

# Department for Communities

## Adult Social Care Complaints & Compliments Report

1<sup>st</sup> April 2018 – 30<sup>th</sup> September 2018

October 2018

## Introduction

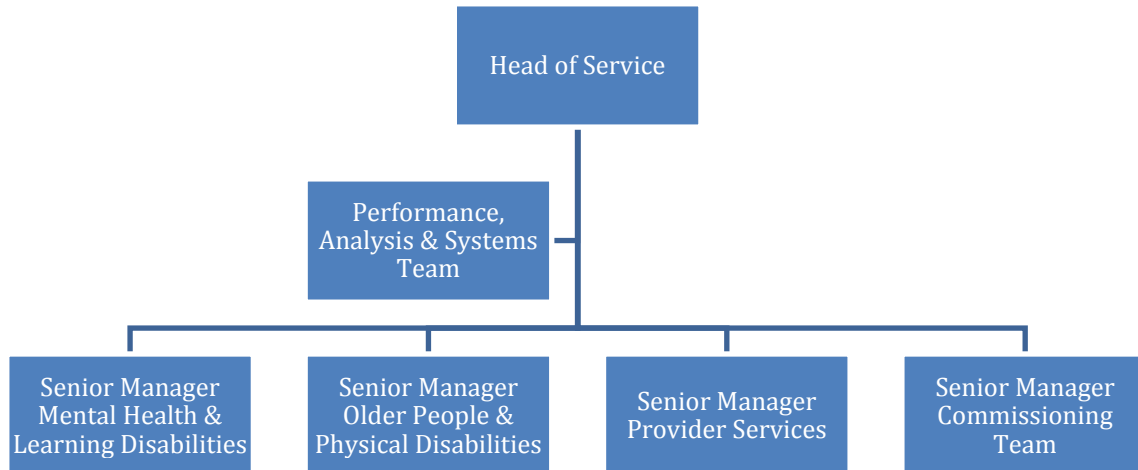
Carmarthenshire County Council welcomes complaints, compliments and comments as a way of improving service delivery. Complaints from customers are important to us and provide a valuable insight into the quality of the services we provide and commission.

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 April 2018 to the 30th September 2018.

