

# Department for Communities

## Adult Social Care Complaints & Compliments Report

1<sup>st</sup> April 2018 – 31<sup>st</sup> March 2019

April 2019

## Introduction

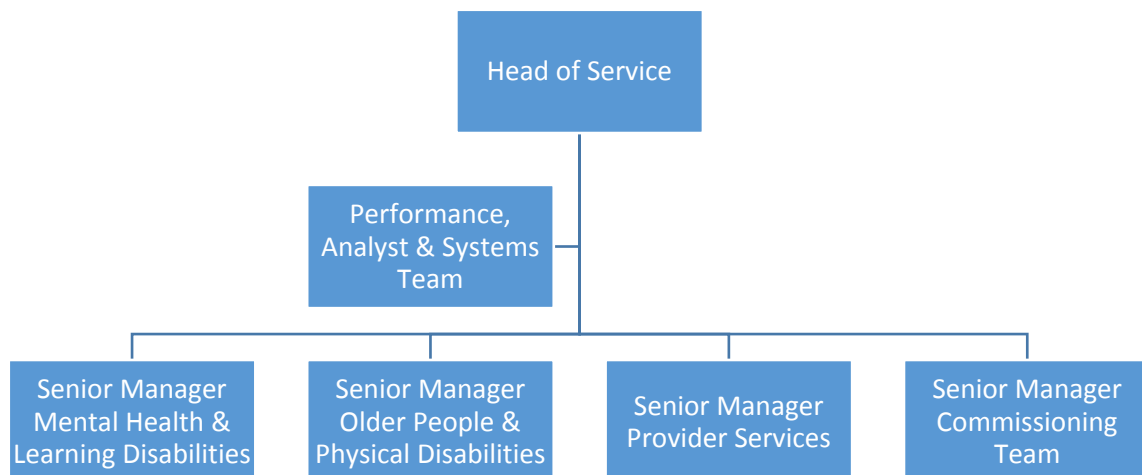
Carmarthenshire County Council welcomes complaints, compliments and comments as a way of improving service delivery. Complaints from customers are important to us and provide a valuable insight into the quality of the services we provide and commission.

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 31<sup>st</sup> March 2019.

