFA)</b>	

### Why is it coming here?

The purpose of this report is to provide Members with information regarding complaints and compliments received for the Adult Services and Wellbeing Directorate. The reporting period covered by the report is from the 1 April 2021 to 31 March 2022 and supplements the data provided on the Council's website. (add link)

### What are the key points?

During this reporting period The Adult Services and Wellbeing Directorate received a total of 115 representations including 66 compliments.

The following report provides an outline and analysis of the nature and type of complaints and compliments received.

The Directorate responds to all complaints by following the statutory procedures and seeks to learn from mistakes and improve services from the feedback received.

Details of complaints received by the Local Government and Social Care Ombudsman will be documented in a separate report.

### Possible courses of action

Members are asked to consider and comment on this report.

### Contact Officer

Richard Noble, Complaints and Compliments Officer

### Should this report be exempt?

No

## Background

The NHS and Community Care Act 1990 requires Local Authorities to set procedures for dealing with Adult Social Care Services representations from service users or people advocating on their behalf. The Act requires systems to be in place to provide feedback on complaints to the management of services provided.

These representations will be used to identify trends or patterns within the service and, where appropriate, will be used to inform service improvements or developments going forward.

In Calderdale, Members receive annual reports detailing the complaints and compliments received.

## Main Issues for Scrutiny

### 1. Overview – AHSC

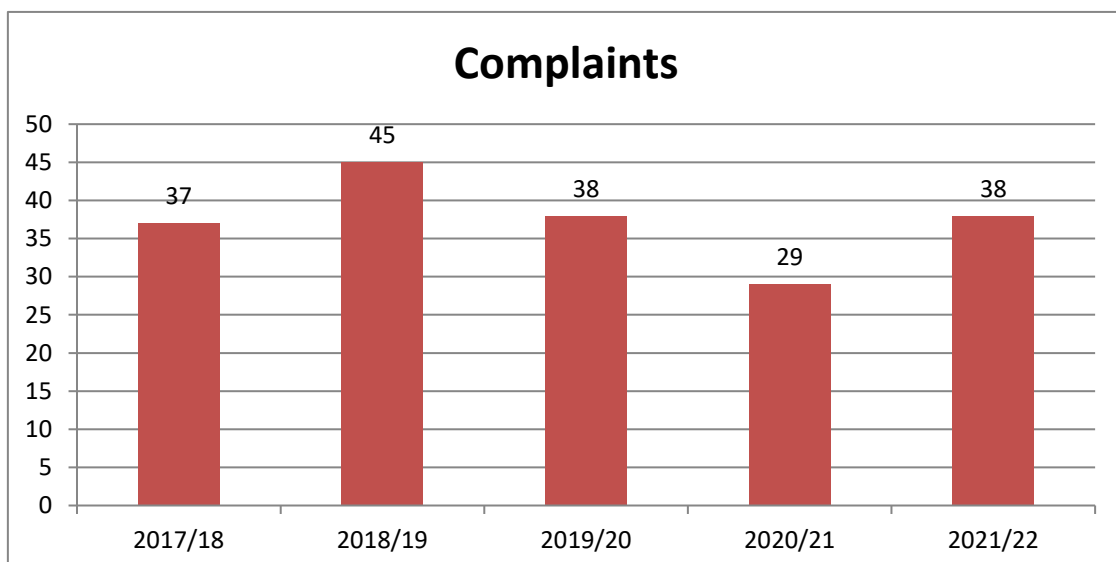
During this period, a total of 115 representations were received. These have been categorised in the following way:

- 38 Complaints (feedback requiring investigation and response)
- 11 Local Government Ombudsman complaints
- 66 Compliments

The Complaints and Compliments Officer provides regular updates to the performance board and works closely with the service to ensure complaints are dealt with in a timely and professional manner and that the team are customer focussed. There is an emphasis on continuous improvement within the service and when changes to the complaint handling process have been identified, they are agreed and implemented by the service.

2021/22 saw an increase of 9 complaints compared with the previous year. Note: there was an overall reduction in complaints during 2020/21 due to the pandemic. This year's figure is equal to that of the complaints received during 2019/20.

