

# Department for Communities

## Adult Social Care Complaints & Compliments Report

1<sup>st</sup> April 2017 – 31<sup>st</sup> March 2018

March 2018

## CONTENTS

	<b>Page No.</b>
Introduction	3
Complaints	4
Compliments	9
Appendix A. Adults Survey	11
Appendix B. Carers Survey	25

# Introduction

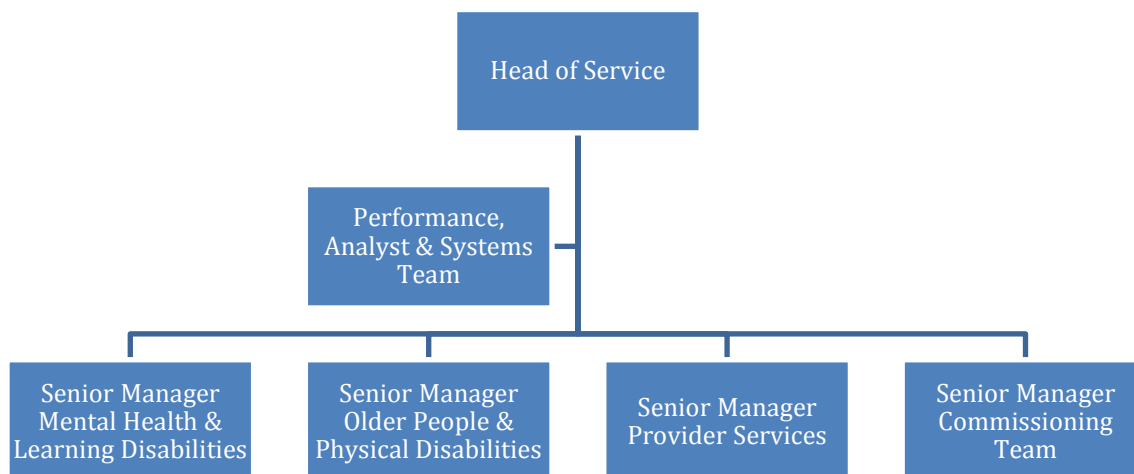
Carmarthenshire County Council welcomes complaints, compliments and comments as a way of improving service delivery. Complaints from customers are important to us and provide a valuable insight into the quality of the services we provide and commission. Feedback and views from service users help us to improve the services we provide. We conducted an Adult Care and Carers survey to collate the views of those who receive social services from us, to help us better understand where we can improve and whether clients are satisfied with the service we provide (see Appendix A and B for Survey results).

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 31<sup>st</sup> March 2018.

## 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 1<sup>st</sup> May 2017.

## Governance Arrangements



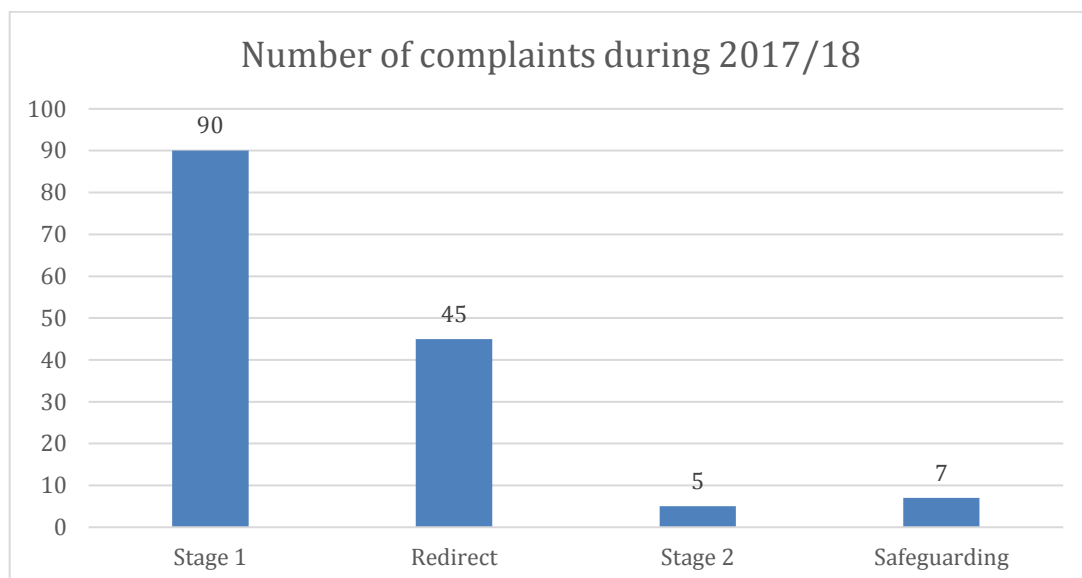
# Complaints

## Summary

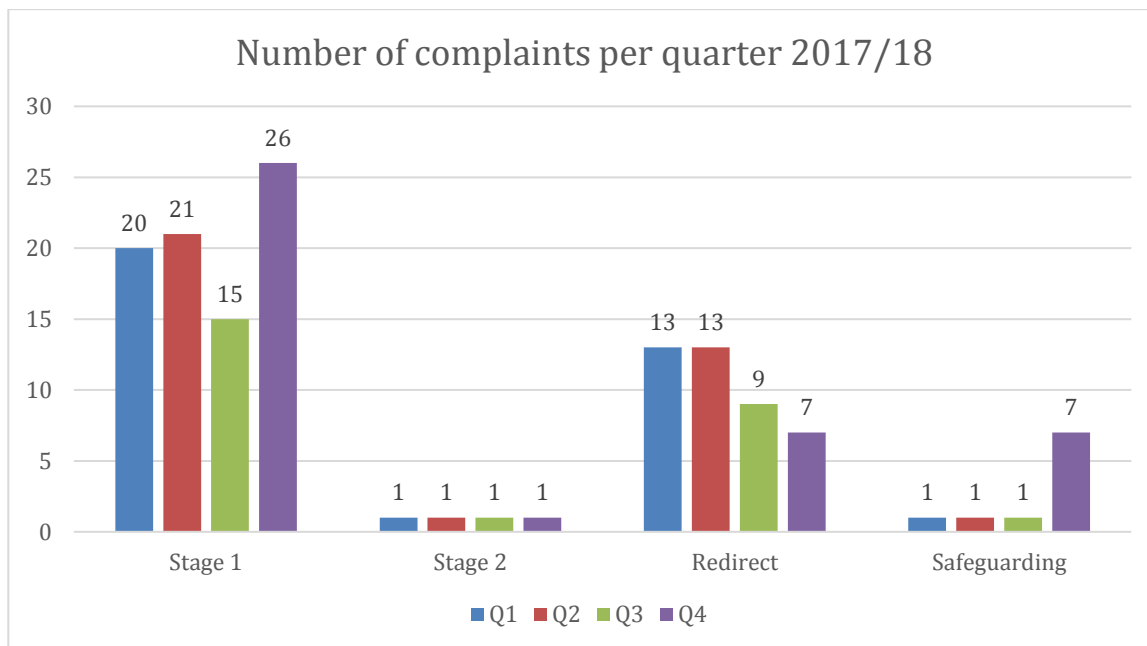
During 2017/18 a total of 5,839 individuals received a social care service from Carmarthenshire County Council. The total number of complaints that were received in relation to Adult Social Care and the services we provide was 147. 2.5% of individuals complained about the service they received. Of these 61% were investigated at the local resolution stage 1, and 3% proceeded to a stage 2 formal investigation. The remaining complaints were either redirected (31%) or put on hold due to a safeguarding investigation (5%).

From Q1 to Q4, cumulatively there were a total of 147 complaints received in relation to Adult Social Care.

- 90 of the Adult Social Care complaints were investigated at the local resolution stage 1.
- 5 were taken on under the formal investigation of stage 2
- 45 were recorded as 'Redirected' which meant the complainant did not wish to go through the formal complaints procedure and the complaint was dealt with informally or the complaint did not fall under the WG guidelines for complaints.
- 7 complaints have been put on hold whilst a safeguarding investigation is ongoing in relation to the complaint.
- Of these complaints, 13 complaints were carried over from the previous complaints team after the transfer of responsibility on May 1<sup>st</sup> 2017.



This basically reflects a success for the department in resolving complaints early. There has been no ombudsman complaints this year.



## Complaints that have been concluded

At the end of quarter 4 we have closed a total of 114 complaints, there were a total of 33 ongoing cases as of April 6<sup>th</sup> 2018. These ongoing cases include complaints regarding external care providers or complaints that have been put on hold due to a safeguarding issue.

## 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 68 stage 1 complaints that have been concluded, the number concluded on time was 44 and the number not concluded on time was 21.

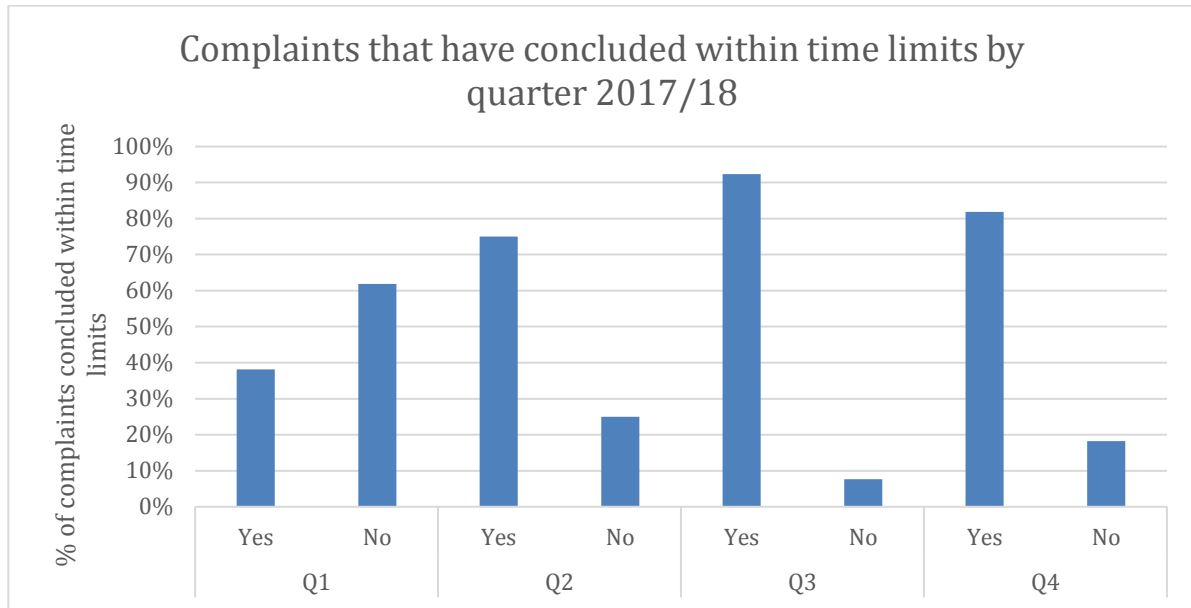
A small number of complaints were delayed due to un-foreseen circumstances. For example the complainants were unable to meet the investigating officer until after the 10 working days had passed.

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.

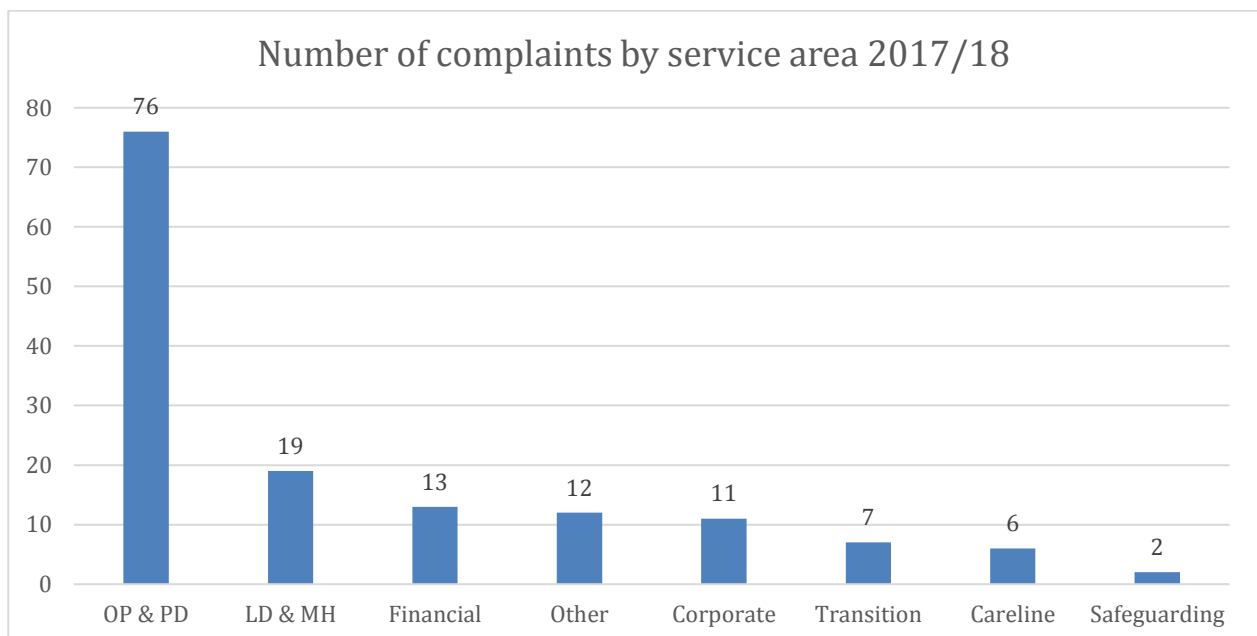
It must be noted that complaints can often be complex, requiring multi-agency co-operation to resolve the complaint. Complaints regularly require lengthy investigations including information gathering, setting up of meetings and action plan agreements.