## 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.

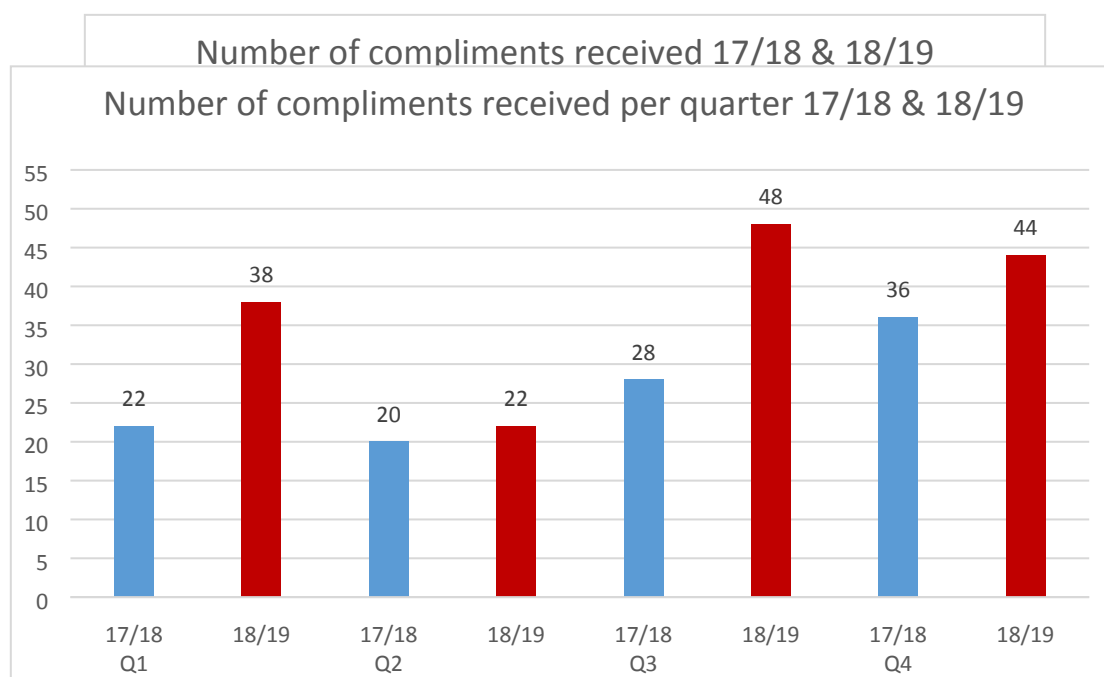
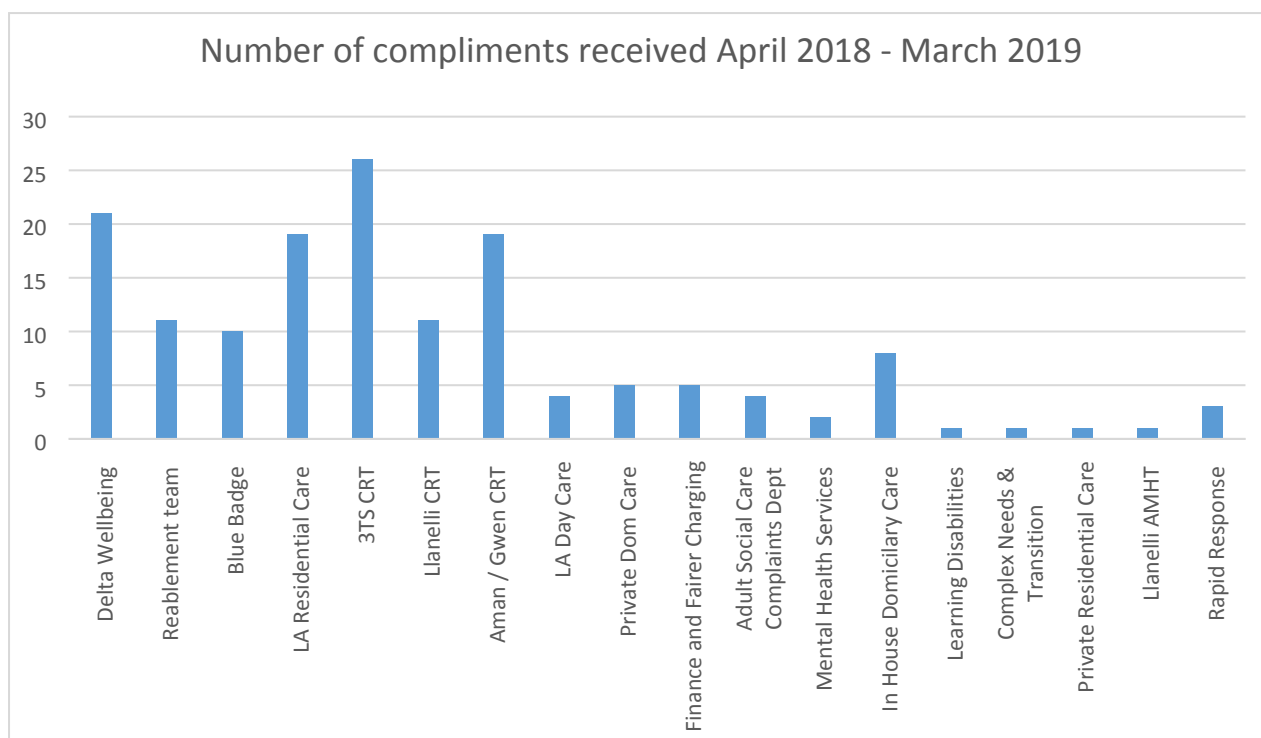
## Governance Arrangements