## Service Improvement

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

## Governance Arrangements



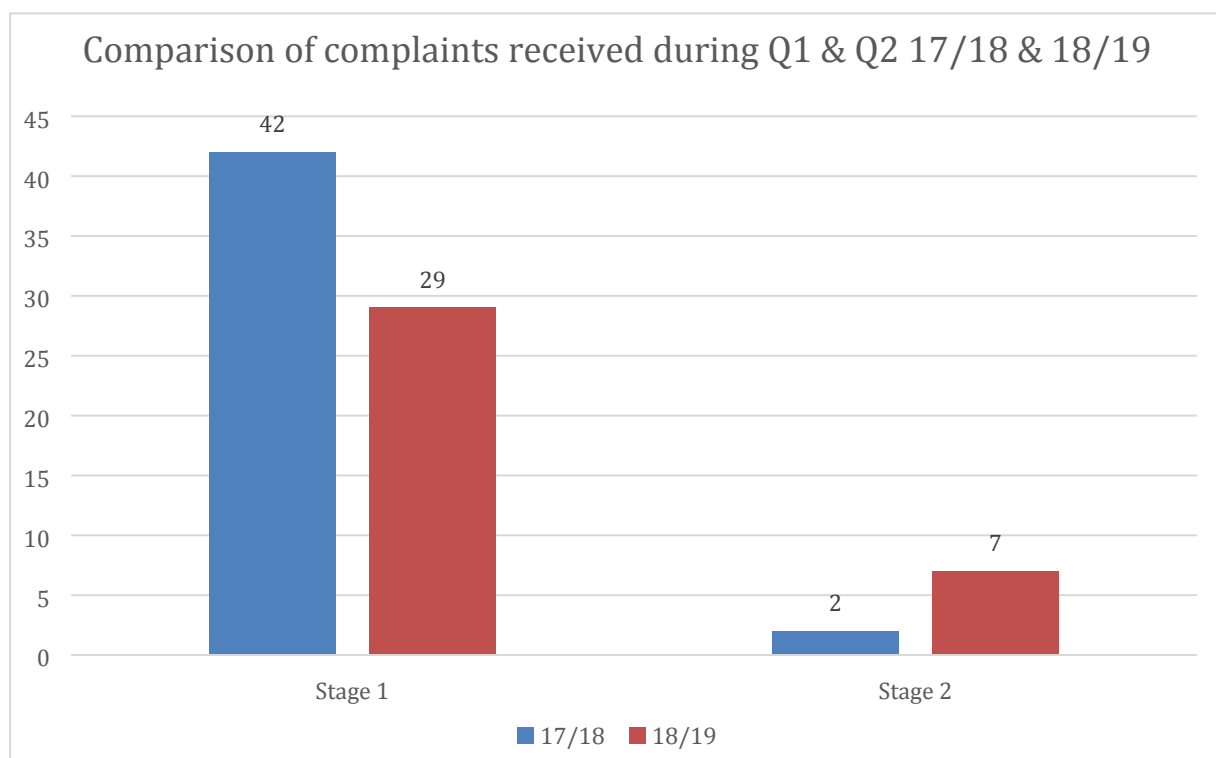
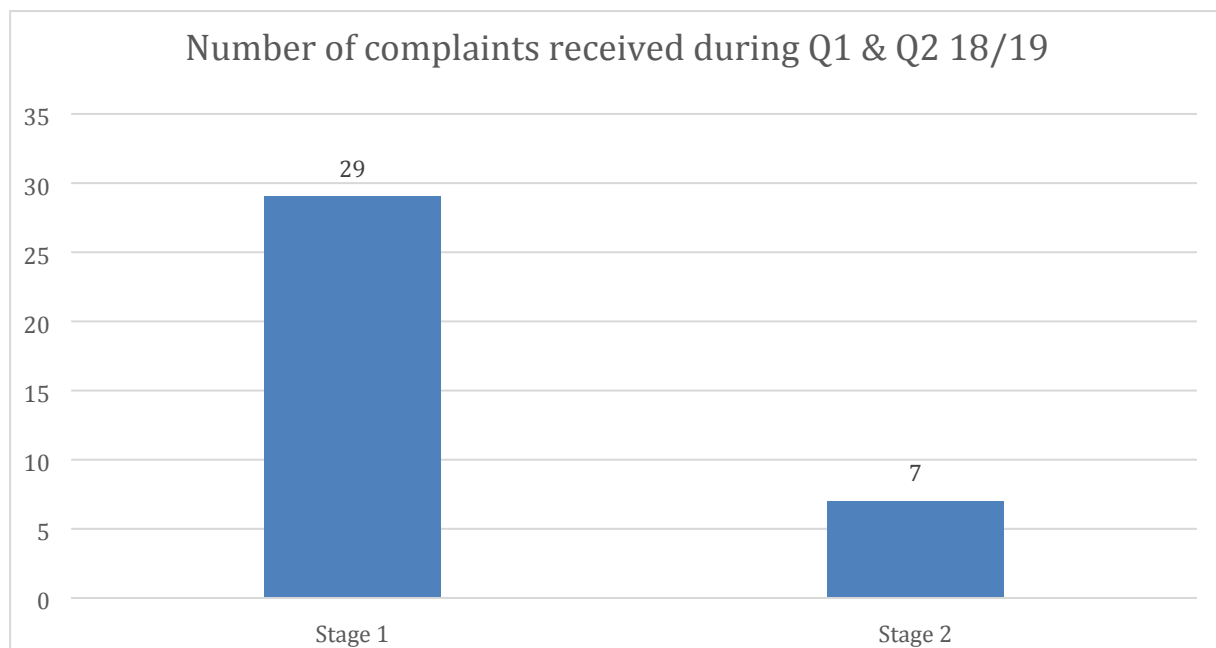
## Summary

During Q1 and Q2 there were a total of 63 complaints received in relation to Adult Social Care. This is a reduction in the number of complaints recorded when compared to the same period last year (8 less). The 63 complaints have been dealt with either under Stage 1, Stage 2, Redirect or on hold pending a safeguarding investigation.