Below is a breakdown of complaints concluded within time limits by quarter:



Overall, 68% of complaints investigated under stage 1 were complete within the statutory time scale during 2017/18. The proportion of complaints that are resolved within the statutory time scale has increased significantly from the first quarter.

## Complaint by service



## **Examples**

### **Older People**

The majority of complaints received have related to Older People, this in part reflects the number of clients in this service area. These complaints cover a wide range of issues including a lack of continuity with domiciliary care workers and complainants feeling that they are not always being listened to in relation to their care.

One complainant 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 of the quality they expected.

### **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.

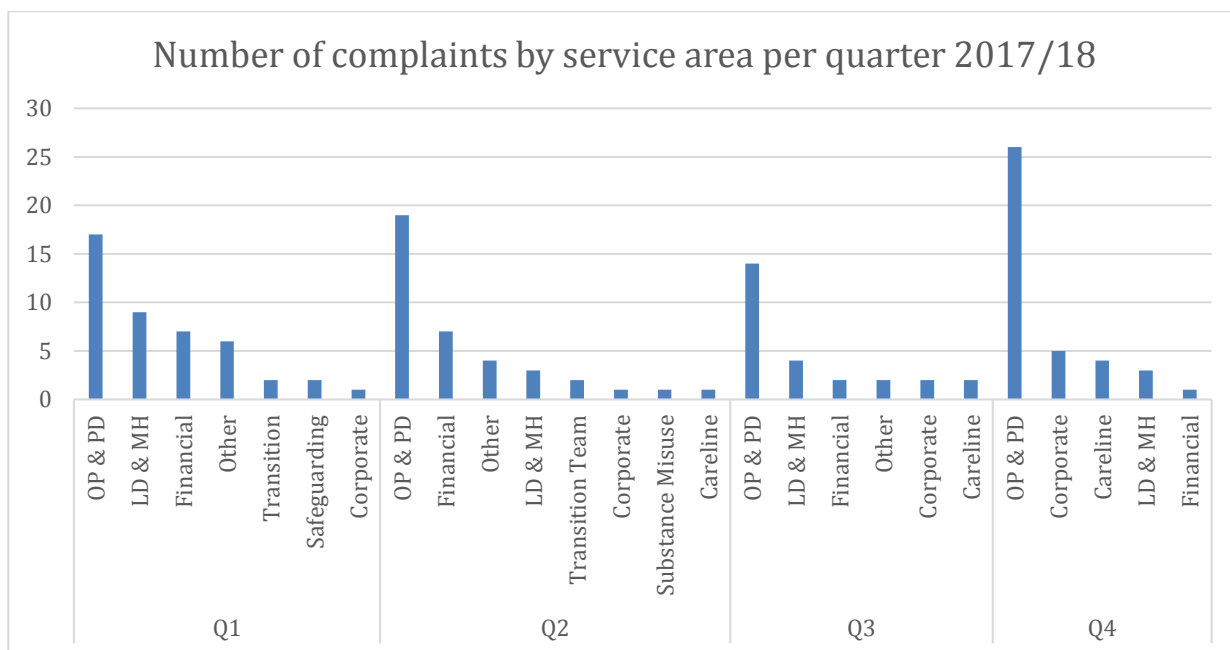
### **Transition Team**

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.

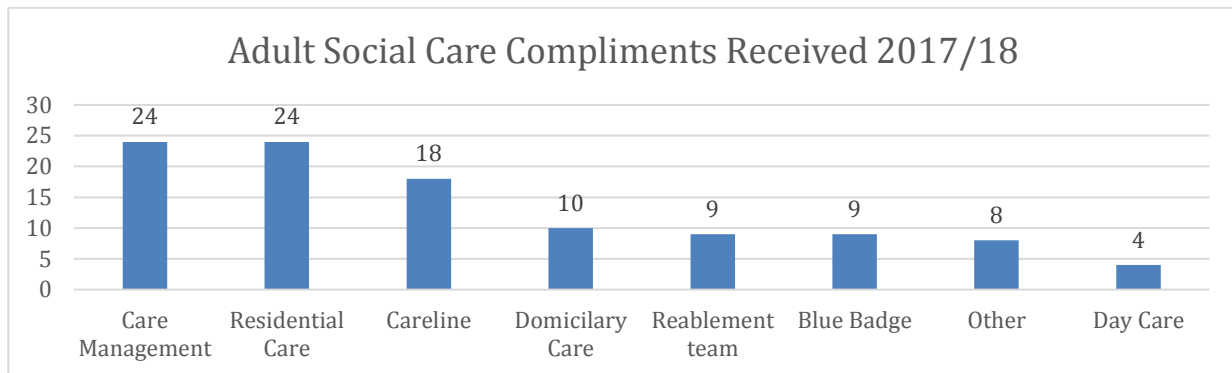
These complaints have included a family complaining about gaining access to Ty Elwyn for an appointment and another requiring the social care records changed as they were getting nuisance calls. These complaints are normally recorded as Redirected complaints.





# Compliments

A Total of 106 compliments were received throughout the year.



## Examples

### Care Management

*"Thank you for your helpful, professional and sound advice. You have been a great advert for social workers and a very reassuring presence during a time of great uncertainty for my Dad."*

### Care Home

*"My sister \*\*\* and I are extremely pleased that a place was available in Awel Tywi and that he has settled so well. When I saw him last Thursday he looked better than he had for the last 18 months or so. Lots of negative reports in national newspapers create the impression that social care is broken and that care homes are dreadful. I have to say that this has not been our experience. I have nothing but praise for you all and for the staff at Awel Tywi."*

### Domiciliary Care

*"There were times when I was very demanding, and I know that you pushed the boat out many a time for me to ensure that Dad was looked after in the best possible way. Your girls were angels and it's because of you all that I survived and Dad was looked after correctly. Your presence at the funeral only mirrored how much you thought of Dad and supported me."*

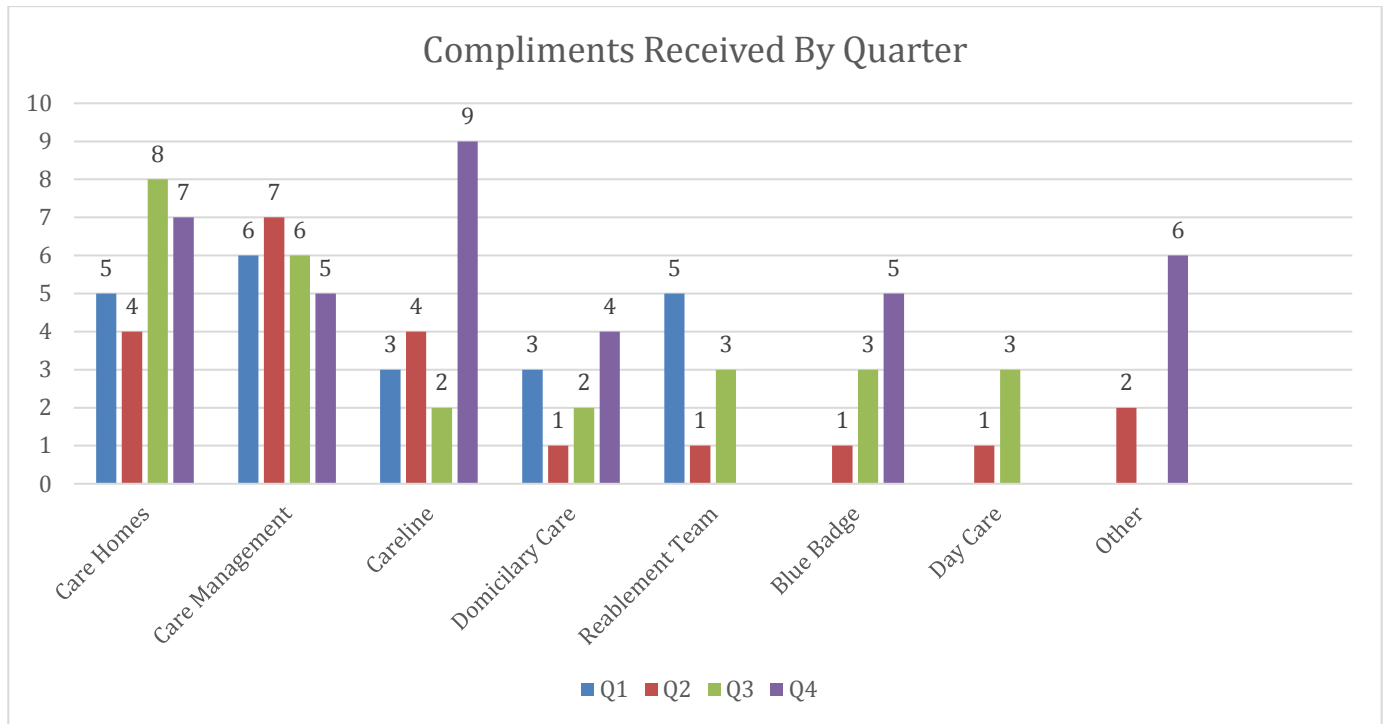
### Careline

*"Thank you for your wonderful service; you provided a support for all of us as a family. The phone responses from your operators is quick, professional and emotionally intelligent. We cannot thank you enough."*

### Reablement

*"I wanted to email you to say how wonderful Catrin was when we visited \*\*\* this morning. I'm sure she represents the excellence of your Team, but I wanted to officially make a compliment regarding her high quality interaction with this very anxious gentleman. Catrin was extremely professional, positive and empathetic throughout our time with \*\*\*, resulting in a very positive step forward – a real breakthrough, which I sincerely hope he will fulfil – thank you."*

Below is a breakdown of compliments received per quarter:



- In Q1, 22 compliments were received, the majority regarding Care Management.
- In Q2, 20 compliments were received, the majority regarding Care Management.
- In Q3, 28 compliments were received, the majority regarding Care Homes.
- In Q4, 36 compliments were received, the majority regarding Careline.

# Appendix A. Adult Survey

## Overview

Following implementation of the Social Services and Well-being Wales Act, Local Authorities are required to collect information about people who use their Social Care Services via an annual questionnaire.

