

# Department for Communities

## Adult Social Care Complaints & Compliments Report

1<sup>st</sup> April 2019 – 30<sup>th</sup> September 2019

October 2019

## Introduction

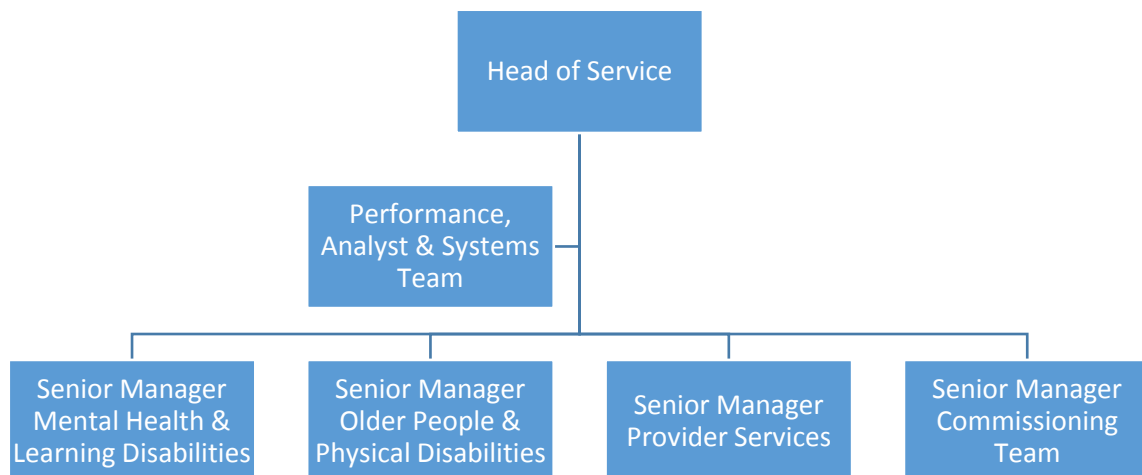
Carmarthenshire County Council welcomes complaints, compliments and comments as a way of improving service delivery. Complaints from customers are important to us and provide a valuable insight into the quality of the services we provide and commission.

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 2019 to the 30 September 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.