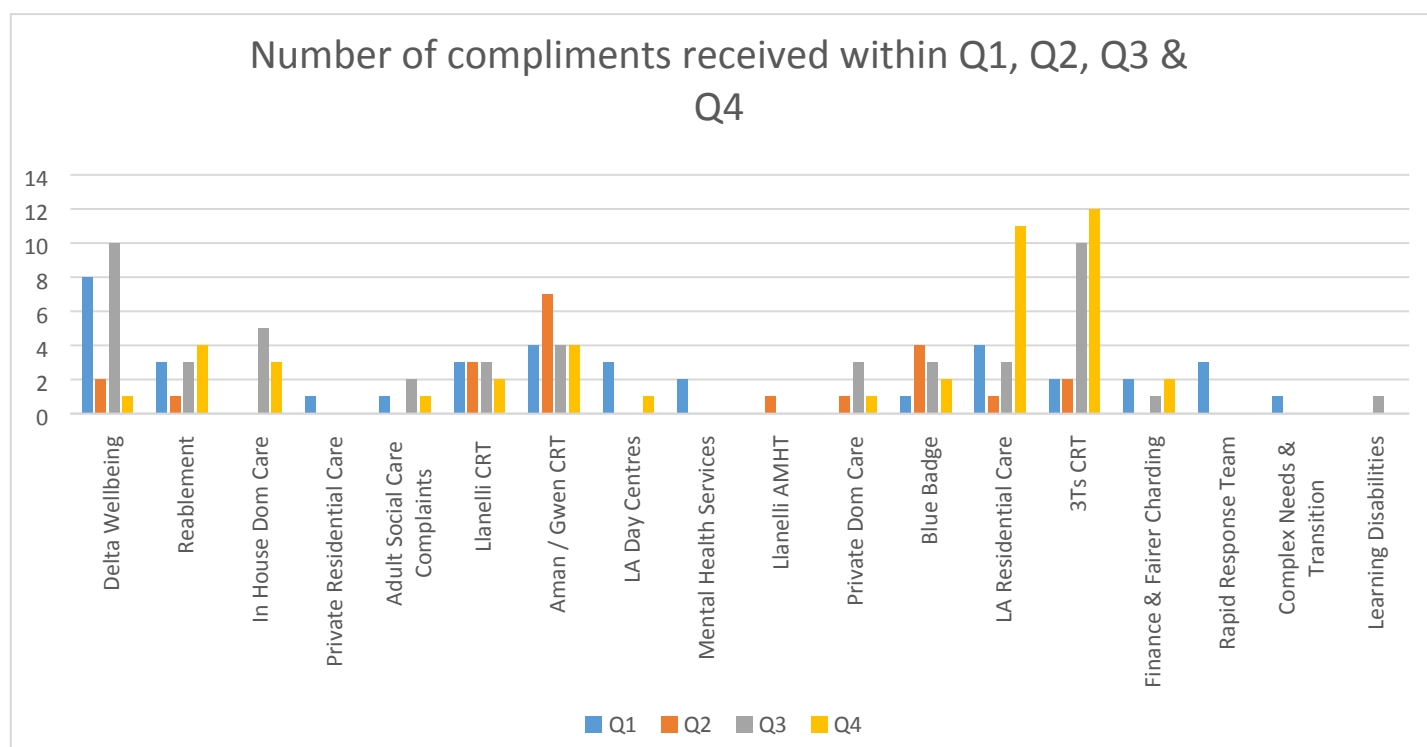
This report provides information on adult social care complaints and compliments for Q1 through to Q4 18/19. It provides a generally positive picture of the department's performance in the context of 5,556 individuals received a social care service from Carmarthenshire County Council during this period.

## Compliments

A total of 152 Adult Social Care compliments were received throughout the year.



There has been an increase of 46 compliments when compared to the compliments received for the same period last year. The highest volume of compliments received are within the Community Resource Teams, Residential Care and Delta Wellbeing.



### Examples of compliments

- Thank you ever so much Mark you have been extremely helpful. It is lovely to have spoken to someone who understands the situation.
- We would like to thank you for all your help and support with my father. We were able to keep him independent for as long as possible with your help. Yourself and your team have sometimes gone above and beyond what you need to do to help us. We really appreciate all the help we have received and can't thank you enough! Social services deserve much more praise considering outside circumstances at the moment. Thank you so much!
- I felt compelled to contact you to compliment you on your professionalism and efficiency in dealing with my complaint from 21st Dec 2018 onwards. As first point of contact for your department, I could not have asked for better. You were timely in your despatch of letters, and always polite and professional on the telephone. Thank you very much for making a difficult situation so much easier

- I just want to let you know that I'm so grateful for everything that your company has done for me. And the girls that have been coming out to me have been so fab and great and I'm going to miss them.
- Diolch o galon am dy help a'th gefnogaeth drwy gyfnod hunllefus i ni
- I feel I must extend my gratitude and appreciation to Sarah who has provided support and guidance to a close family member who recently returned home after a hospital stay. She has been supportive to us as a family at a difficult time, being flexible and providing ongoing information regarding support and help from the Red Cross etc.
- I would like to take this opportunity to thank ALL the ladies who cared for my wife during enablement period following a long period of hospitalisation. My wife, I'm pleased to say is doing well at the moment. Much of her progress was instigated by the devotion shown by the CCC carers and I again thank you for this invaluable service.