- 29 of the complaints received were at the local resolution Stage 1
- 7 of the complaints received were at the formal investigation of Stage 2
- 26 were recorded as 'Redirect' (Oral complaints that were resolved by the end of the working day or the complainant did not wish to go through the formal complaint procedure and the complaint was dealt with informally)
- 34 Stage 1 complaints were resolved during this period
- 5 Stage 2 complaints were resolved during this period

This report has provided Scrutiny with information on adult social care complaints and compliments for the first half of 2017/18. It provides a generally positive picture of the department's performance in the context of 4,773 clients receiving services during this period (1.3% related to complaints).

It is worth highlighting that the department has provided several training sessions to a range of professionals (68 attendees in total) to raise awareness of the complaints procedure and effective complaints handling as the department recognises the value of listening and learning to those of whom it provides services. This helps to maintain the department's focus on quality assurance and meeting people's needs as effective and safe as possible.



There has been a decrease in the number of Stage 1 complaints being dealt with by the Department when compared to the same period last year. However the Department has seen an increase in the number of Stage 2 complaints being investigated.

## Examples of Stage 2 complaints

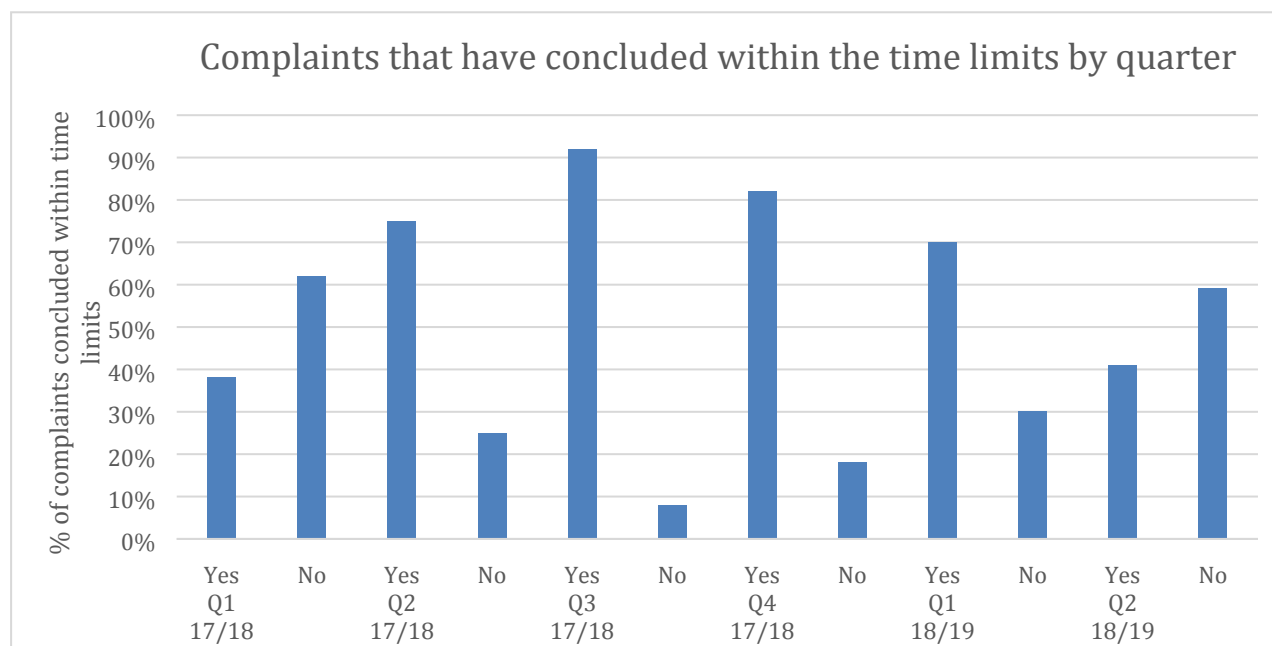
- Complainant was unhappy with the care package offered/ felt they were treated unsatisfactory.
- Complainants were unhappy with information provided by social work staff
- Complainant was unhappy with the provision of respite care .