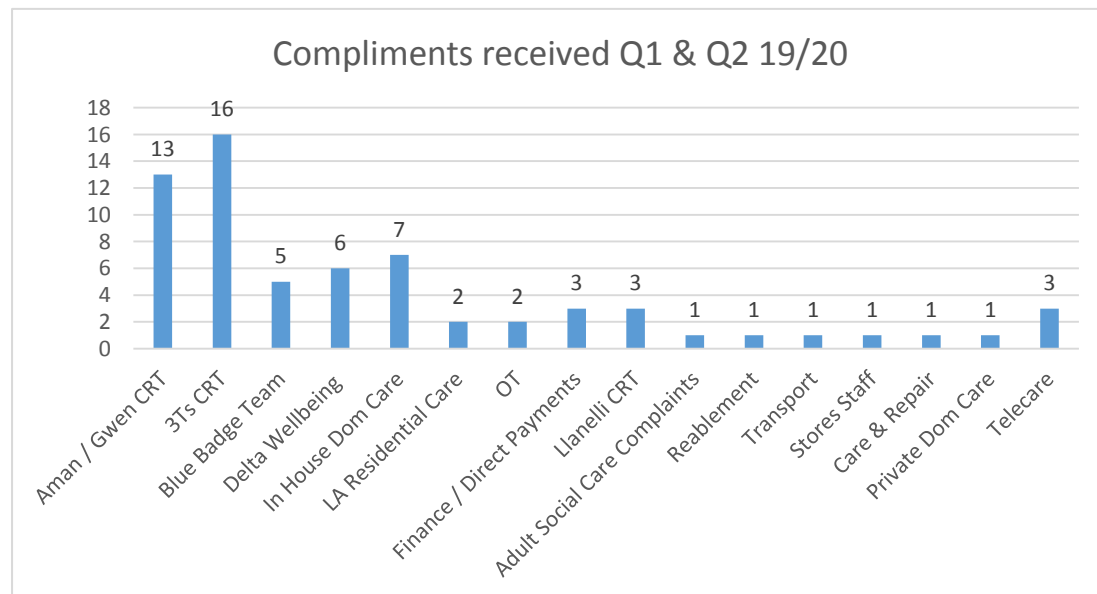
## Governance Arrangements



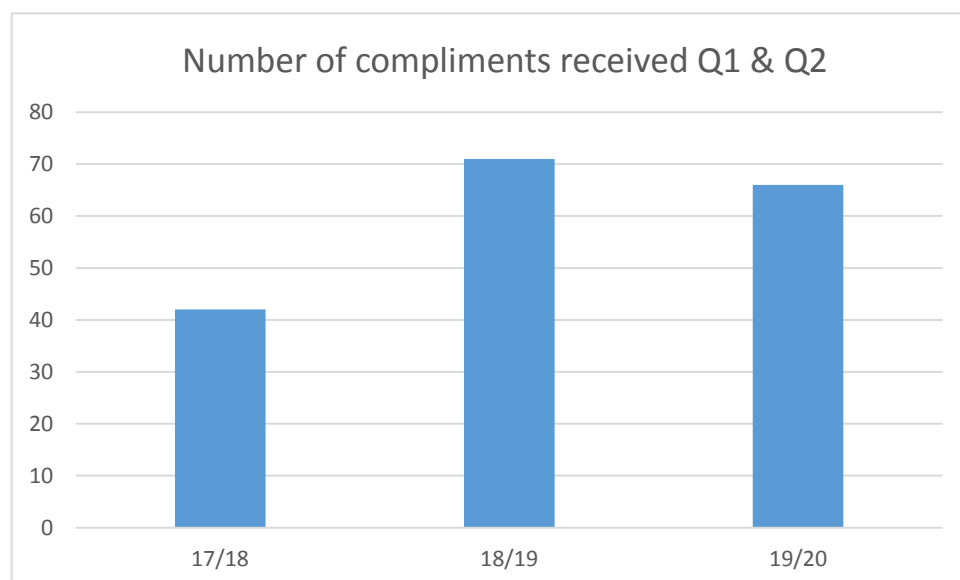
This report provides information on adult social care complaints and compliments for Q1 & Q2 19/20. It provides a generally positive picture of the department's performance in the context of 4,904 individuals received a social care service from Carmarthenshire County Council during this period.

## Compliments

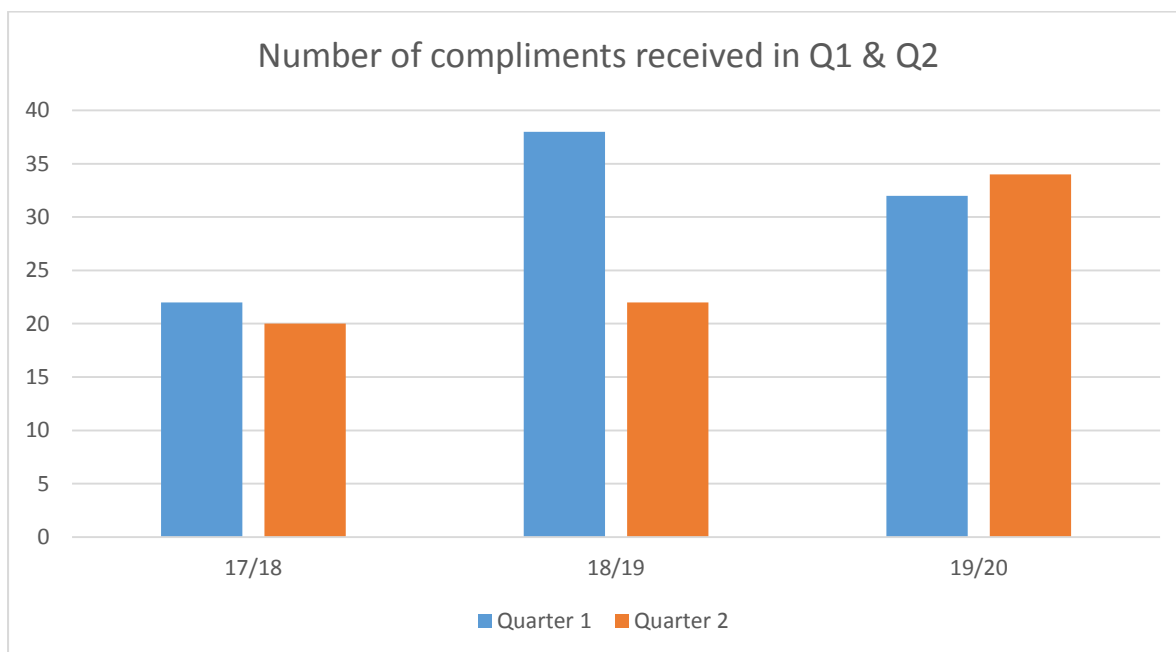
A total of 66 Adult Social Care compliments were received in Q1 and Q2 19/20.



The highest volume of compliments received are within the Community Resource Teams.



There has been a slight decrease of compliments when compared to the compliments received for the same period last year.