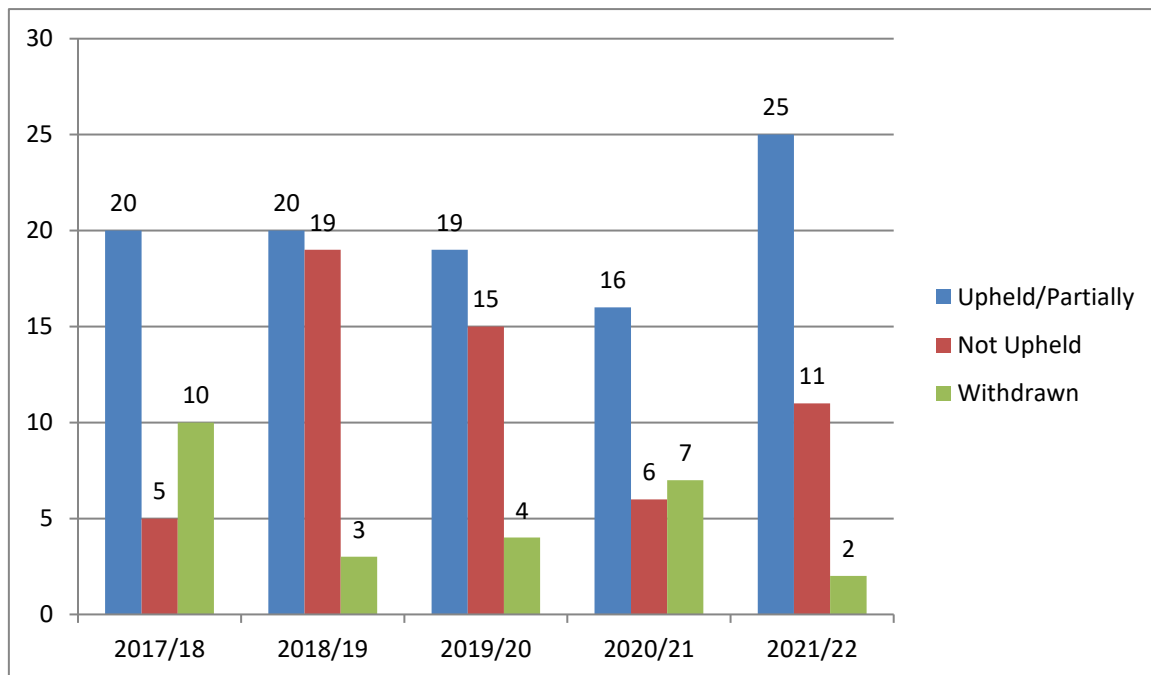
Year on Year Comparisons of complaints received over the last 5 years.



## 2. Complaints Outcomes

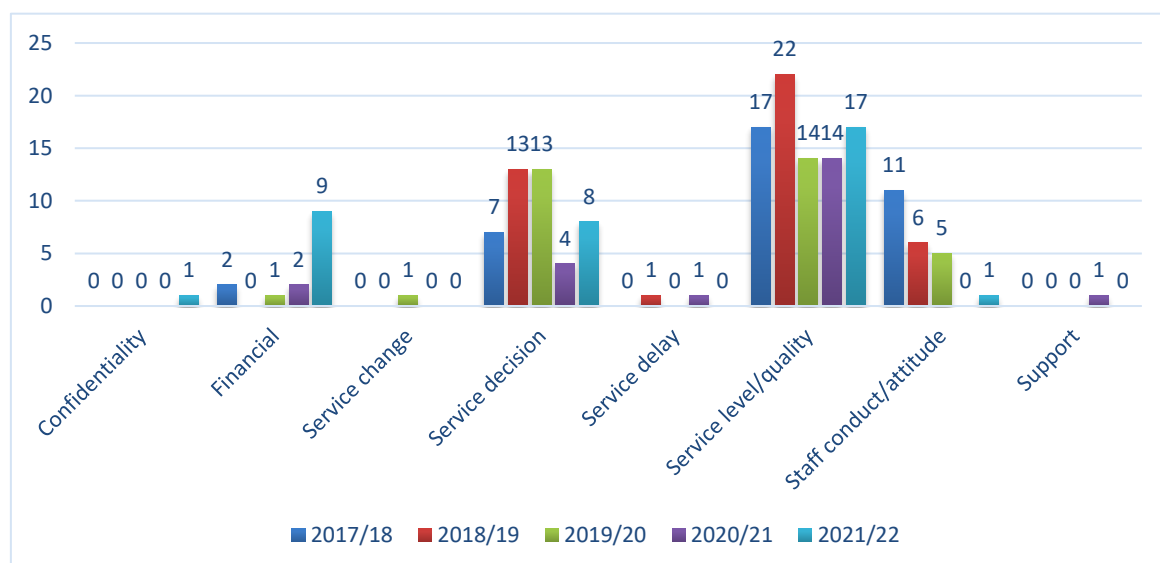
Of the 38 complaints that were received:

- 13 were upheld
- 12 were partially upheld
- 11 were not upheld
- 2 were withdrawn by the complainant



## 3. Type of Complaint

The chart below shows the categories of complaints that were investigated (not inclusive of the 2 which were withdrawn) and compares against the previous 4 years.