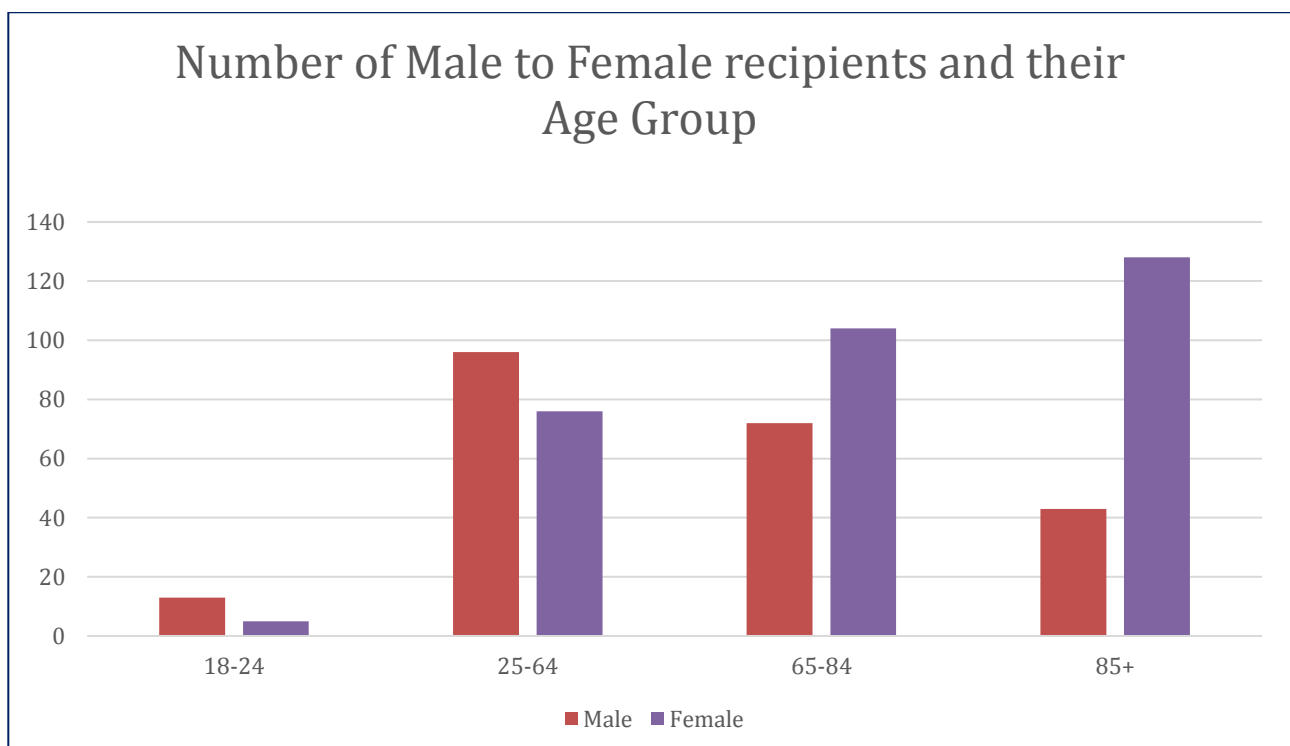
The survey was conducted between September and October 2017. Recipients received the questionnaire via post after being randomly selected from our CareFirst system. All recipients had a support plan or were receiving services from the local authority. In total 1023 questionnaires were dispatched.

The number of responses to the survey was 537. This is a 53% response rate which is considered to be high.

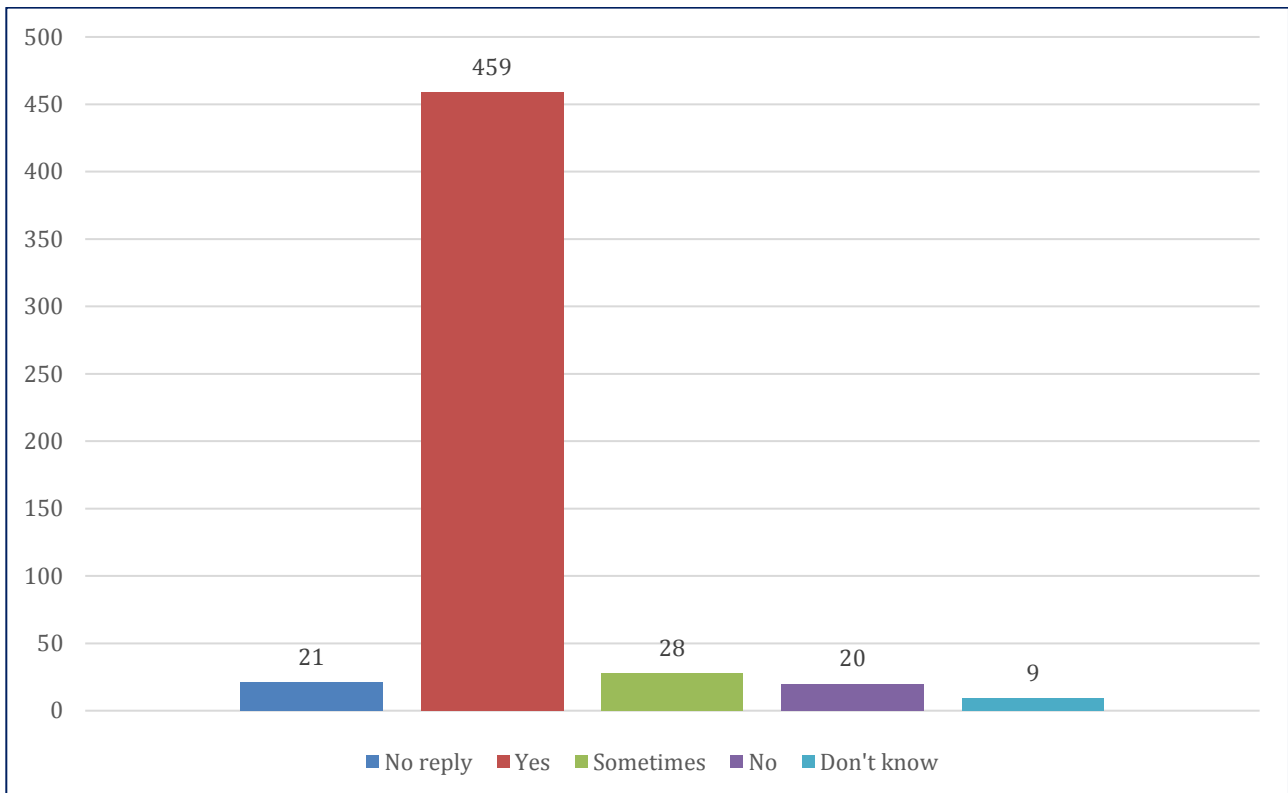
The majority of the respondents to the survey were female which reflects our client groups. The highest amount of responses were received from people categorised in ages 65-84. We received 145 responses from people who lived in a care home.

The graph below shows the number of Male to Female recipients and their Age Group.

	18-24	25-64	65-84	85+
Male	13	96	72	43
Female	5	76	104	128



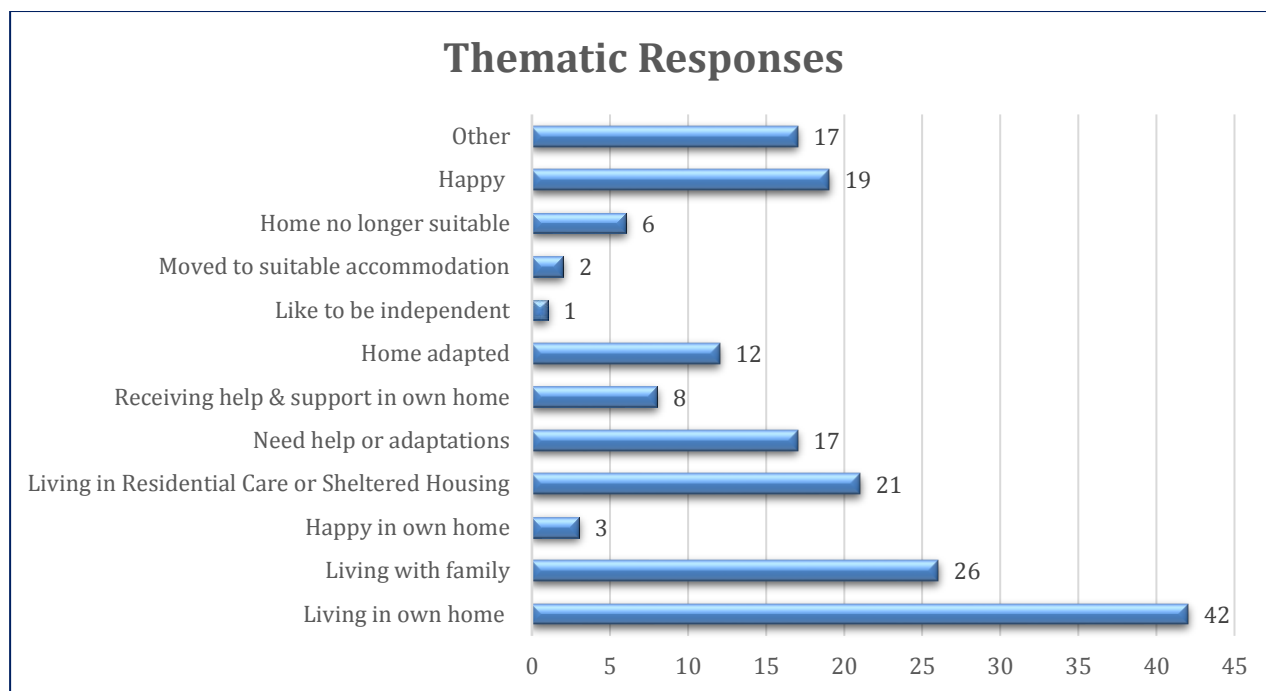
## Q1 I live in a home that best supports my well being



- ❖ 89% feel that they live in a home that best supports their well-being.
- ❖ Only 4% felt that their home did not support their well-being.

156 respondents commented in relation to living in a home that best supports my well-being. Responses have been grouped into twelve broad categories namely:

- Living in own home
- Living with family
- Happy in own home
- Living in Residential Care or Sheltered housing
- Need help or adaptations
- Receiving help & support in own home
  - Home adapted
  - Like to be independent
  - Moved to suitable accommodation
  - Home no longer suitable
  - Happy
  - Other



Results show that the majority of people **live in their own home**. Comments included:

“Because I need to be with my wife full time, this is the best place that we can be together under the circumstances”

“I live in my own home and want to continue to do so. However, with my increasing needs I need more support to do so”

This was followed by **living with family**.

“Daughter is carer and lives with me and sees to all my needs. She helps with daily care”

“I am more comfortable and relaxed in my own home. Daughter lives with me and son lives nearby.”

This was closely followed by **living in Residential Care or Sheltered Housing** comments included:

“It’s near to our home so it is easy for my wife to visit. Home now being Caemaen”

“Lives in a home where I am safe and my daily living skills are developed and among other residents of the home I known a long time”

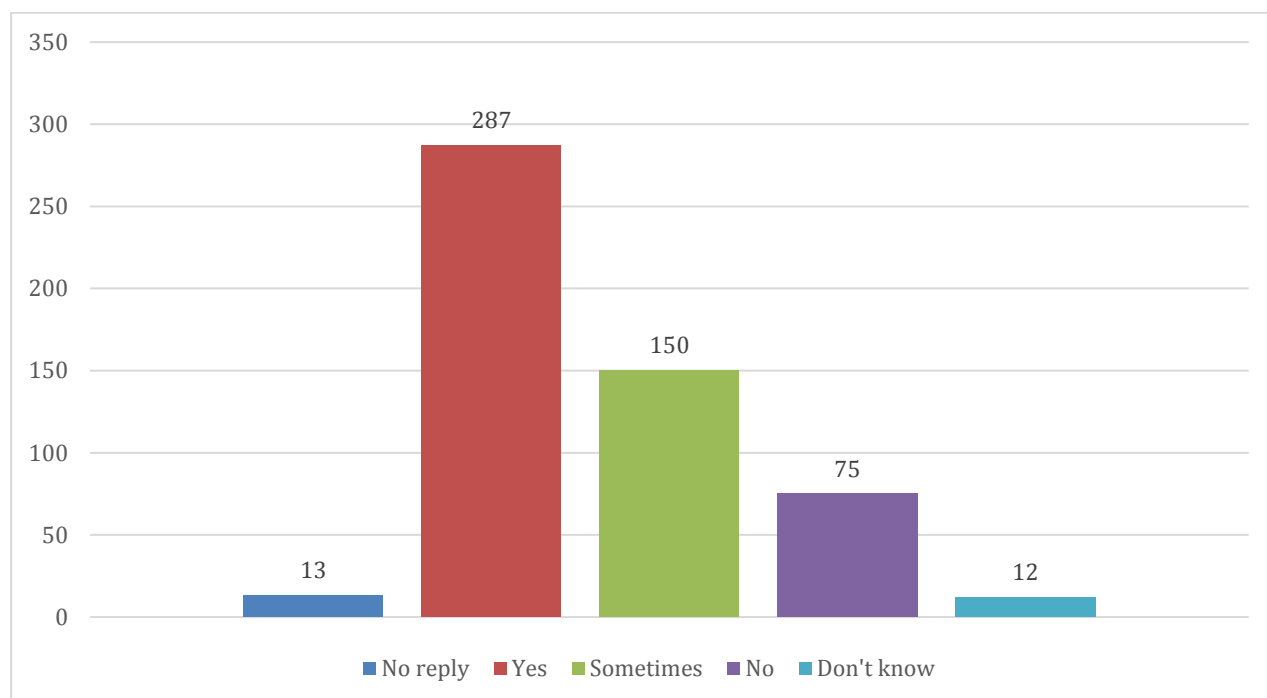
19 comments were received in relation to being **happy** these included:

“I love where I live because it meets all my needs”

“I’m familiar with the place as I’m nearly blind”

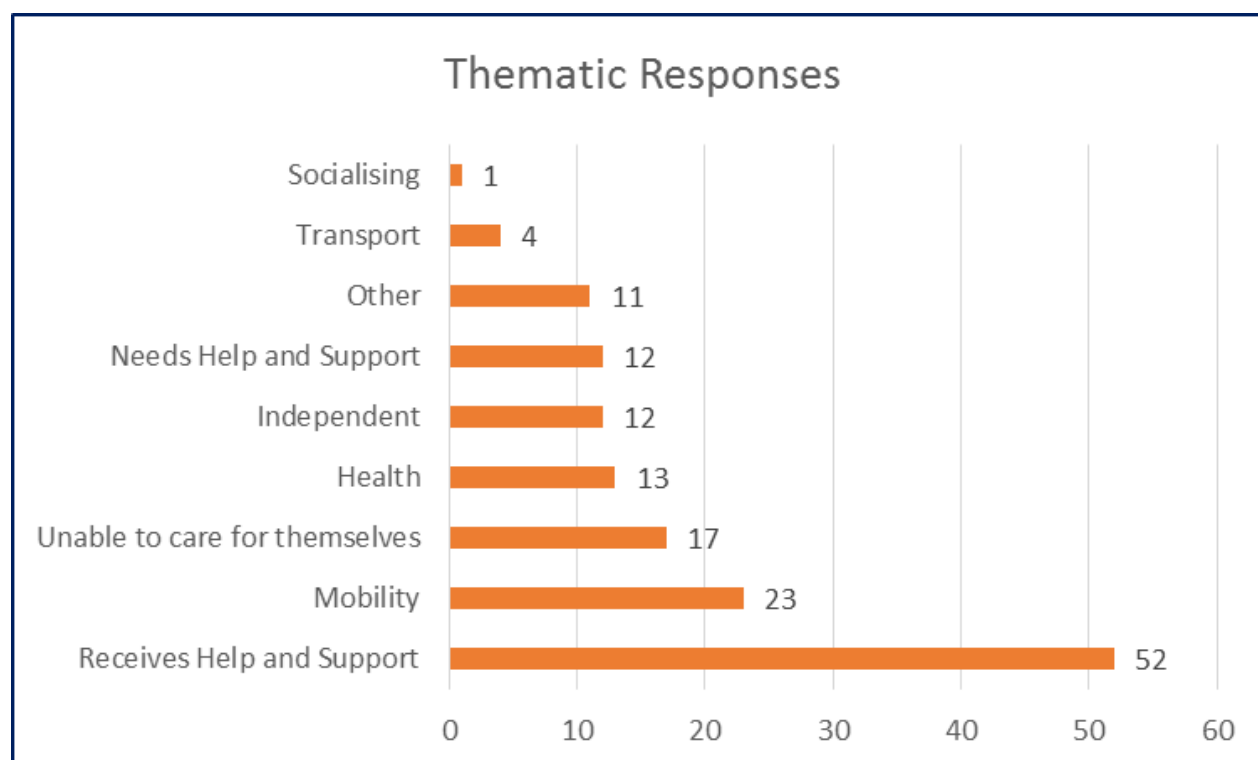
“I am very happy where I live.”

## Q2 I can do the things that are important to me



- ❖ 55% answered 'Yes' they could do the things that were important to them.
- ❖ 29% answered 'Sometimes'.
- ❖ 14% said 'No' they couldn't do things which are important to them.

132 respondents commented on the question I can do the things that are important to me. Responses have been grouped and are shown in themes in the graph below:



The majority of respondents **received help and support** to enable them to do the things that are important to them. An example of comments received were:

“With assistance and support from the care workers at the "Home" and my family my essential needs are addressed owing to my age not everything is achievable immediately but I can manage some things with assistance but some things I positively need help.”

“I attend my classes, appointments, and activities, prompted by staff and supported by them”

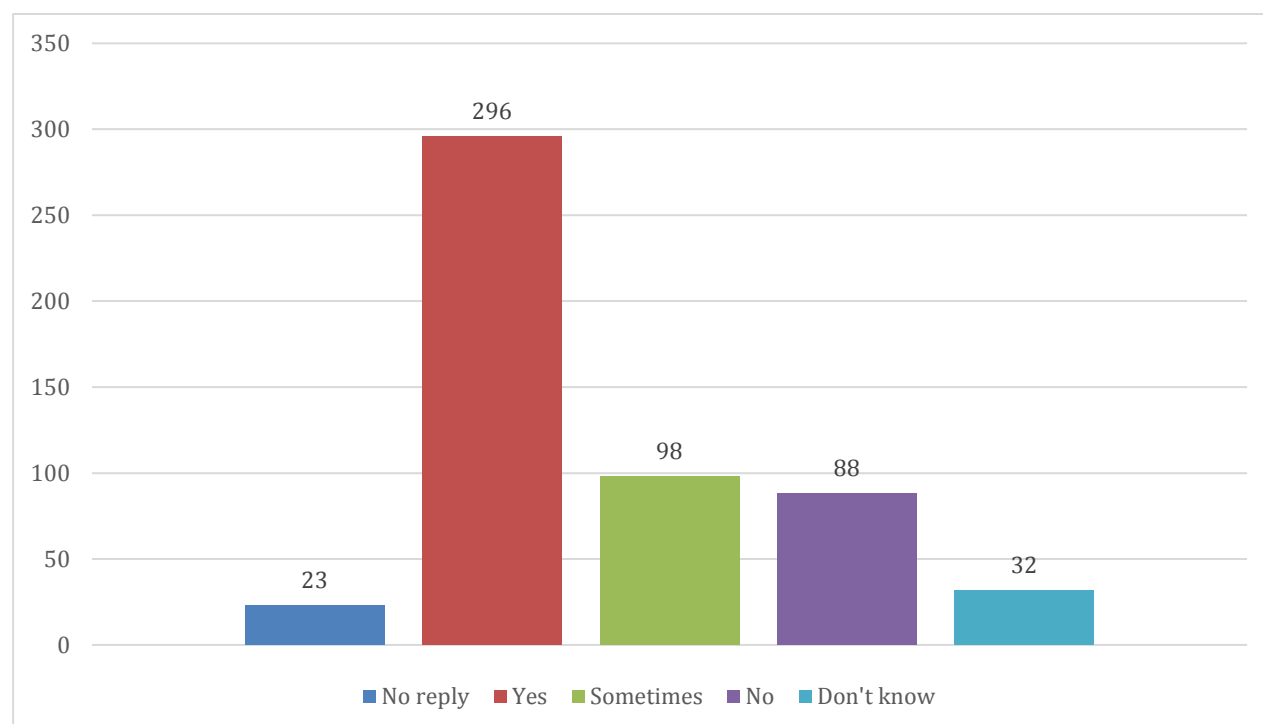
“I can do important things to me because I have staff support.”

A number of respondents stated **mobility** as a barrier of not being able to do the things that are important to them. Comments received included:

“Find it difficult to do some things due to arthritis in hands and also can't walk unaided without Zimmer frame”

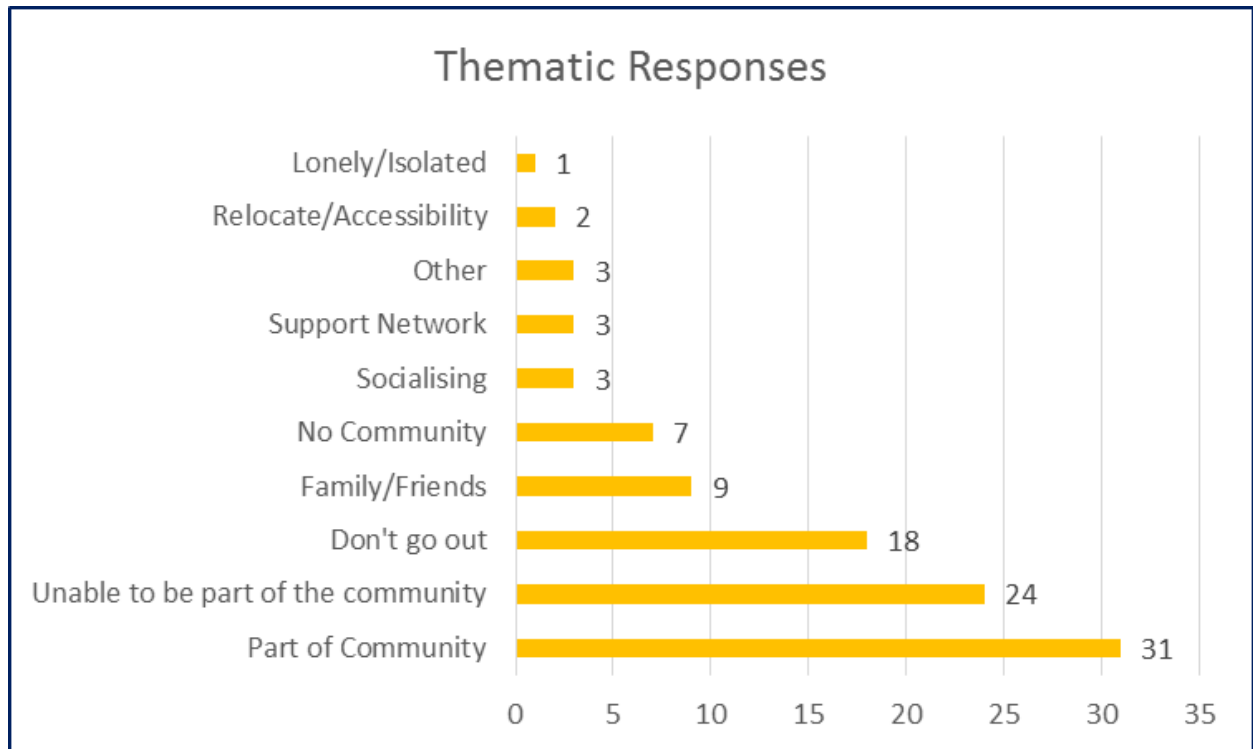
“I have had a stroke which affects my left arm and also my left leg unable to walk.”

### Q3 I feel I am part of my community

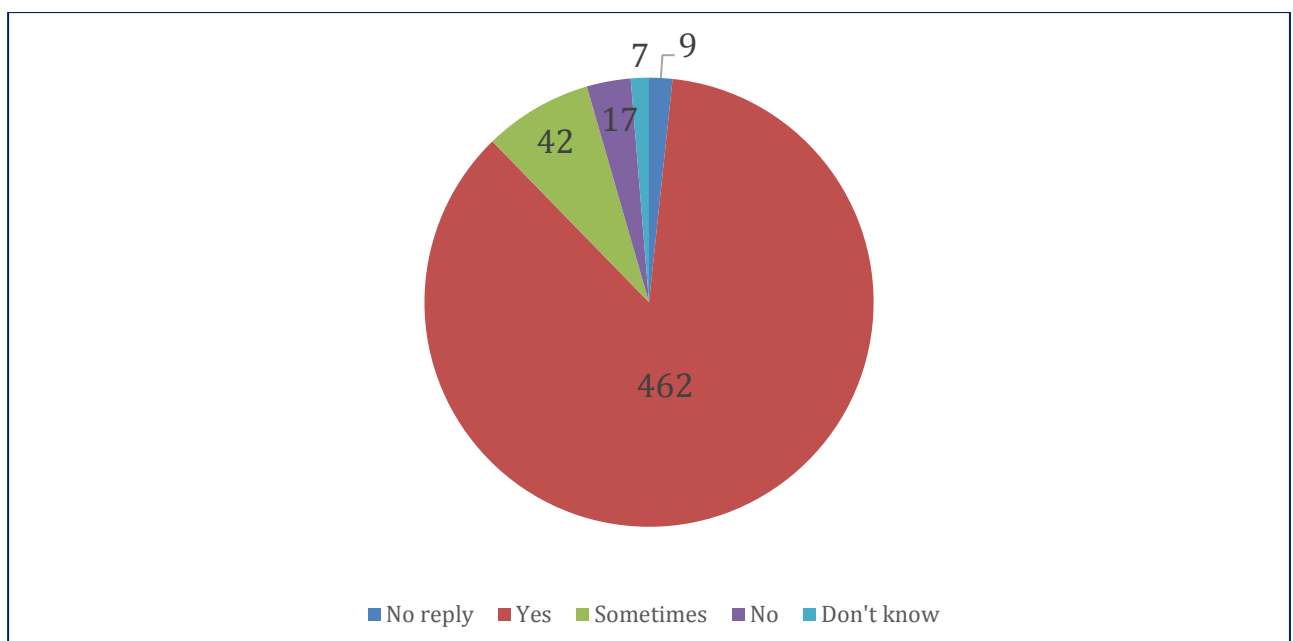


- ❖ 58% felt that they were part of a community.
- ❖ 17% stated that they did not feel part of the community.