## 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.

Below is a breakdown of complaints concluded within the time limits by quarter for 2017/18 and 2018/19.



Within Quarter 2, a total number of 17 complaints were closed.

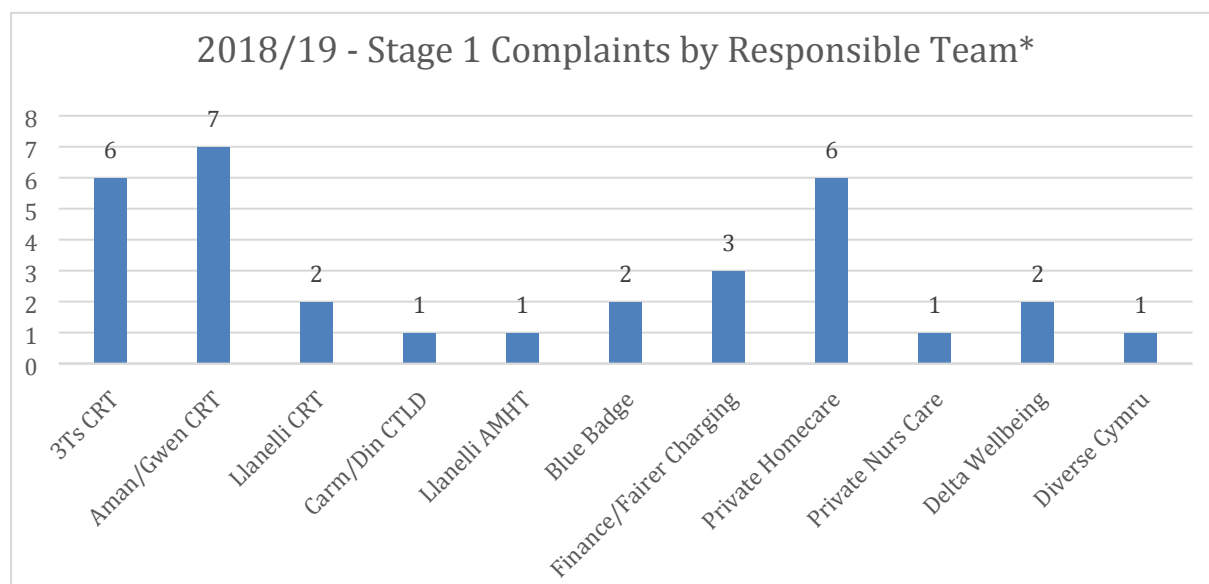
41% of complaints were concluded within the time limit. The slight decline in meeting the time scales in this quarter reflects the complexity of complaints that require multi-agency co-operation in order for the complaint to be concluded. These complaints can often require lengthy investigations including information gathering, setting up of meetings and action plan agreements which can delay the complaint.

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.