Service level/quality saw the highest number of complaints with 17, compared to the 14 received for the previous 2 years. Complaints received have increased following the pandemic and is reflected in these figures, however, it still shows a significant decrease on the 22 received in 2018/19.

The Complaints and Compliments Officer works closely with the service's Improvement Support Officer to ensure that training and continuous improvement and learning is implemented. The Complaints and Compliments Training will also highlight examples of where service improvements can be made.

Most complaints focus on the level and standard of care received by the service users.

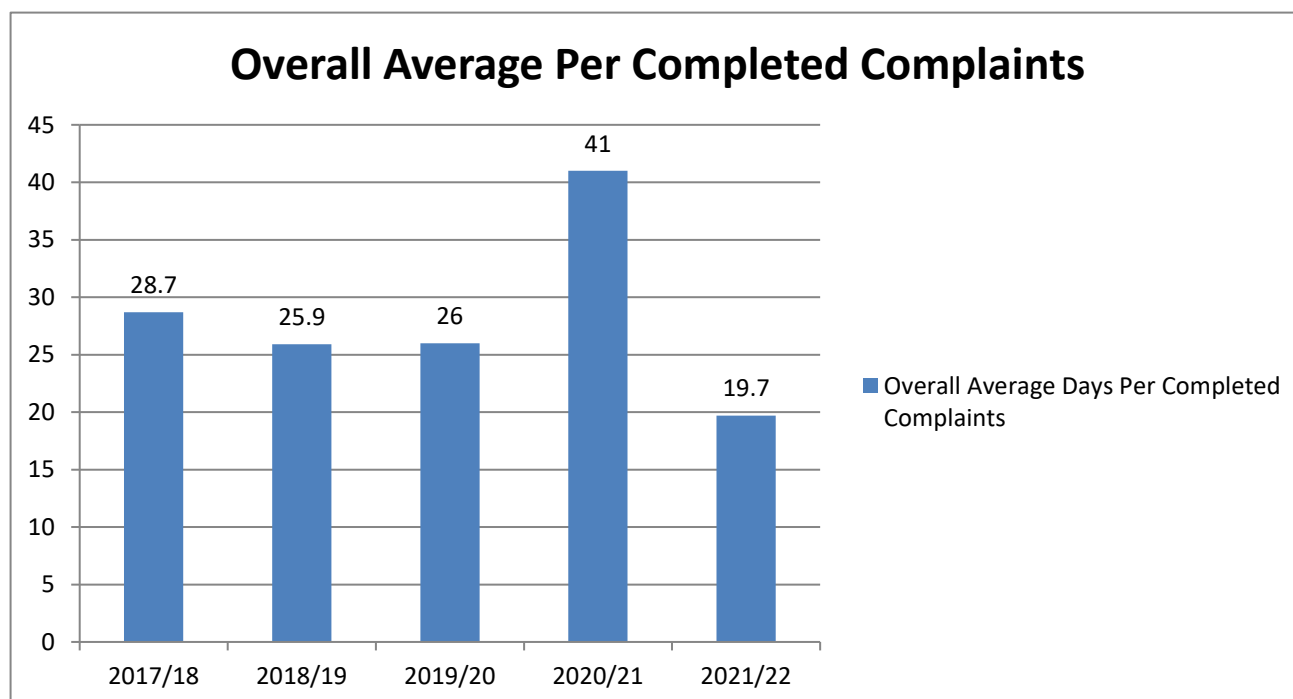
Other areas of concern were 4 complaints regarding decisions made by the service. However, this is a significant reduction compared to 13 complaints received during the previous period 2019/20.

The remainder of complaints received concerned matters such as:

- Care placements and fees.
- Conduct of Social Workers towards the service users and family members.
- Issues surrounding discharge from hospital.

#### 4. Response Times

The table below details the overall average response times for completed complaints across the service and provides comparisons over the last 5 years.