99 comments were made in relation to Question 3. The three main themes were people felt **part of the community**, some were **unable to be part of the community** and **don't go out** due to mobility or ill health.



#### Q4 I am happy with the support from my family, friends and neighbours





- ❖ 88% were happy with the support they received from family, friends and neighbours.
- ❖ 8% were sometimes happy.
- ❖ 3% were not happy.

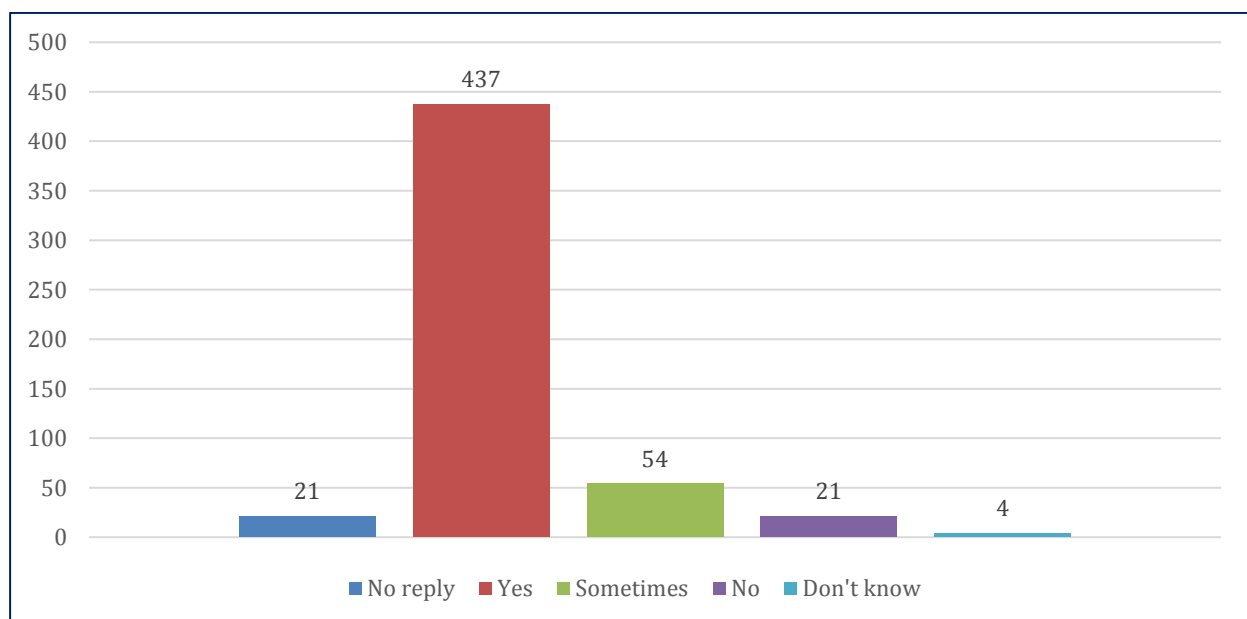
100 comments were received regarding the support they received from family, friends and neighbours. The ones who were not happy and only sometimes happy wrote the comments below:

“Would like to see family more but I am unable to cope with this due to my anxiety and mental health diagnoses”

“I would like to see more of my family but they are busy with work and their own families”

“My parents have passed away, I don't really have friends. This is something I'm going to get support with, to make friends”

## Q5 I feel safe

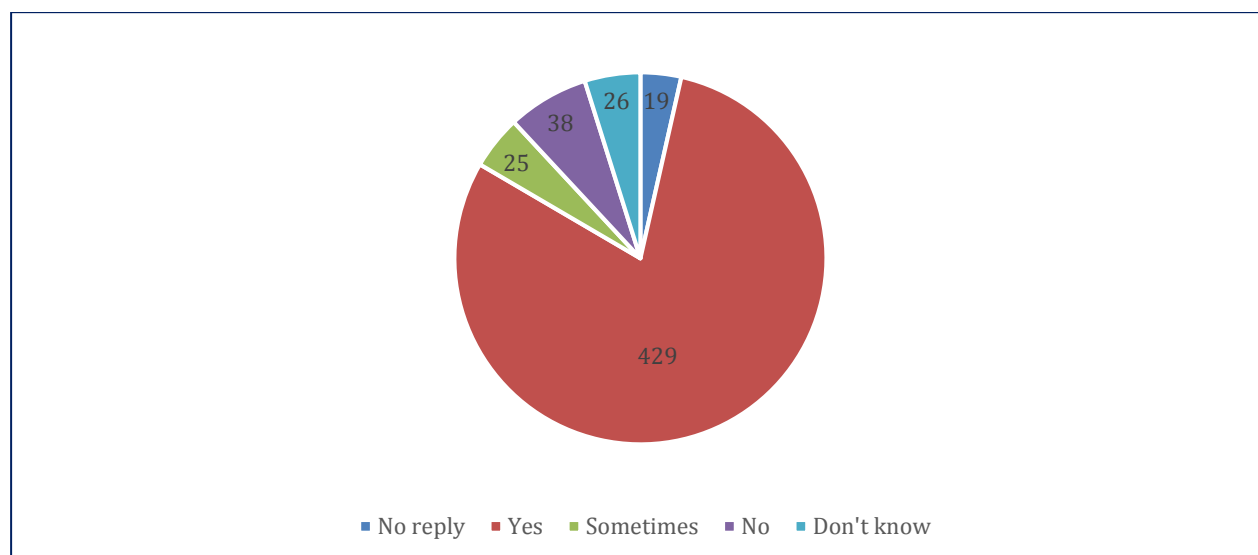


- ❖ 85% stated they felt safe from any kind of abuse, physical harm or from falling both inside and outside their home.

105 Comments were received regarding feeling safe. A main theme for people not feeling safe was that respondents had fallen in the past or fear falling.

## Care and Support Received from Local Authority

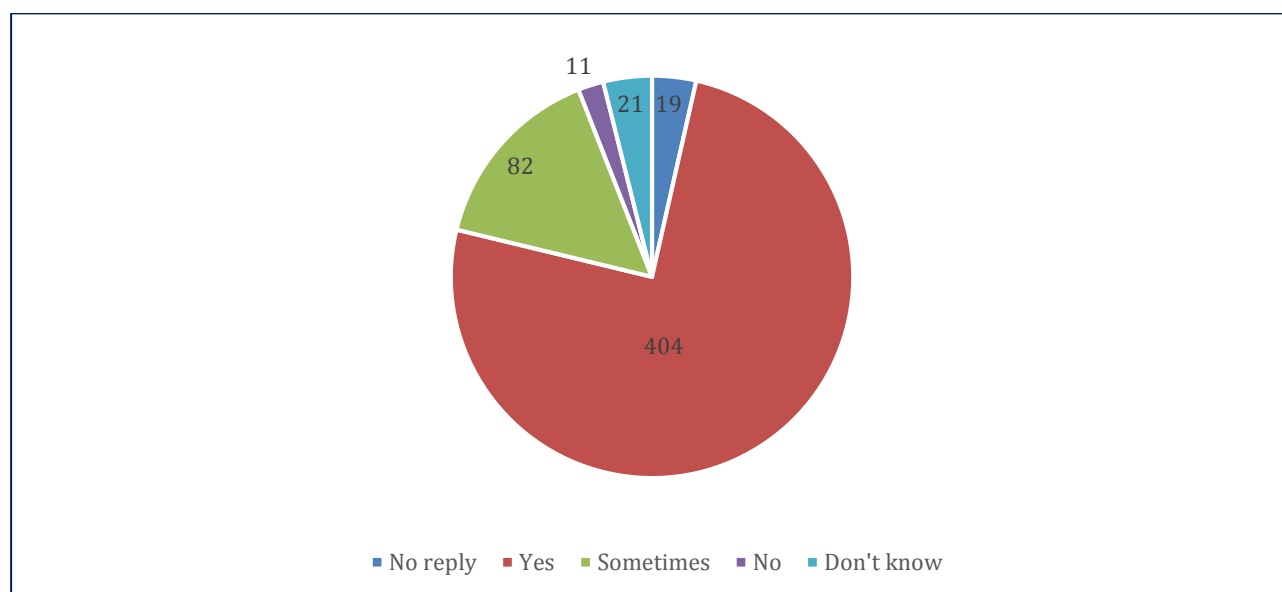
### Q6 I know who to contact about my Care and Support



83% of respondents replied with 'Yes' to this question.

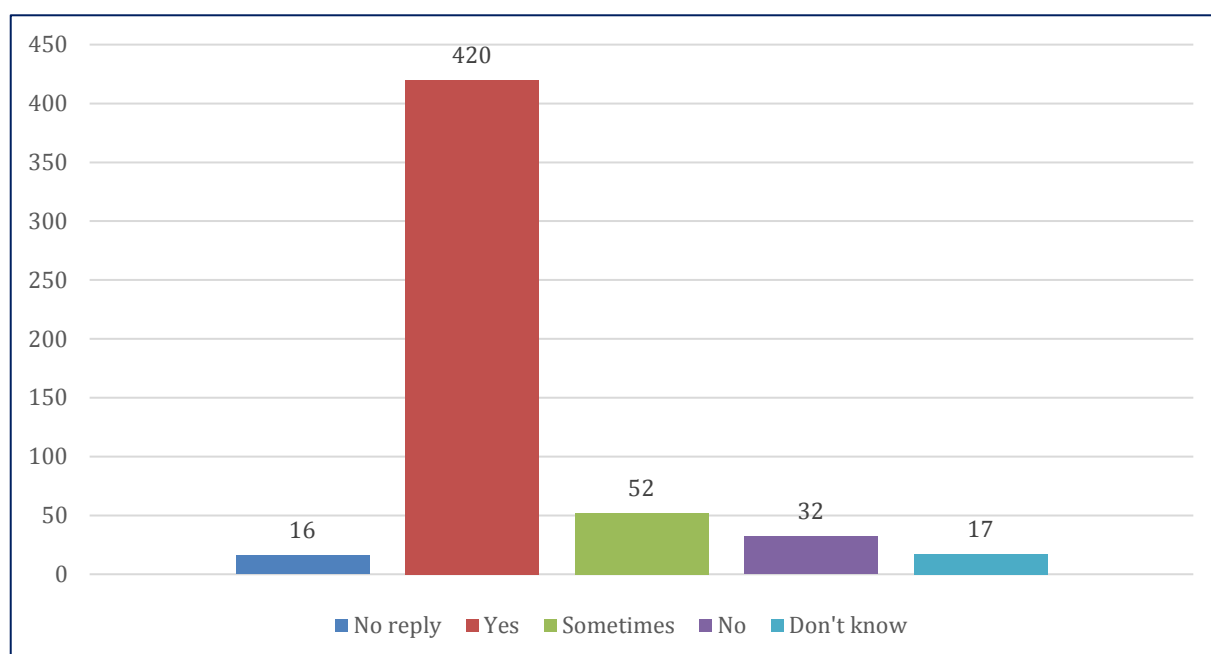
Out of 128 comments received regarding this question, 69 responses stated that they would turn to family members to make contact regarding their Care and Support. 40 respondents commented they would contact staff or a social worker.

### Q7 I have had the right information or advice when I needed it



- ❖ 78% of people stated they thought they had the right information or advice when needing it.
- ❖ Many people commented that their family would be involved in getting the information and advice.
- ❖ A small percentage noted that it was problematic getting the right information and that they didn't understand the information given.

