

Department for Communities

Adult Social Care Complaints & Compliments Report

1st April 2017 – 30th September 2017

October 2017



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Introduction

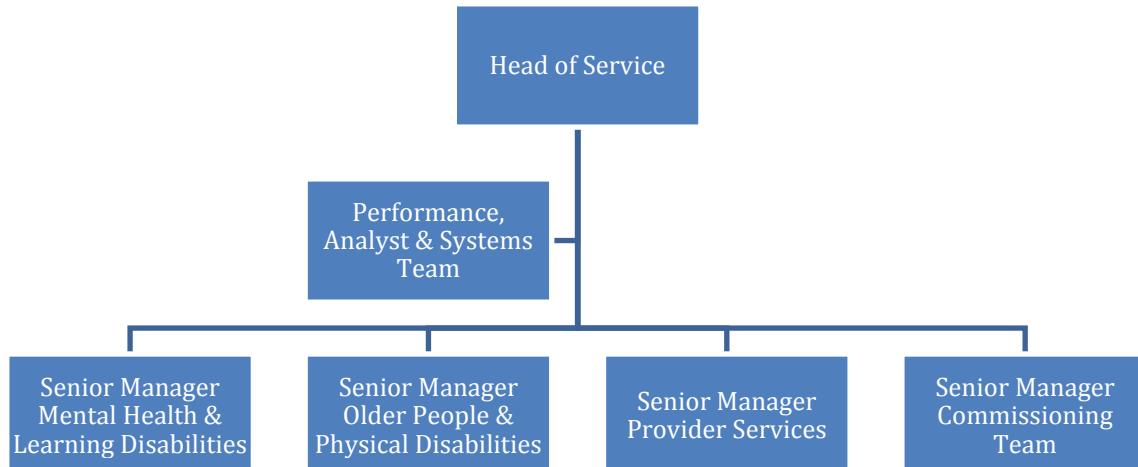
Carmarthenshire County Council welcomes complaints, compliments and comments as a way of improving service delivery. Complaints from customers are important to us and provide a valuable insight into the quality of the services we provide and commission.

The Council's Complaints and Compliments Policy was established on 1 August 2014 in accordance with The Social Services Complaints Procedure (Wales) Regulations 2014 and The Representations Procedure (Wales) Regulations 2014. This report provides a summary of the complaints received relating to Adult Social Services for the period 1st May 2017 to the 30th September 2017.

Service Improvement

As part of a recent re-structure, responsibility for Adult Social Care complaints transferred over to the Performance, Analyst & Systems Team within the Department of Communities. The transfer commenced on the 1st May 2017.