Average response times during 2020/21, were at their highest compared to previous years. This was down to the pandemic and the pressures experienced by the service. However, the Complaints and Compliments Officer along with the Service Improvement Officer have done a lot of work to improve response times across AHSC.

A monthly report highlighting the performance levels per service area, over a rolling 12-month period is discussed at performance board. The results show that this has had a hugely positive impact on how complaints are responded to across the service.

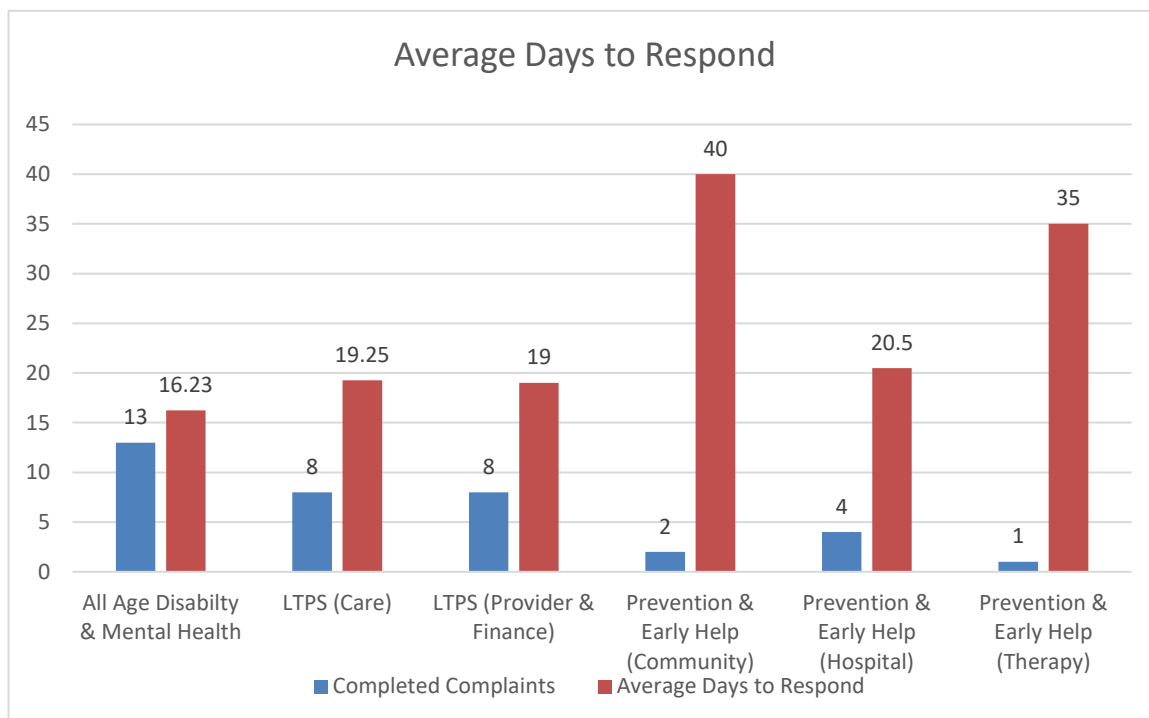
There is no statutory timescale for responding to individual complaints, however, we apply 15 working days to measure performance. In addition to the monthly performance level report, an emphasis is placed on responding to a complaint by day 20, if 15 isn't achievable.

The figures for 2021/22 show that from the 36 investigated complaints:

- 14 were completed by day 15 (38.8%)
- 13 were completed between day 16 – 20 (36.2%)
- 9 were completed over 20 days (25%)

The overall % of complaints responded to by day 20 was 75%

Of the 36 completed investigations, the average response times were as follows:



The Prevention & Early Help Teams, had the highest average response times overall. The Hospital team was only slightly over the desired average response time at 20.5% days, however, the the Community and Therapy teams were higher.

Of the 2 complaints for Community – 1 was done in 15 days and the other took 65. This had been escalated a number of times to the Assistant Director before the response was finally issued and therefore impacted the over all average.

The Therapy complaint was investigated by the Complaints Officer and required a lot of information and assistance from internal and external services, due to the complaint coming from a neighbour about home adaptaions. All were kept informed throughout the investigation.

## 5. Learning from complaints

The Complaints and Compliments Team promote an open and accountable approach, focussing on lessons learned from the complaints they receive. This insight is used to make recommendations to improve processes and systems.

Examples of where positive outcomes have been applied from learning

**Complaint:**

- Complaint relating to timings of care charging being received and communication issues between Community Matron and Social Care lead to re-admission to hospital.