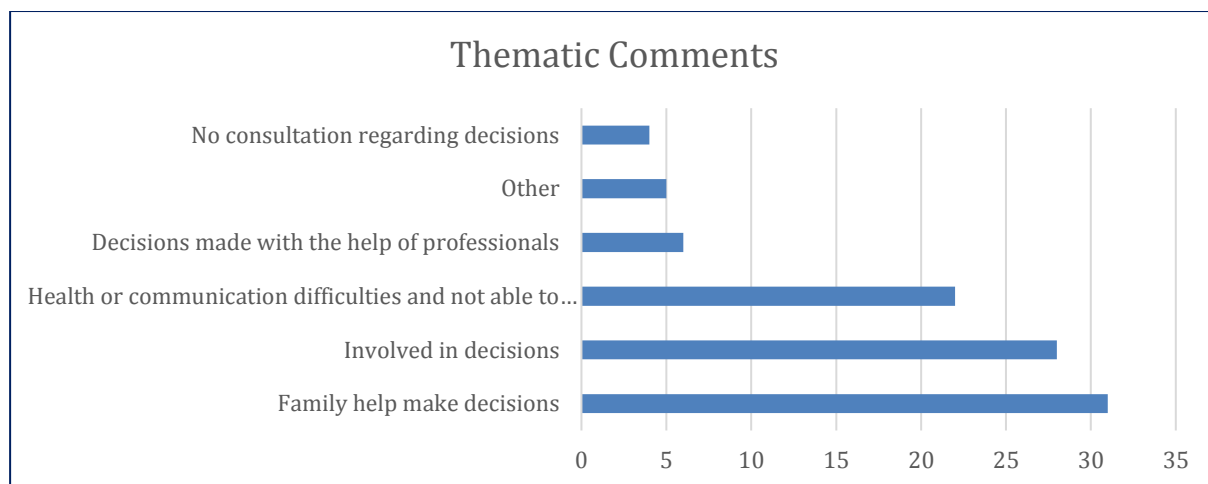
## Q8 I have been actively involved in decisions about how my care and support was provided.



- ❖ 81% of respondents were involved in decisions.
- ❖ 6% said 'No' to being involved.
- ❖ 3% said they 'Don't Know'.

79 comments were made regarding being actively involved in decisions about how my care and support was provided. These have been grouped into categories. The main two themes being that **family members** were involved in any decisions along with the respondent on how the care and support was provided.

Examples of comments received include:



Examples of comments received include:

“I have dementia, some decision making is difficult for me. My family support me with this”

“Because of my communication problems following my severe stroke, my wife has been more actively involved in decisions about my care and support”

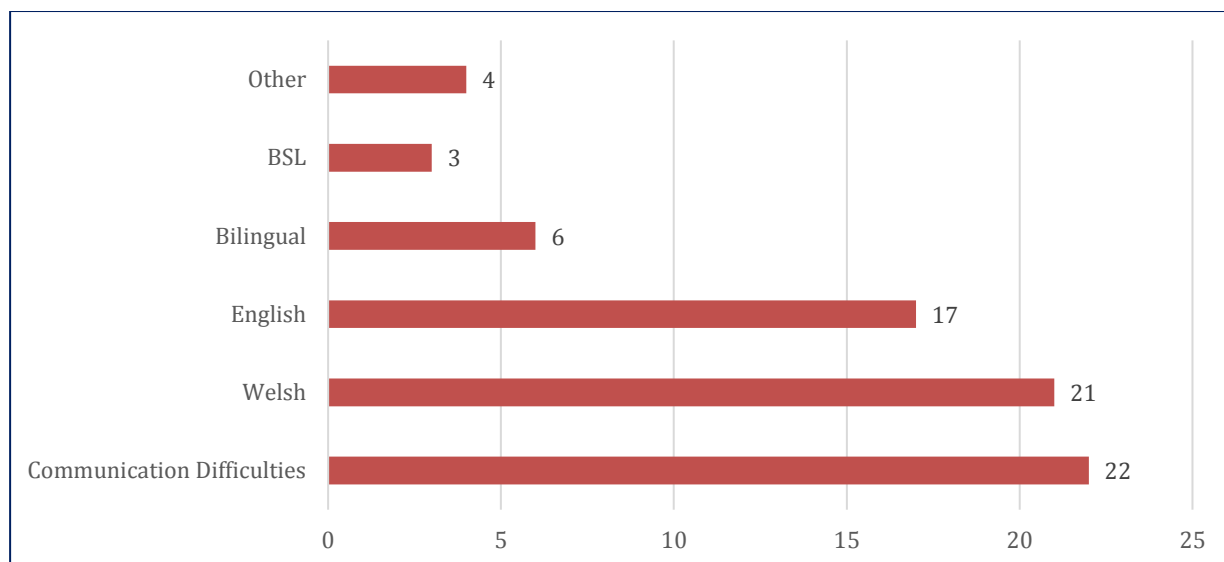
“I’m always consulted on my care”

## Q9 I was able to communicate in my preferred language

Yes	Sometimes	No	Don't Know	No Reply
475	31	14	3	14

- ❖ 91% were able to communicate in their preferred language.
- ❖ Only 3% replied ‘No’.
- ❖ 6% answered ‘Sometimes’.

73 comments were received with regards to the question 4. Comments stated their preferred language and some respondents stated that they had communication difficulties.

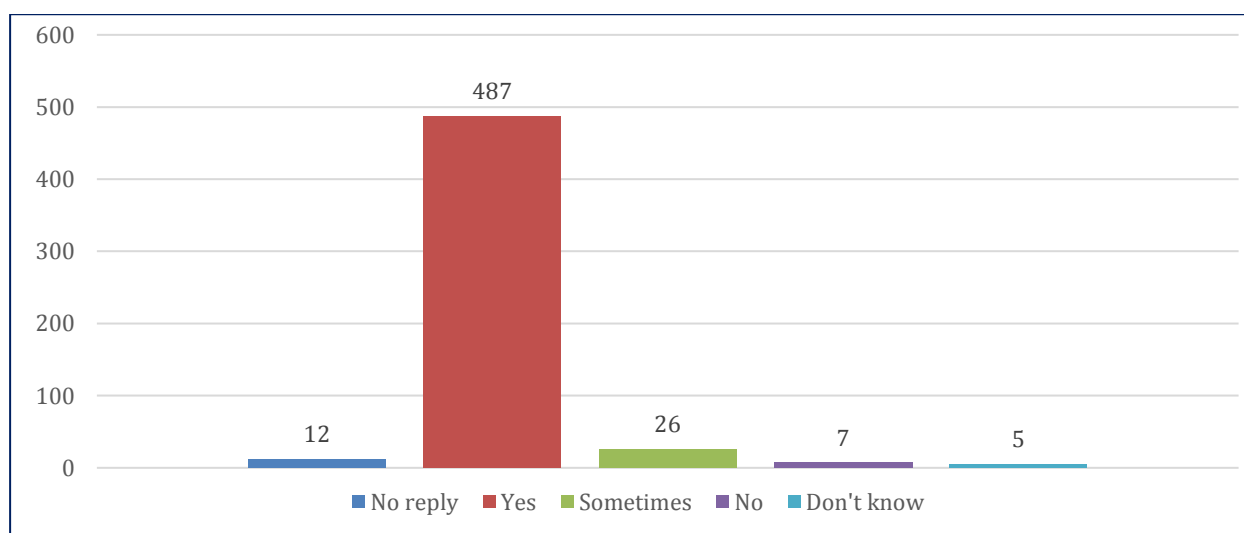


Examples of comments included:

“Due to my stroke I have not got much speech but staff know my ways and what I am trying to ask for”

“ \*\*\*cannot speak and uses limited signs to communicate”

## Q10 I was treated with dignity and respect



- ❖ 93% felt they were treated with dignity and respect.
- ❖ 1% felt that they were not treated with dignity and respect.

48 respondents made comments regarding dignity and respect. These included:

“Staff always treat me with dignity and respect at all times”.

“As a family we have nothing but praise for how carers treat my mother”

“This is definitely an area that requires improvement through training. I can stand up for myself but can all your clients?”

### Q11 I am happy with the care and support I have received.

Yes	Sometimes	No	Don't Know	No Reply
455	59	8	2	13

- ❖ 87% were happy with the care and support they had received.
- ❖ 2% answered 'No'.

92 comments were received in relation to question 11 I am happy with the care and support I have received. 45 comments were made in relation to being happy with the support examples include:

“I am very satisfied with the care and support I am currently receiving”

“Their always kind and treat me very well”

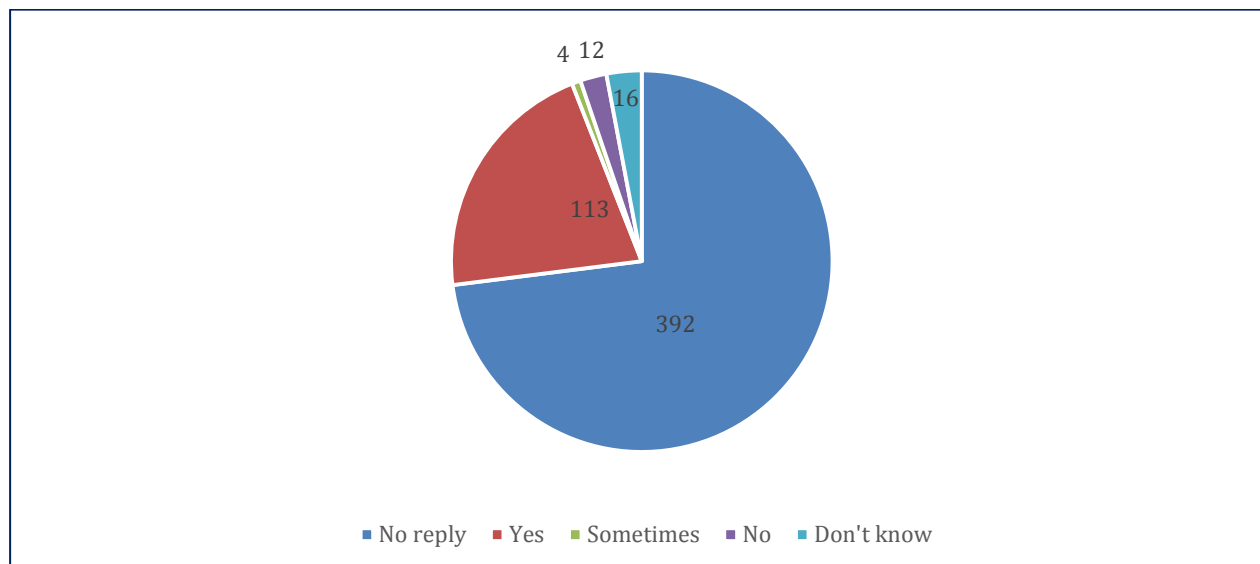
“My carers are wonderful and are very supportive. They deserve to be mentioned and praised for what they do. Giving me confidence to get well and be as normal as I can.”

39 comments were made stating issues that respondents were currently receiving. Comments included:

“Not happy with morning call times, would like a later call”

“Variation in staff members can be sometimes frustrating (staff leaving)”

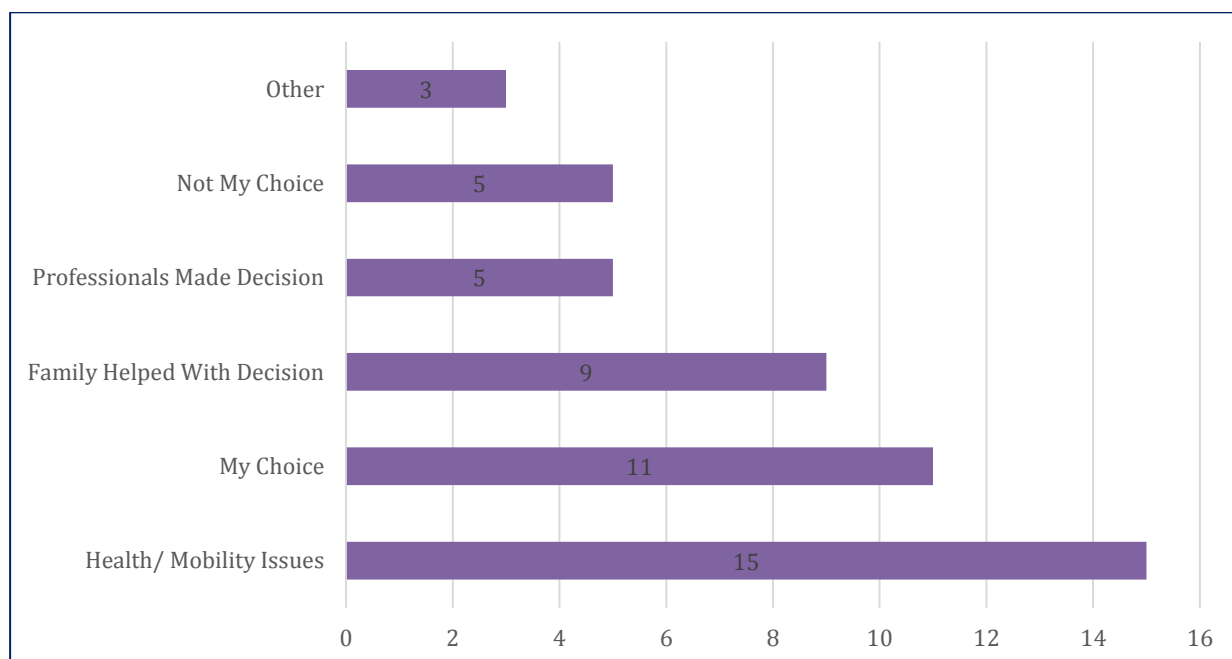
## Q12 It was my choice to live in a residential care home



145 responses received were from people in a Care Home.