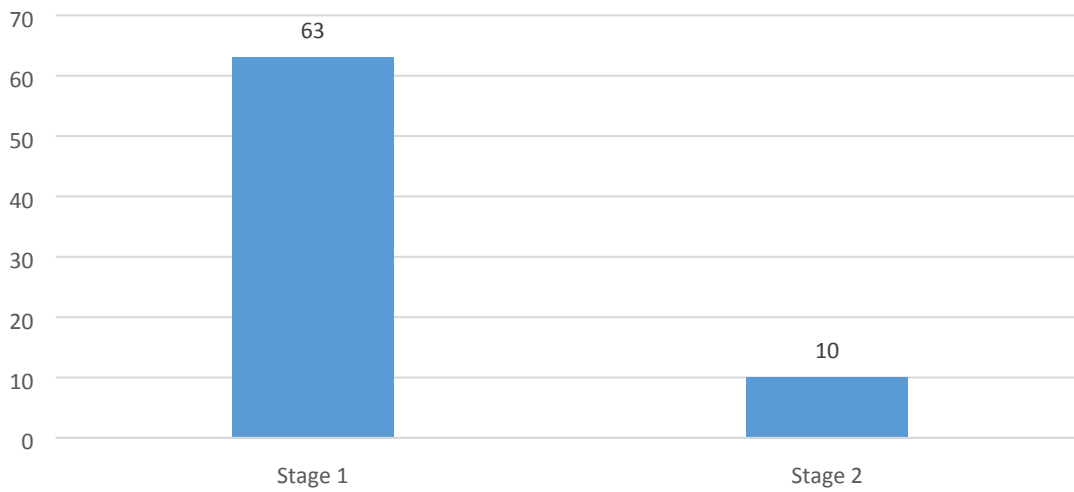
## Complaints

### Summary

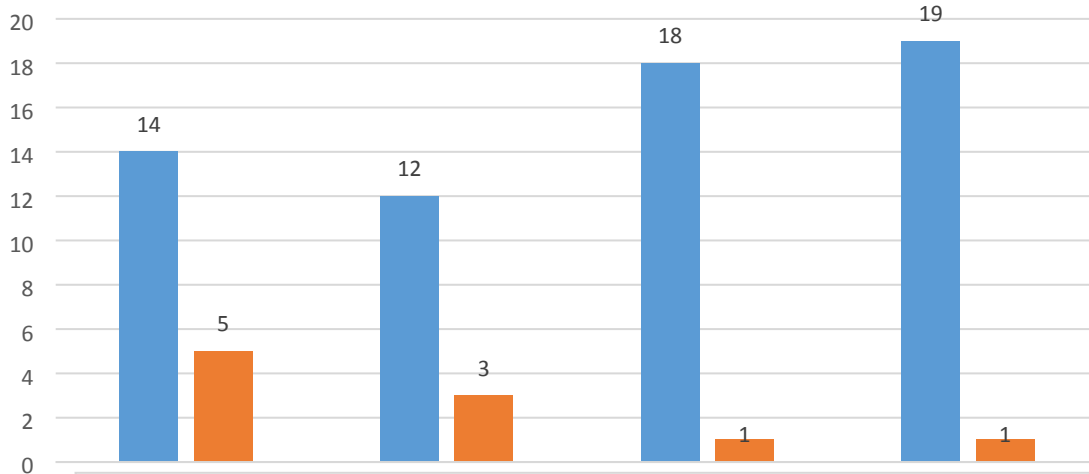
A total of 73 complaints were recorded at either Stage 1 or 2 in relation to Adult Social Care 18/19. This means that 1.3% of individuals complained about the service they received.

- 63 of the Adult Social Care complaints were investigated at the local resolution Stage 1.
- 10 were recorded under the formal investigation of Stage 2
- A further 60 complaints were dealt with by the department and recorded either as Redirects, No Further Action or on hold pending safeguarding.

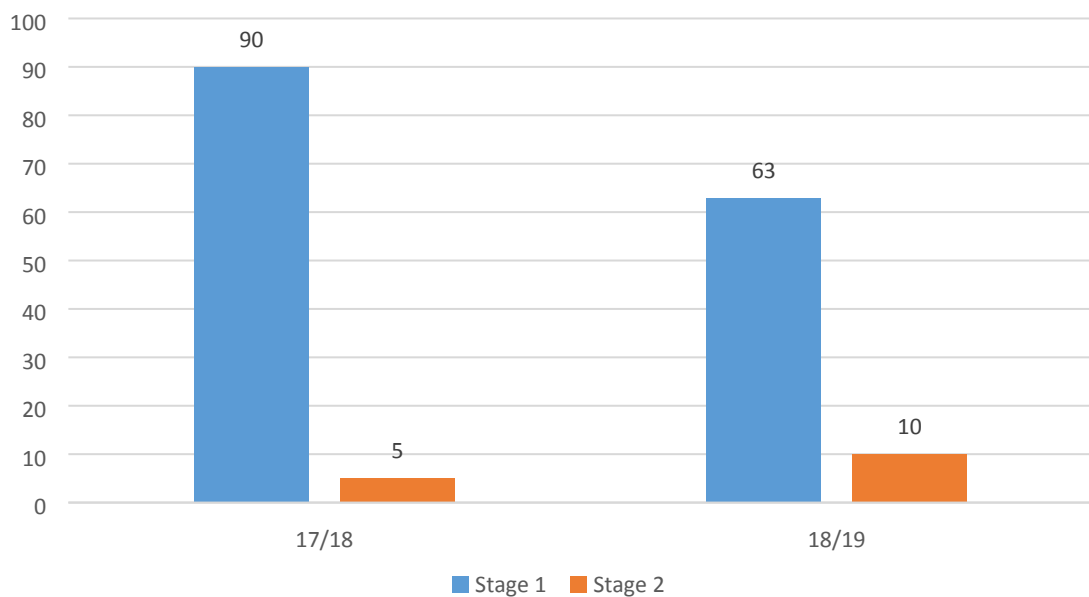
Number of Stage 1 & 2 complaints received April 2018 - March 2019