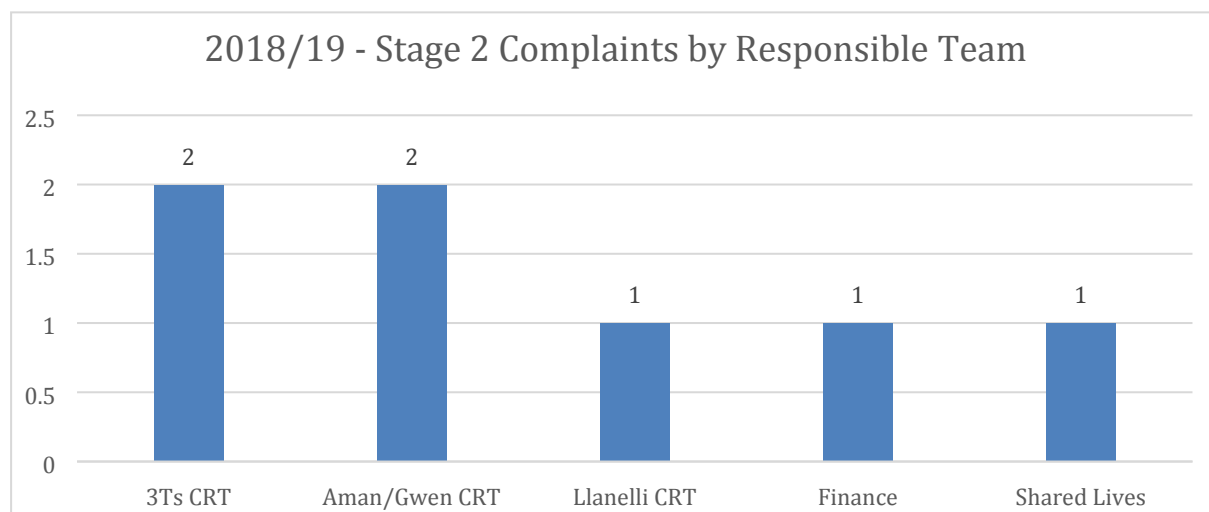
We had an instance where the investigating officer requested an extension to the complaint as they needed more time to investigate the complaint. These extensions were approved by the complainant.

There has also been an issue in achieving the 10 day target date when a complaint is forwarded to private care providers to investigate.

### Complaint by service



\* Please note that a complaint could cover more than one area



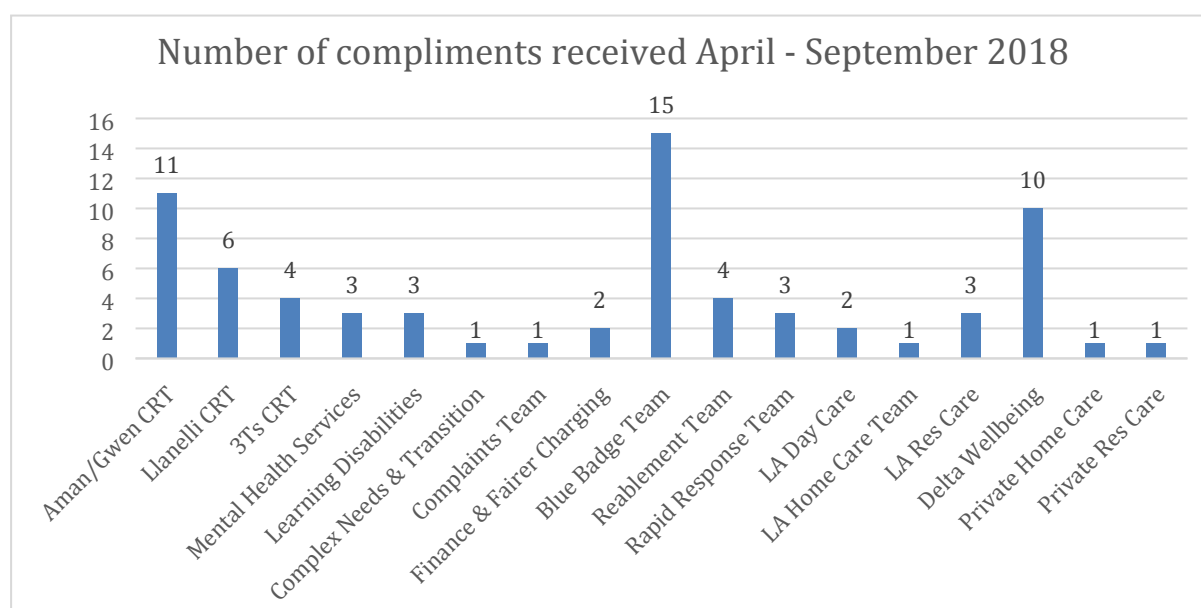
### Examples of complaints received

- Lack of communication by the Department and the lack of action taken.
- Lack of information provided to a client on her transfer from Hospital to a Care Home