❖ 78% made their own decision to live in the Care Home.

48 Comments were received regarding the choice of living in a care home. These have been placed into broad categories illustrated in the graph below:



The majority of people moved to a care home as they had health and mobility issues which no longer enabled them to live at home. Comments received included:

“This was not my first choice to live in a residential home, but I was failing to look after my needs and I come to appreciate and accept I had to live in a residential care home where I now feel safe and looked after.”

“Following hospital treatment I was not well enough to go home”

### **Q13 If you are aged 18-24 years old: I have had advice, help and support that will prepare me for adulthood**

Age Category	Female	Male
18-24 years old	5	13

- ❖ 6 out of 7 respondents answered ‘Yes’ in this category.
- ❖ 99% felt they had advice, help and support to prepare them for adulthood.



# Appendix B. Carers Survey

## Carers Views on their Local Care and Support Services

The survey was conducted during December 2017. Recipients received the questionnaire via post after being highlighted as Carers receiving a care and support from our Care First system. In total 30 questionnaires were dispatched.

The number of responses to the survey is 29. This is a 97% response rate.

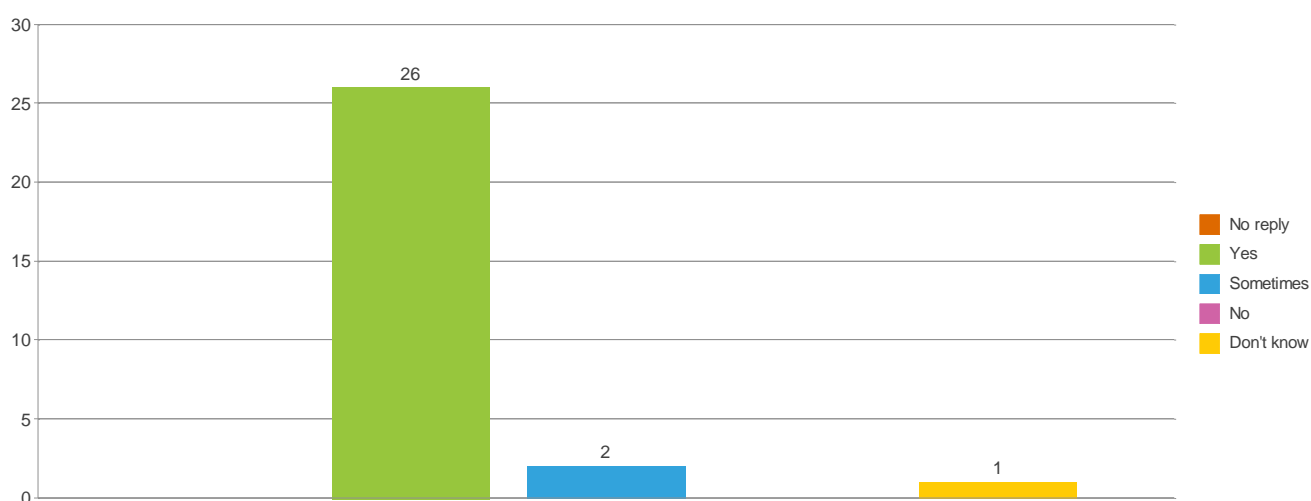
24 surveys were returned via post and 5 opted to complete over the telephone.

The majority of the respondents to the survey were Female. And the highest amount of responses were received from Females aged between 25-64.

The graph below shows the number of Male to Female recipients and their Age Group.

	18-24	25-64	65-84	85+
Male	0	2	6	2
Female	0	10	8	1

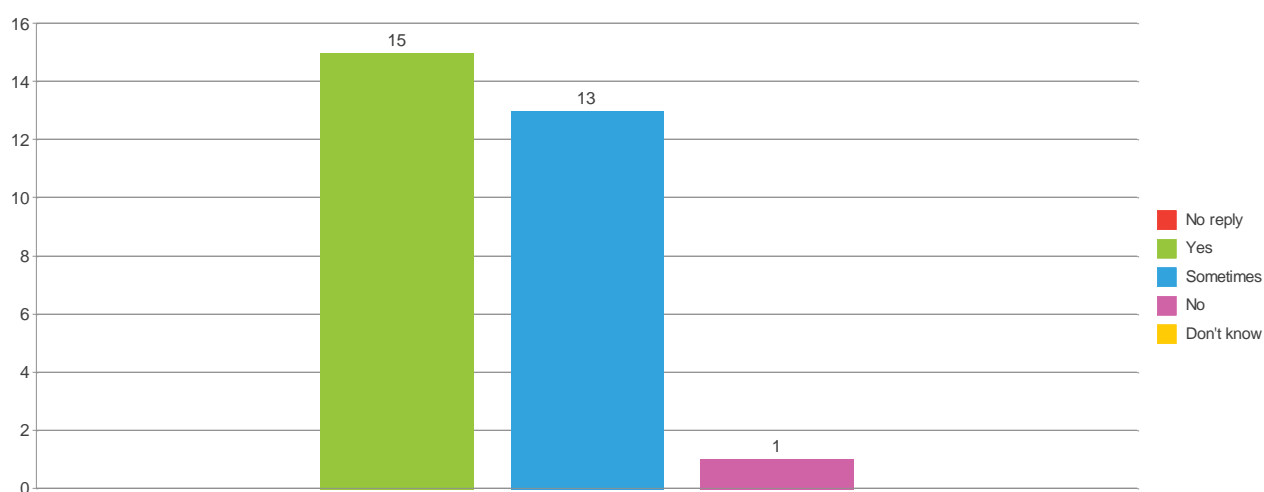
### Q1 I live in a home that best supports my well being



2 comments were received in relation to Q1. These were:

- The stairs are becoming a problem for my wife. An extra rail has been installed and helps but I have to assist in both going up and down the stairs.
- My wife and I moved because one bedroom flats in England are very rare.

## Q2 I can do the things that are important to me

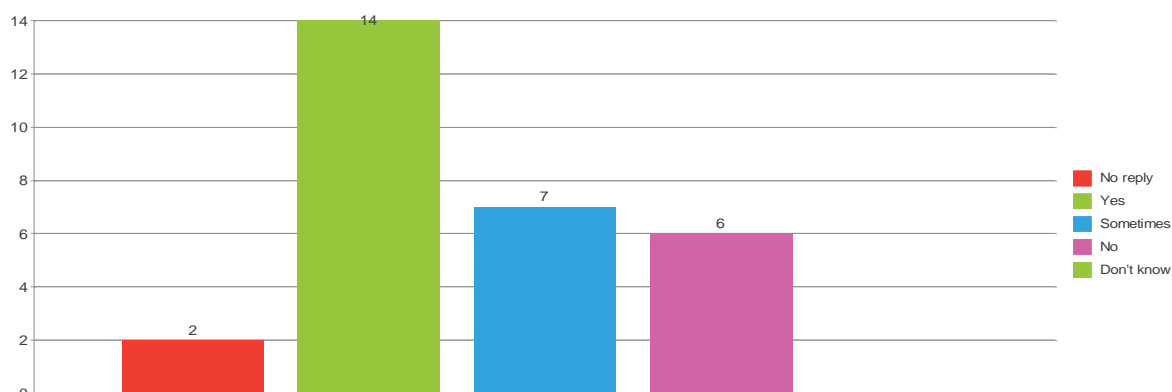


15 respondents were able to do the things that were important to them. 13 respondents were only sometimes able to do the things that were important to them and 1 respondent was not able to do the things that are important to them.

Comments received included:

- As a full time carer my wife's needs take precedence at all times.
- I have two respite days 10 - 4. Sometimes not enough.
- As I am Dad's main carer I don't have any me time hardly, it's more rarely than sometimes
- I feel this is irrelevant because the overriding factor is the well-being of my mother.
- Due to minimal support getting time for myself is hard.
- I have managed to attend choir practice throughout my husband's illness. This more than anything has kept me going along with the support of friends and family
- Trying to get respite care for my daughter.

### Q3 I feel I am part of my community

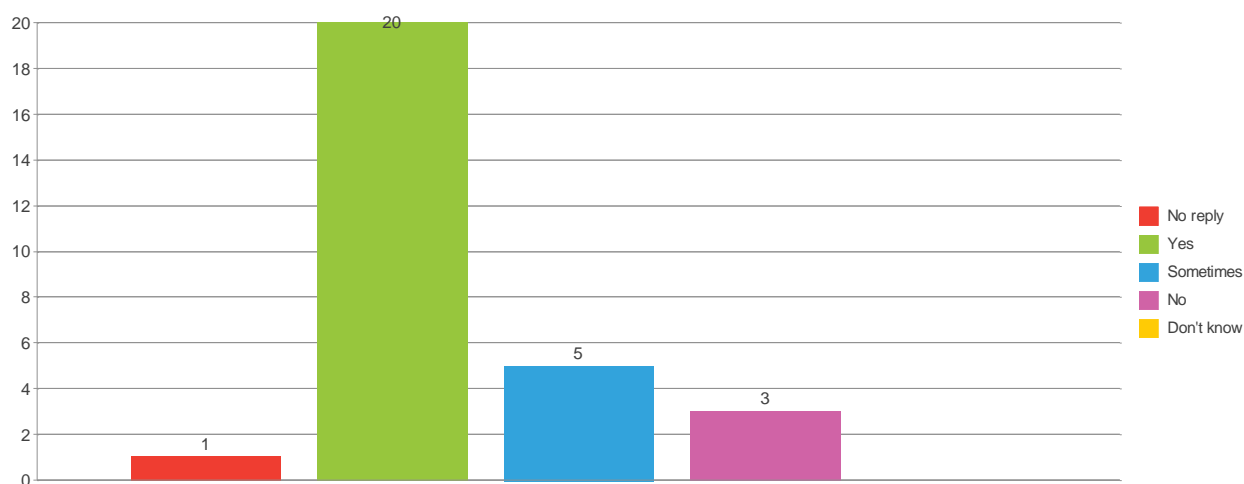


52% of respondents felt that they were part of a community.

1 comment was received:

- “What Community”

### Q4 I am happy with the support from my family, friends and neighbours

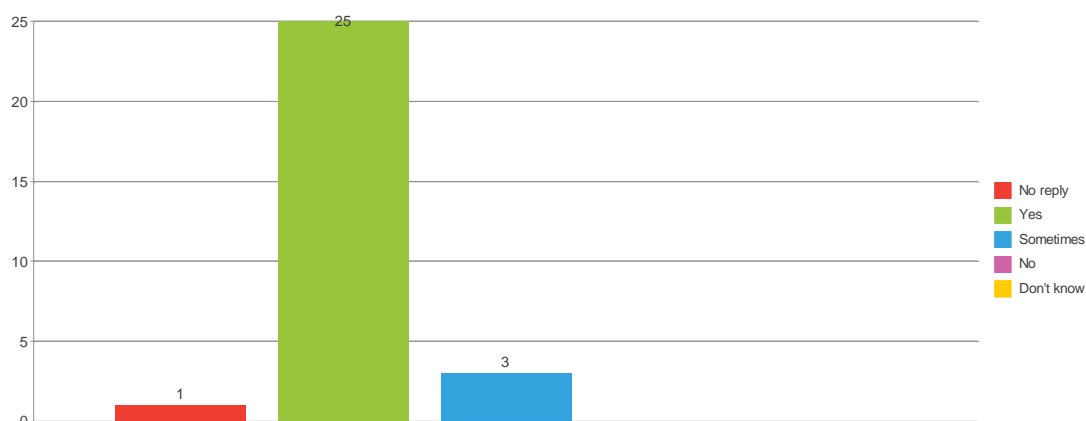


71% of people felt happy with the support from friends and family.