Number of Stage 1 & 2 complaints received each quarter 18/19

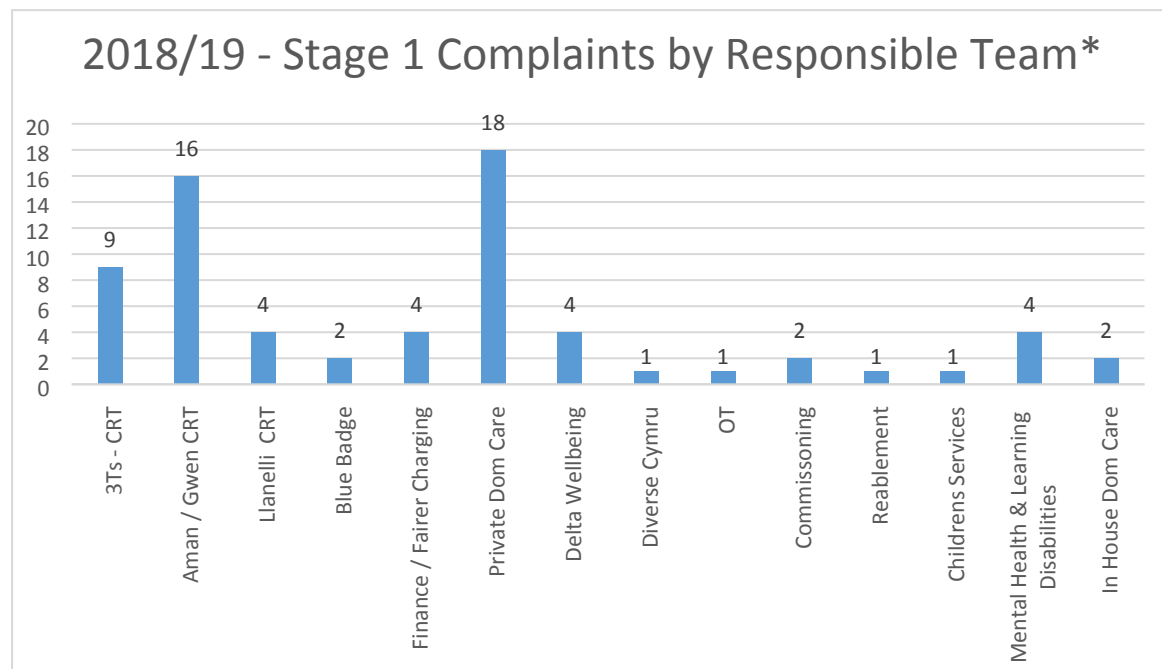


Comparison of complaints received 17/18 & 18/19



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 of double the number of Stage 2 complaints.