**Outcome/response**

- A focus on Care Act principles, quality assurance, risk assessments and discharge planning are required. Appropriate times to be identified for escalation to service managers, so discussions can take place regarding at what point Gateway to Care or Locality pick up cases following hospital discharge.

**Complaint:**

- The avoidable re-admission to hospital due to poor home care, poor communication and the wishes of the family not considered in care arrangements.

**Outcome/response**

- A requirement was identified, to gain an understanding of the service user's journey through the health care system and the impact the journey has had on them, their careers, and families, it is essential to ensure care arrangements made are with full consideration of all involved. Monthly practice reflection sessions will be held to review all complex cases.

**Complaint:**

- A review that took place that challenged the existing use of Direct Payment with a proposal to reduce the payment received by the service user.

**Outcome/response**

- Proposed changes following a review will be completed by a Reviewing Officer, who is not part of the case holding team and shared with the relevant team to gain agreement on the proposed changes with all involved.

## 6. Compliments

Adult Services and Wellbeing received 66 compliments during the reporting period. All compliments are logged on the Complaints and Compliments system and sent to Service Managers to share with their teams.

Some extracts of compliments Received:

- Mum has been in hospital for 3 weeks; hence the Bluebird care package being cancelled, and we are unsure what the future arrangements will be. Just in case we are not in touch again, I would like to sincerely thank you for your support and help. You have been wonderful, and it has been reassuring to know that you were on hand to sort out any of the charging issues we had. Your professionalism is a real credit to you, and you are an excellent role model to others on how to deliver a good service. On behalf of Mum, my siblings and myself we wish you well in all you do.

- Just wanted to say that the handrail for Mum's back steps has now been completed today. Mum wanted me to send compliments on her behalf to you and the workmen. She would like it noting that the workmen were very friendly and have completed a very neat job, they painted the rail too and cleaned up after themselves. She is most impressed with the service that you have given her and the workmen and really wanted to say thank you very much to all of you.
- I am writing in praise of the social worker for my brother who suffered a devastating stroke in November 2019. She took over from his previous social worker (who was also very good) and has been a constant source of support during my brother's move from a neuro-rehab centre to a 24-hour residential placement. My brother and I know that we can contact her about any issue, and she will deal with it efficiently and with good humour. Social workers frequently get a bad press and I just wanted to let you know that a member of your team is worthy of special praise.
- I would like to thank Higgins Close for their patience, kindness and care during the time SH attended the centre. This care proved invaluable to S, who got so much from attending, taking part in lots of varied activities, giving her the chance to feel valued, listened to and giving her the opportunity to socialise with others even though she had Dementia. The care staff took the time to get to know her and what she liked to do before her diagnosis. They worked hard with S to gain her trust, giving her confidence in herself. She always came home smiling and happy. Whilst S was at Higgins Close this gave my dad much needed time out for himself so he could continue caring for his wife. Without such kind and caring staff and a centre like Higgins Close my mum would likely have required 24-hour care. Fortunately, she was able to stay at home with her husband until her death. Higgins Close and the staff there are a credit to Calderdale MBC. So many people and families would be lost without such places. Thank you once again to Higgins Close and all their staff.
- On behalf of our whole family, I would like to thank you for your professionalism, understanding and help since you took over my dad's case. Prior to you taking over the case my brother and I were considering making a formal complaint against Social Services and yet a few weeks later I find myself writing this email. As you know, since Dad developed dementia, he is very wary of strangers and easily unsettled. You showed great understanding in spending time discussing his favourite photographs and pictures with him to gain his trust and settle him down. It is obvious that this is not just a job to you but that you genuinely care.

## 7. Benchmarking

Benchmarking from the Yorkshire and Humber region is generally collated twice per year. At the time of writing, figures haven't been shared yet, so haven't been included within this report.

## 8. Ongoing Training & Development

The Complaints and Compliments Team provide training and support for all colleagues who are responsible for investigating complaints. The aim is to provide training that specifically relates to their individual area and working practices and identifies how to define a complaint, how to complete a robust investigation and how to respond fairly and proportionately.

The latest sessions have been redesigned with a new PowerPoint presentation and are delivered remotely; there has been a positive uptake for the training from Adult Social Care.

It is the aim to now re-evaluate the sessions and produce an e-learning session that will be provided to all who want an understanding of complaints with a more in-depth session for those who will conduct investigations.

FOR FURTHER INFORMATION ON THIS REPORT CONTACT:

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