- Complaint relating to how Social Services treated a service user before her passing.
- Lack of information provided by a social worker in relation to financial charges.
- Complaint related to non-provision of services following her discharge from hospital
- Complainants alleged that social worker had been extremely rude to her when she made contact with the Department
- Complaints relating to the Blue Badge process (including the renewing of Blue Badges).
- Complaint relating to the unprofessionalism of social work staff including and the non-reply of correspondence from a department.
- Complaint relating to an operative at Delta Wellbeing and the advice and information provided.

## Compliments

A total of 71 compliments were received April to September 2018. This is an increase of 41% when compared to the 42 compliments received for the same period last year.



### Examples of compliments

- I would like to thank you for your assistance and support with my financial assessment. It has been very worrying for me waiting for your response but every time I have telephoned your department for an update, every member of staff has always done their best to answer my queries. The phone call I received this morning was much appreciated and puts my mind at rest. Your department seems to be very efficient.

- I have spoken to \*\*\*\* and given her the advice we discussed. She was hugely impressed with your response and wanted to say thank you.
- Just a short note to express my gratitude for all your support and guidance over the months leading up to my father's death. During the time he lived alone and then with me, you were an invaluable source of assistance during what was a very difficult time.
- Just to say thanks so much for all the help you were so nice about everything and really easy to talk to - thanks for listening to all my moaning!
- Just a quick note to say that my Blue badge arrived today. Once again many thanks for all your help and advice during my application.

## Training Sessions

Complaints Phase 1 Training	Number Attended
5 <sup>th</sup> June 2018	22
12 <sup>th</sup> June 2018	18
19 <sup>th</sup> June 2018	22
27 <sup>th</sup> July 2018	6
Total	68

### Tasks

Subjects covered in the training.

- ❖ What is a complaint?
- ❖ Social Care complaints process
- ❖ What types of complaint do we have to look into
- ❖ Who can make a complaint under social services complaints process
- ❖ When is a complaint out of time
- ❖ How can a person make a complaint
- ❖ Governance arrangements
- ❖ Complaints process
- ❖ Formal investigation
- ❖ The role of the formal investigator
- ❖ The local authority's response to the investigation report

Feedback from the discussions have been collated below:



## Feedback

### How was it for you?

- Informative
- Useful
- Helpful
- Learnt from good practice
- Knowledgeable
- Enjoyable
- Good understanding
- Objectives met
- Created more awareness

### Suggestions and Comments

- ❖ *Good to have a short, sharp update. Good to have the 'A team' here, in house training much better than external.*
- ❖ *A regular update is very helpful to ensure we are up to date with the process and can learn from good practice examples.*
- ❖ *A very good and concise training session which will assist in managing complaint issues.*
- ❖ *It's nice to know that we have a very supportive team within complaints and compliments.*
- ❖ *Good information session, changes in the process explained well. The importance of improving good practice and high standards is important.*
- ❖ *Excellent. Right duration and I learned a lot from the course. Good basic introduction.*
- ❖ *The content and timescales were useful, a template for the investigation process, and a template for response for the complaint would be useful from a transparency perspective.*
- ❖ *Interesting training to increase knowledge. Good to have update and look at complaints in a different way and how we respond.*
- ❖ *It was very informative and delivered in an easy to understand and helpful manner. I think that more examples of scenarios would be good and look forward to the update next year.*