## Complaint by Responsible Team

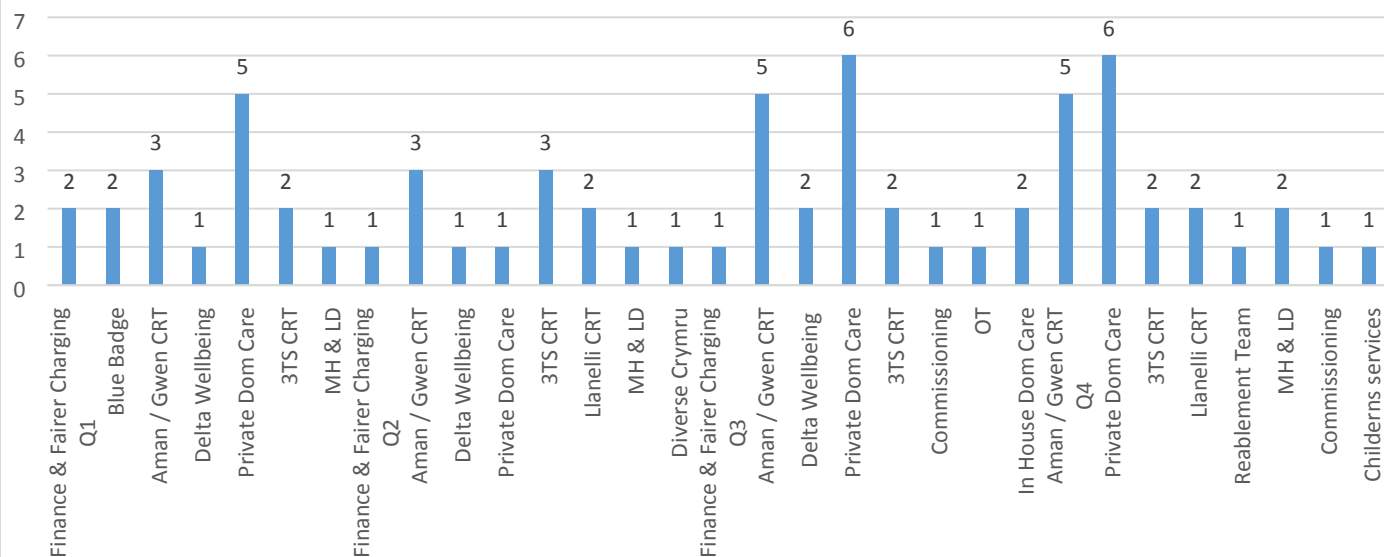


\*Please note that a complaint could cover more than one area

### Examples of Stage 1 Complaints

- Complaint about lack of support in regards to financial assessment and advise for family
- Poor standard of care that has been provided by Private Dom Care provider, including carers turning up late/no apology given for turning up late and the number of different carers that her mother receives.
- Length of time that he has been placed in the care home
- The length of time her transition assessment from Neath Port Talbot to Carmarthenshire has taken.
- Feels that her mother has been neglected by Social Services.

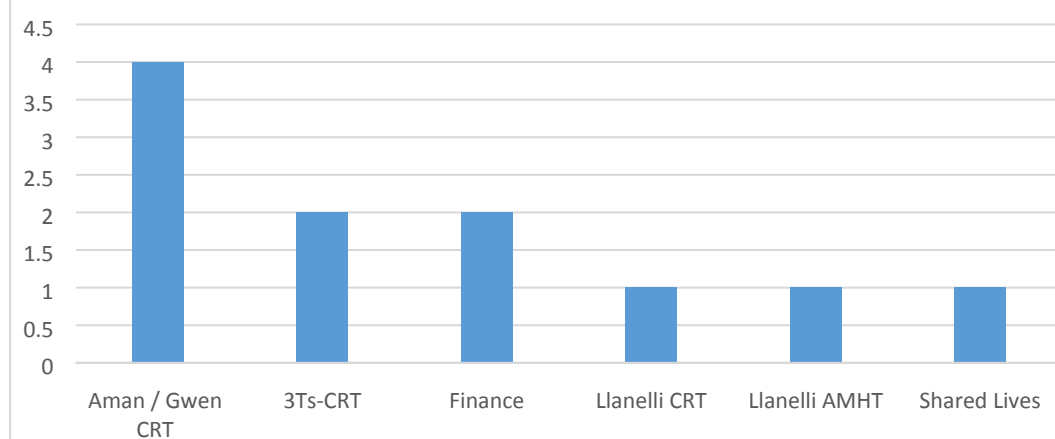
## 2018/19 - Stage 1 Complaints by Responsible Team breakdown per quarter\*



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

In three out of the four quarters, Private Domiciliary Care have received the highest number of complaints.

## 2018/19 - Stage 2 Complaints by Responsible Team\*



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

### Examples of Stage 2 complaints



- Unprofessionalism of social work staff including
  - failure to provide an advocate
  - aligned/prioritised towards siblings
  - failed in the duty of care
  - replies have been abrupt and unprofessional
  - adult services have been very unsympathetic and not very helpful
- The complaint relates to the lack of information (or no information) provided by the Social Worker for temporary placement at Care Home.
- Lack of support by Carms SS Dept since her move to Carmarthenshire.