5 comments were received regarding support from family, friends and neighbours:

- My sons come and help me if I'm ever in need
- 21st century living negates support from the above.
- My daughter lives 25 miles away and has a young family my son lives with us and works full time but does support when he can.
- Moral - yes, physical – no
- Very good neighbours

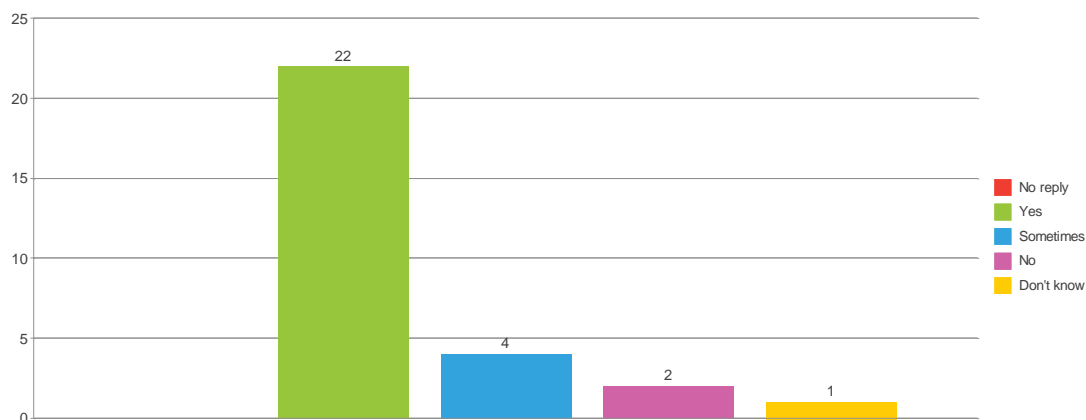
## Q5 I feel safe



86% of respondents stated they felt safe from any kind of abuse, physical harm or from falling both inside and outside their home.

## Care and Support Received from Local Authority

### Q6 I know who to contact about my Care and Support



The majority of the respondents replied with 'Yes' to this question.

Comments received were:

- My sister in law provides all answers to my questions having lived in South Wales for forty years.
- I just ring Social Services and ask for the telephone number of the department that could help me.

- I have never spoken to anyone or received any help from outside the family.
- My husband has a CPN (Through the Mental Health Team) who is good with fighting for support for me. The Social Services Social Worker doesn't return calls or call when she is supposed to. My husband does not fit in to the young or elderly category and support for Huntingdon's sufferer in Carmarthenshire is non-existent. Support through the mental health team has been invaluable to me they are an amazing group of professionals.

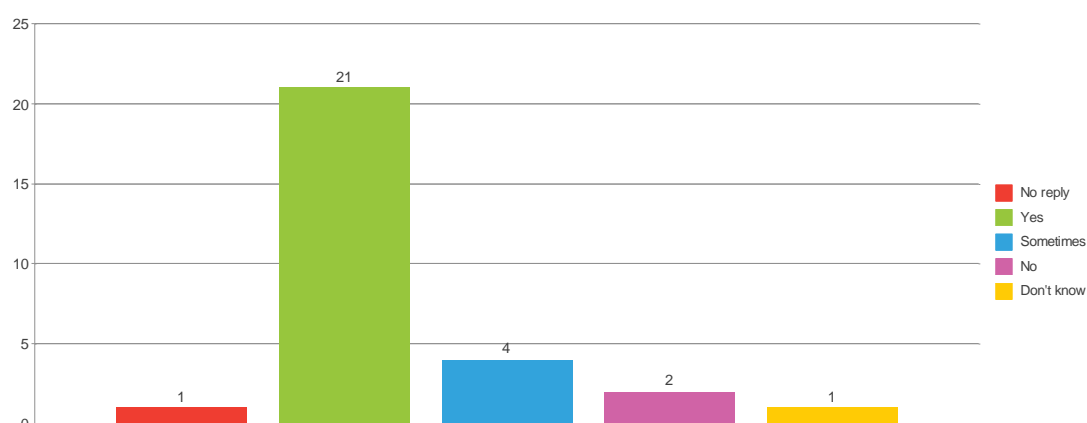
#### Q7 I have had the right information or advice when I needed it

Yes	Sometimes	No	Don't Know
19	6	1	0

Comments people made regarding having the right information or advice when they needed it are listed below:

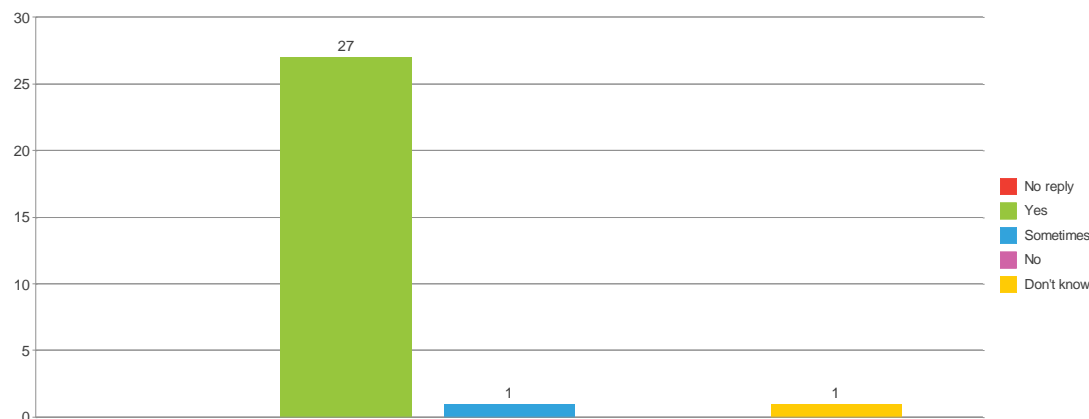
- Was promised a visit from a nurse to discuss incontinence the wife suffers from.
- But only because I kept chasing until I got it.
- Departments do not communicate with each other.
- No one provides me with a definitive answer. They initially promise help but never deliver.

#### Q8 I have been actively involved in decisions about how my support was provided.



72% of people felt that they have been actively involved in decisions about how my care and support was provided.

**Q9 I have been involved in all decisions about the care and support that was provided for the person I care for.**

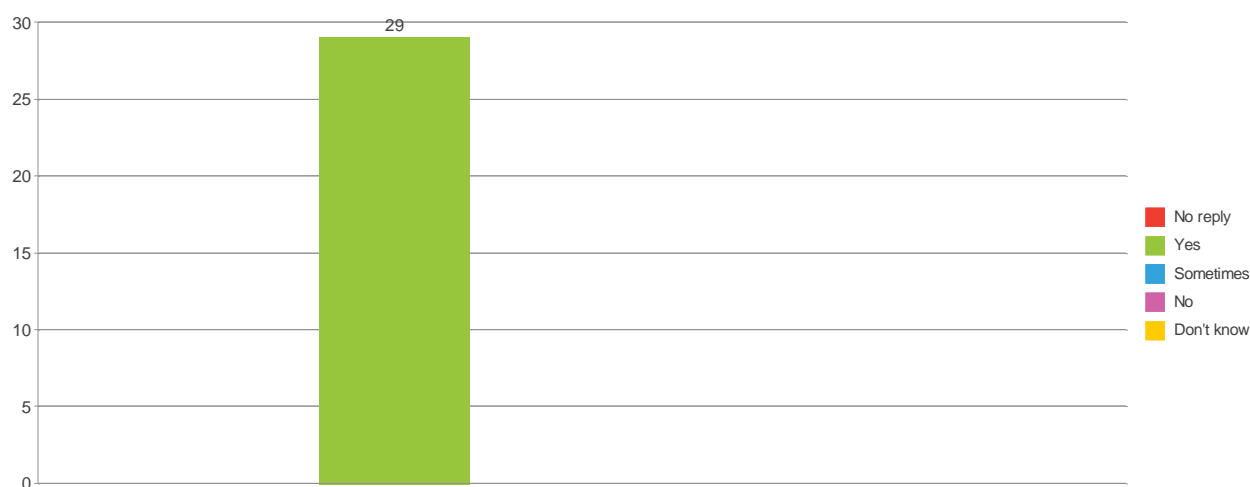


93% of respondents felt they had been involved in all decisions about the care and support that was provided for the person they care for.

Only one comment was received in relation to this question:

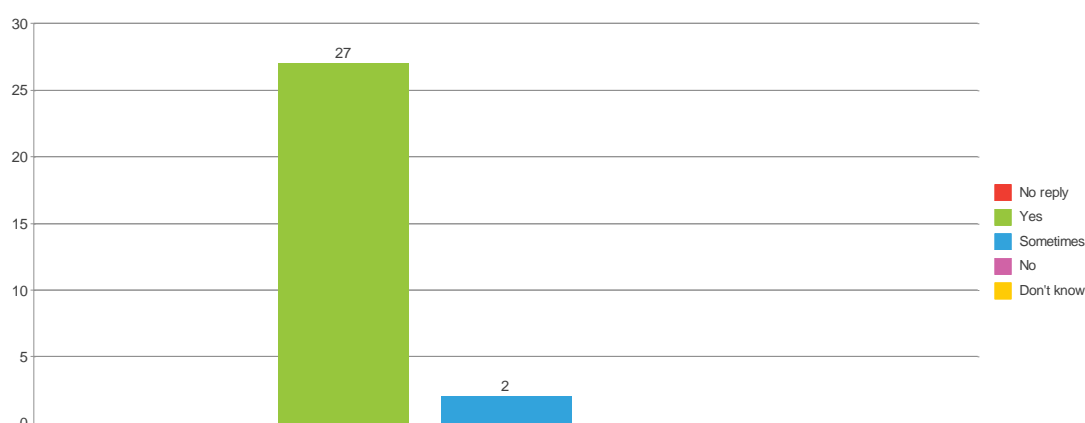
- In the Community this was great, in the nursing home, less so.

**Q10 I was able to communicate in my preferred language – For example, using English, Welsh, Polish, Bengali or any other language.**



100% of respondents were able to communicate in their preferred language.

## Q11 I was treated with dignity and respect



93% of people felt they were treated with dignity and respect. 7% stated that they were treated with dignity and respect sometimes. Comments received stated:

- Sometimes professional people think they know best without asking the individual or carer - they soon learn otherwise! But most are excellent.
- Yes with Social Services Department but not always with the Mental Health Team, Ammanford or the GP.

## Q12 I feel supported to continue in my caring role.

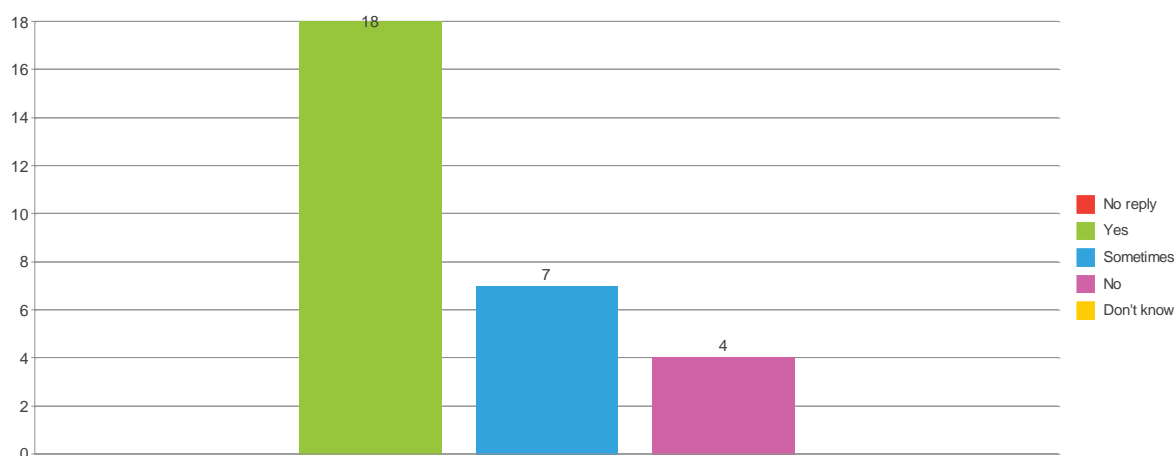
Yes	Sometimes	No	Don't Know	No Reply
20	7	2	0	0

20 Carers felt they were supported to continue in their caring role.

Comments received regarding feeling supported to continue in their caring role are outlined below:

- I am capable of asking for assistance when required and am persistent about getting it.
- Ultimately there is only myself and my mother and you have to get on with it.
- CPN has been fighting for additional support since July.
- By you yes - I know that I can turn to you if I need support which is reassuring. I tend not to ask for help though and do not engage in meetings/forums sorry!

### Q13 I am happy with the support I have had



62% were happy with the support they had received.

Comments received regarding the support they received are outlined below:

- I have cared for my daughter for over 20 years and never once had any outside help to give me some respite/break.
- Your two week hospitalisation rule is very detrimental to both carers and person being cared for.
- Bryn Mair vV Sue Beynon (S.S) vV Physio vV District Nursing xx Occupational Therapy xx
- Very happy
- Carers don't get paid enough - they don't get the recognition, carers may have to give up jobs etc to care.