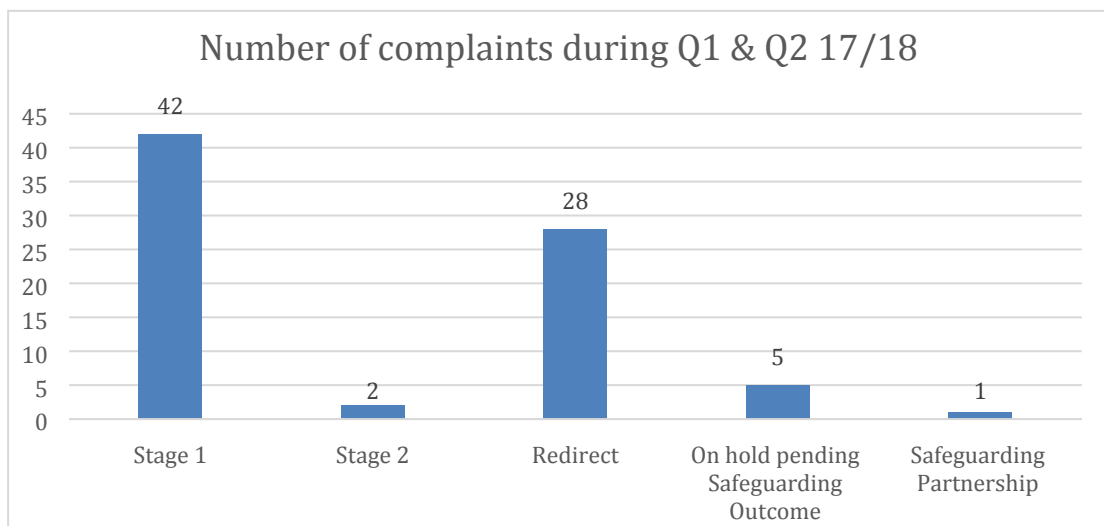
Governance Arrangements



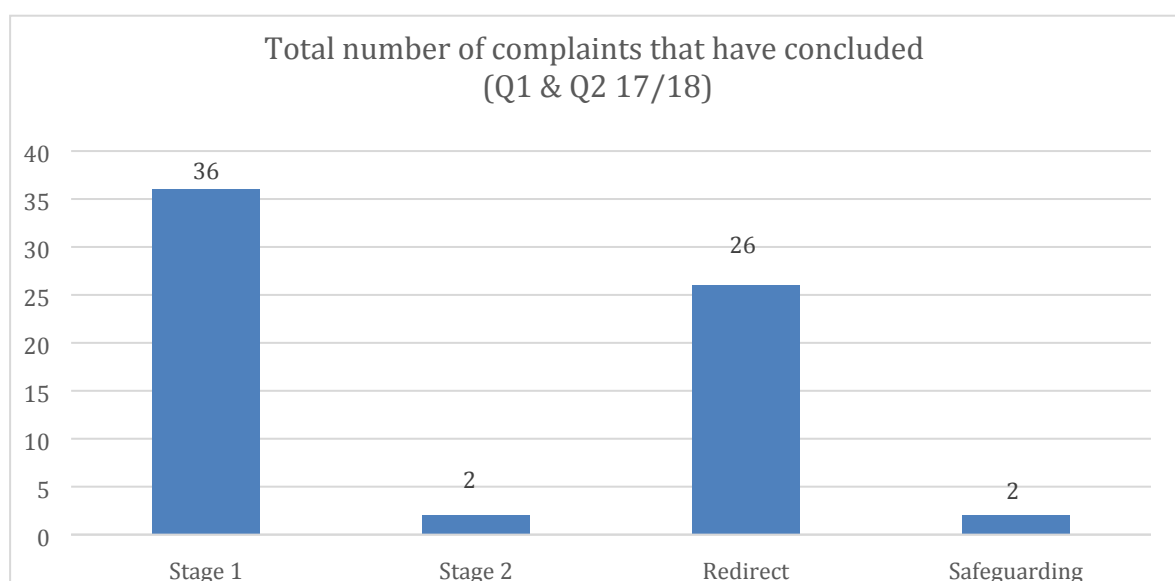
Summary

During Q1 and Q2 there were a total of 78 complaints received in relation to Adult Social Care.

- 42 of the Adult Social Care complaints were resolved at the local resolution stage 1.
- 2 were resolved under the formal investigation of stage 2 and following these investigations an action plan has been created and all the recommendations are currently being addressed
- 28 were recorded as 'Redirected' which meant the complainant did not wish to make a formal complaint or the complaint did not fall under the WG guidelines for complaints.
- 5 complaints have been put on hold whilst an ongoing safeguarding investigation is ongoing.
- 1 complaint was being dealt with under the safeguarding partnership