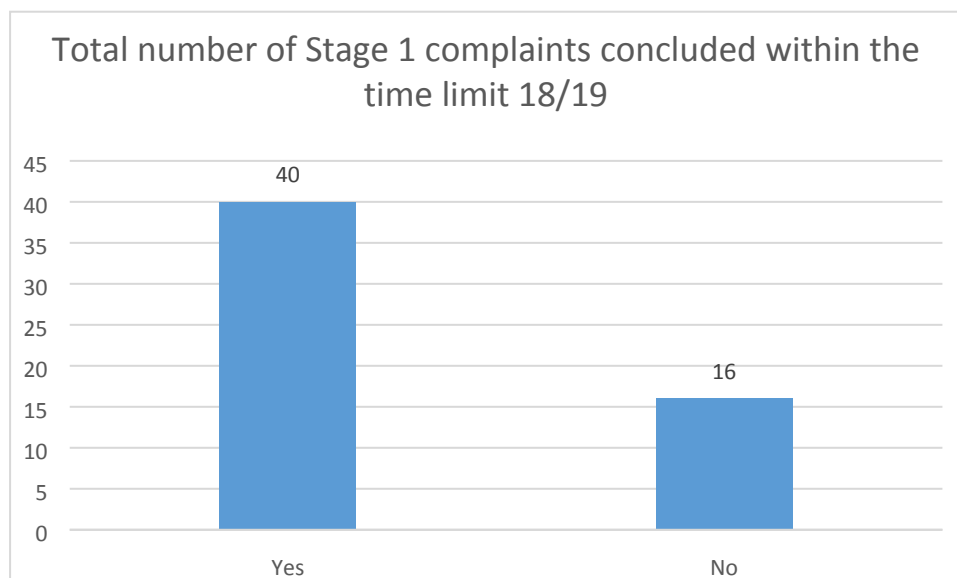
## Complaints budget

The Stage 2 complaints budget for the 18/19 financial year is £13,618. There has been a total of £22,772.80 spent with two complaints currently ongoing. The department is dealing with increasingly complex complaints and as a result there are more Stage 2 investigations which are taking longer to complete.

## Complaints that have been concluded

At the end of Quarter 4 we have closed a total of 56 Stage 1 complaints. There were a total of 10 ongoing cases as of 3<sup>rd</sup> April 2019, these 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

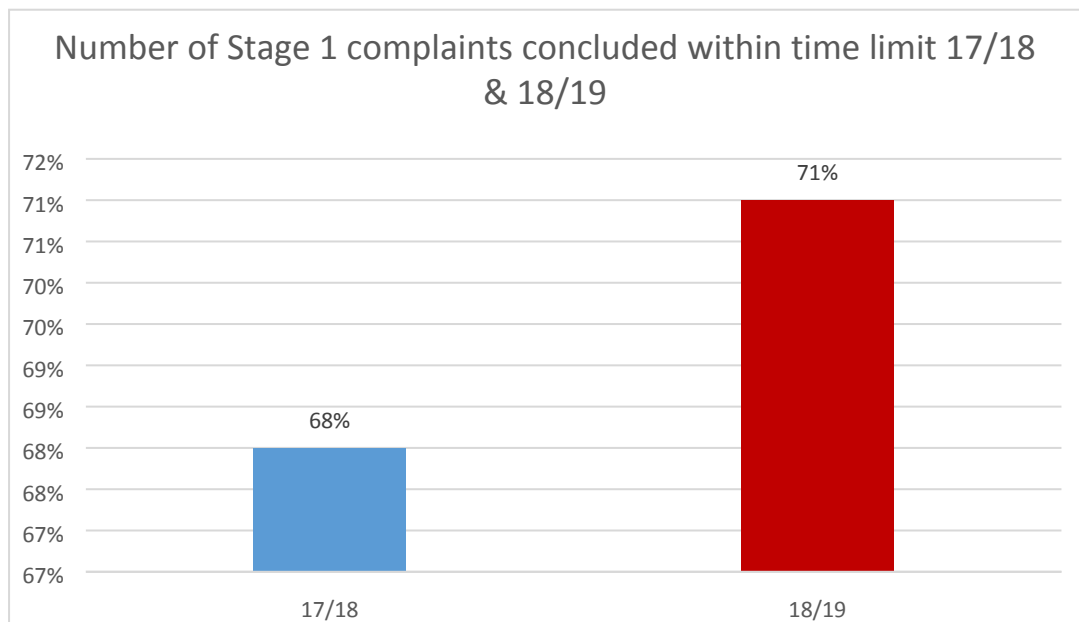


The statutory timescales for all Stage 1 complaints (local resolution stage) is 10 working days from the date that the complaint is acknowledged. This timescale may only be extended in exceptional circumstances with the agreement of the complainant.

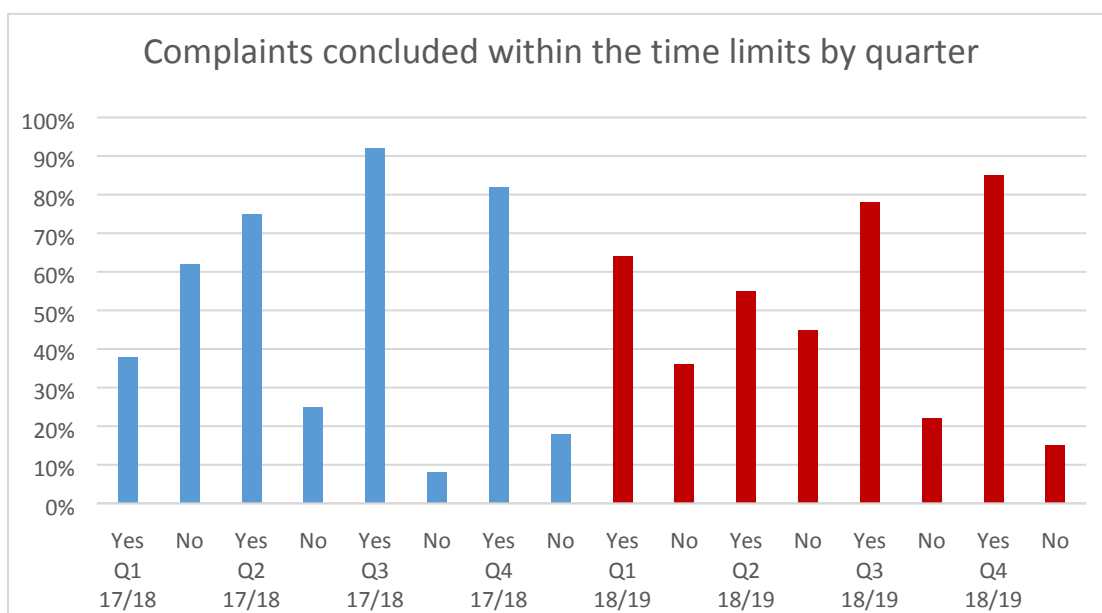
Of the 56 Stage 1 complaints that have been concluded, the number concluded on time was 40 and the number not concluded on time was 16. A small number of complaints were delayed due to un-foreseen circumstances. For example the complainants were unable to meet the investigating officer until after the 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.

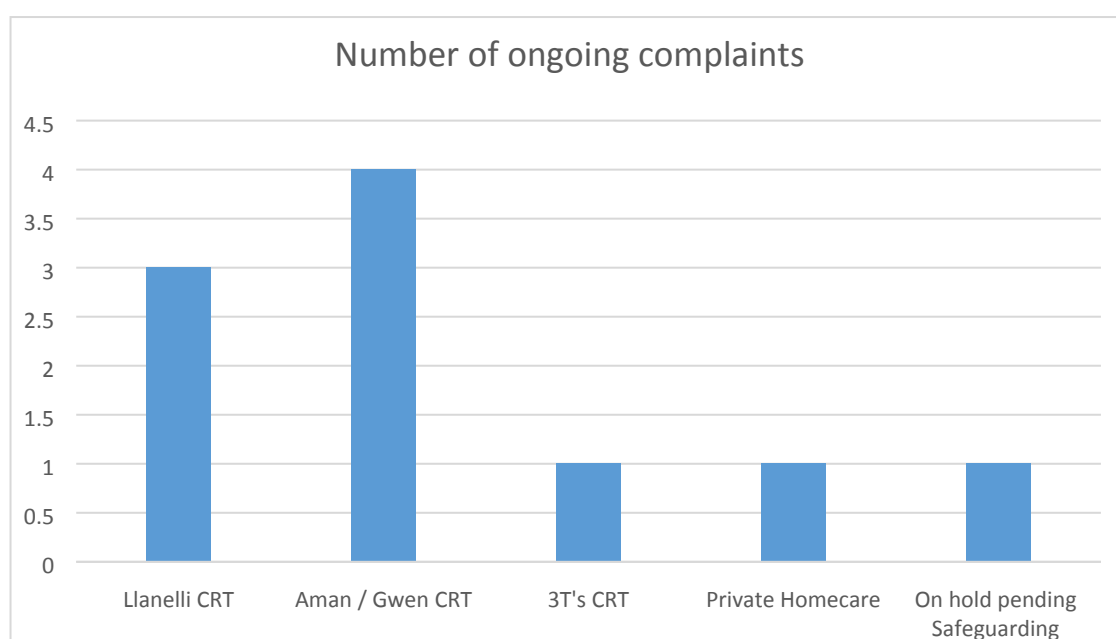


Overall, 71% of Stage 1 complaints were concluded within the timescale, this is a positive increase compared to the same period last year 17/18.



The proportion of complaints that are resolved within the statutory time scale has improved throughout the year.

## Ongoing complaints



There are currently 10 complaints open to the Adult Social Care complaints team. 7 complaints are being investigated at Stage 1, 2 complaints are currently being investigated by an Independent Investigator under Stage 2 and 1 complaint is on hold pending safeguarding.