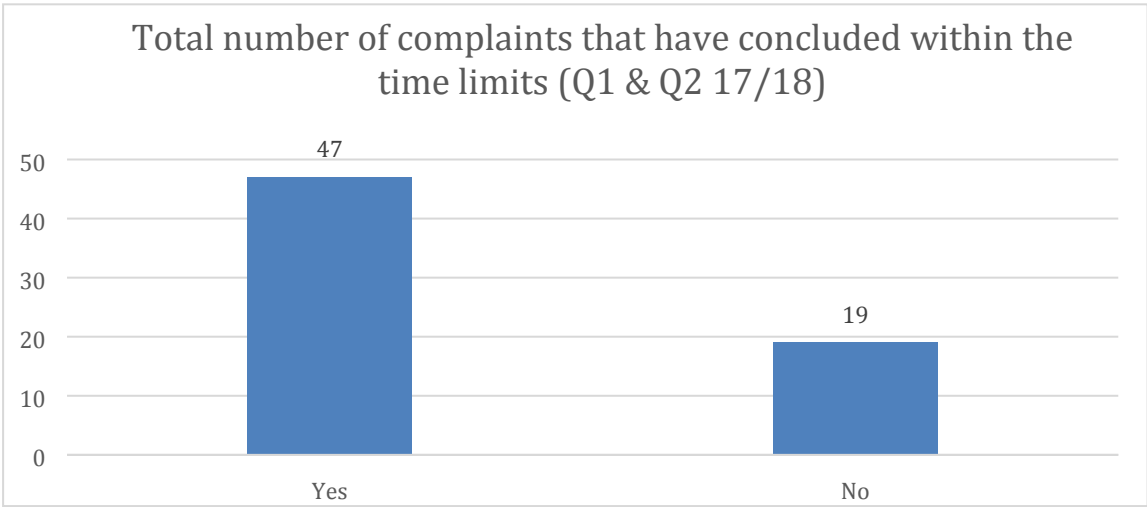
Complaints that have been concluded



At the end of quarter 2 we have closed a total of 66 complaints, there are a total of 12 ongoing cases. These cases include a complaint being dealt with alongside the Health Board as well as complaints that are on hold as a safeguarding investigation takes precedence.

Response to complaints within statutory time-scales

The statutory timescales for all stage 1 complaints (local resolution stage) is 10 working days from the date that the complaint is acknowledged. This timescale may only be extended in exceptional circumstances with the agreement of the complainant.



Of the 66 complaints that have concluded , the number concluded on time were 47 and the number not concluded on time were 19.

A small number of complaints were delayed due to un-foreseen circumstances. For example the complainants were unable to meet the investigating officer until after the 10 working days had passed.

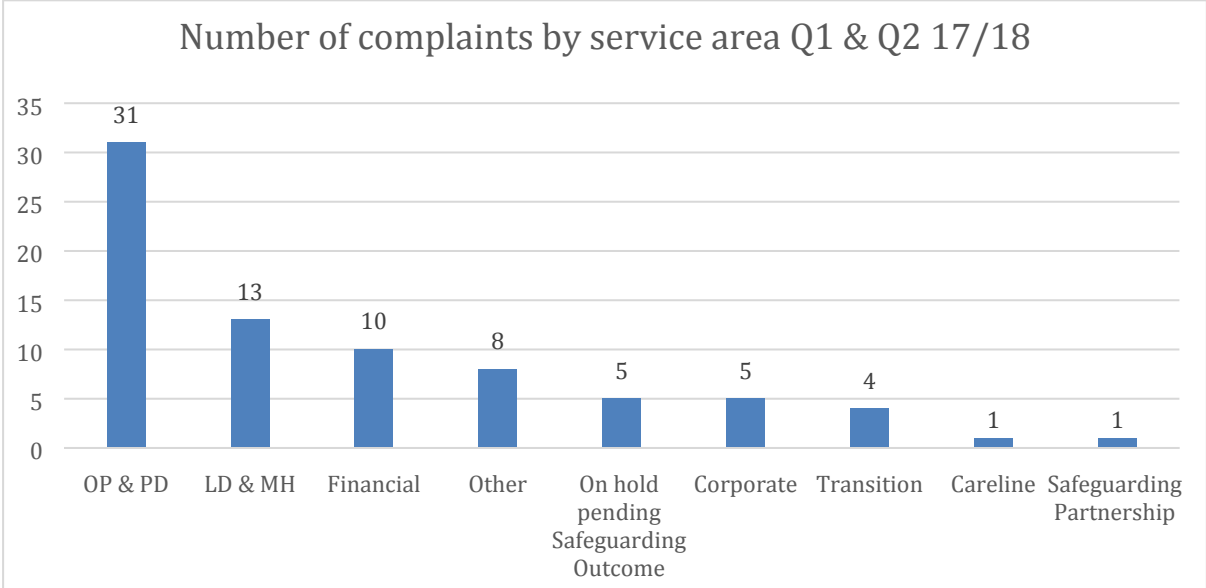
We had a few instances where the investigating officer requested an extension to the complaint as they needed more time to investigate the complaint. These extensions were approved by the complainant.

There have also been issues in achieving the 10 day target date when a complaint is forwarded to private care providers to investigate

It must be noted that complaints can often be complex, requiring multi-agency co-operation to resolve the complaint. Complaints regularly require lengthy investigations including information gathering, setting up of meetings and action plan agreements.

The new arrangements are working satisfactorily, we are gathering data and reporting more effectively and we will strive to improve upon timescales during the course of the year.

Complaint by service



Examples

Older People

The majority of complaints received have related to Older People. These complaints cover a wide range of issues including missed calls for clients receiving domiciliary care, lack of continuity with domiciliary care workers and complainants feeling that they are not being listened to in relation to their care.

One complainant stated they hadn't been sent carers when they arrived home from hospital, whilst another wanted their grandmother's care needs re-assessed.

Finance

Complaints were received relating to the length of time it had taken to produce an invoice for care that had been provided. Service users were unhappy with 'late' invoices they had received for care which was provided some time ago. Also a number of families were unhappy to pay outstanding invoices as they felt the care their family member received was not up to standard.

Corporate complaints

A number of these complaints were in relation to neighbours, and carers parking in front of people's houses. We also had a number of complaints regarding the blue badge process, one complainant was unhappy with the 28 day flexibility process and another regarding the renewal process.

Careline

We received one complaint which was dealt with as a redirected complaint in relation to Careline. This was a communication error and a delay in responding to the complainant's query.

Transition Team

A service user's family complained about a review the Transition Team had carried out and was unhappy with the outcome.

Learning Disability and Mental Health

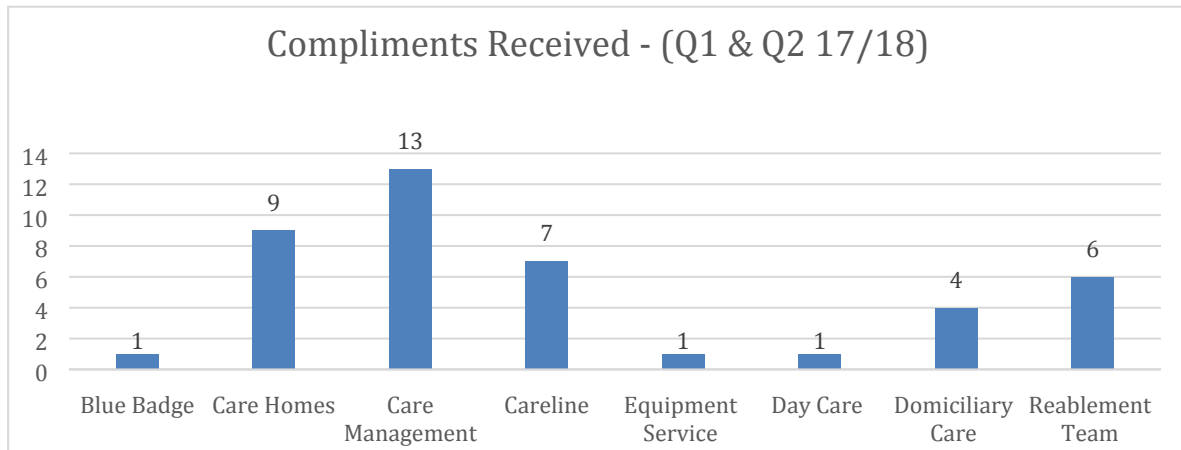
We have received a number of complaints requesting a change of social worker.

Other

These complaints included a family complaining about gaining access to Ty Elwyn for an appointment and another requiring the social care records changed as they were getting nuisance calls.

Compliments

A Total of 42 compliments were received in Q1 and Q2.



Examples

Care Management

"Thank you again for all your support and care over the last year. You have always been at the end of the telephone and responded so quickly to our calls when we have been worried and uncertain about what to do"

Care Home

"Just a few words to thank you so much for the wonderful care you gave my mother"

whilst she was a resident. Your job is not an easy one but I can honestly say you were always cheerful and ready to please so thank you again”

Domiciliary Care

“From the time she was referred to the team last December until her death in April of this year, their dedication and support was invaluable. Not only were they professional and experienced, but they were always kind and caring both to my mother and to the family members who were looking after her. Without their wonderful support, we could not have kept my mother at home until the end of her life. Please thank all the care staff involved. You provide a wonderful service and should be proud of the difference you make to people's lives”

Careline

“Each time I contact them, they answer within a couple of rings, and are always 'spot on' with the service they provide”

Reablement

“We have been privileged to receive a daily visit from members of the excellent reablement team. I for one will never forget their kindness”