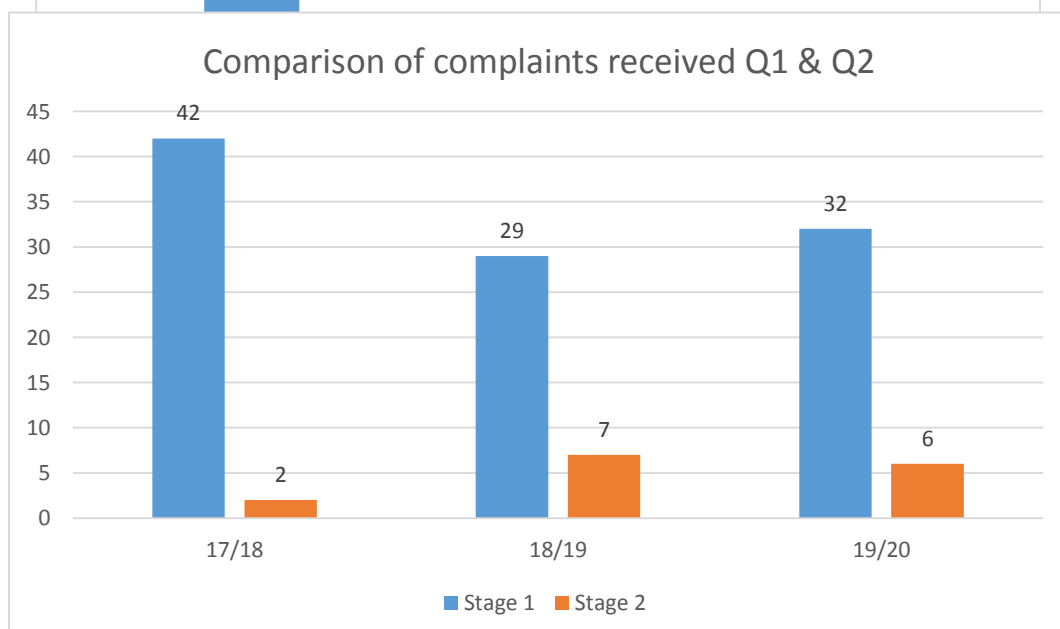
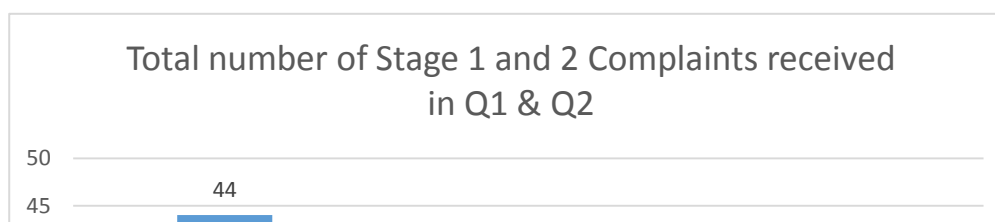
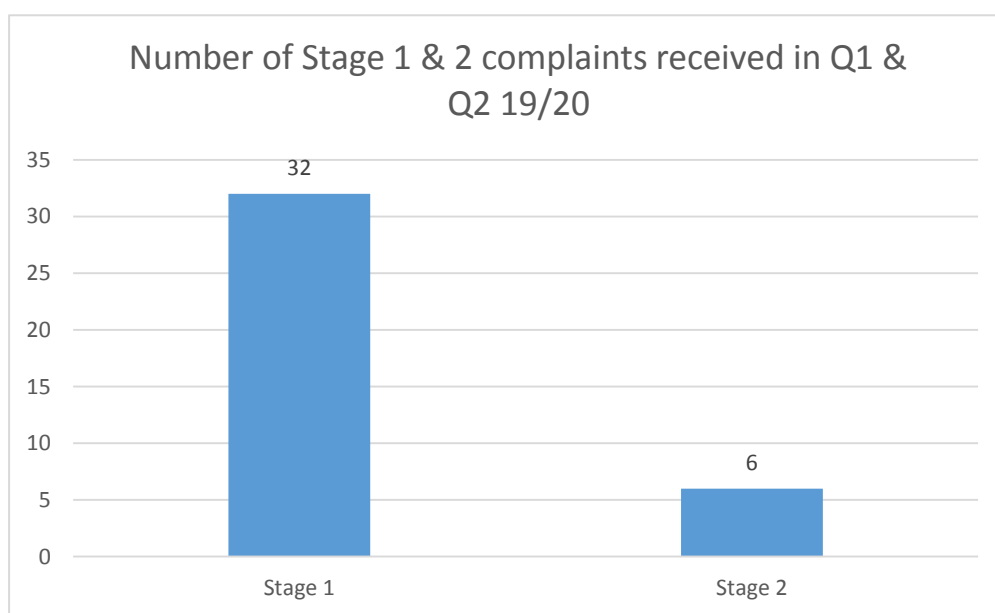
### Examples of compliments

- "Mark has been a pillar of strength throughout my complaint, he has been absolutely wonderful".
- Gair byr I ddiolch I ti Bethan, am dy gefnogaeth arbennig pan yn cefnogi fy Wncwl Den yn ddiweddar – D D . Roedd yn bleser i fod mewn cyfarfodydd efot, a cymeraf gysur o'r ffordd deimladwy garedig a professiynol roeddet efo Wncwl Den. Gyda llawer o ddiolch
- Angela has always been there for me to talk to, always been mindful of ways of supporting me as an employee, and as a human being in an upsetting situation. She has been empathetic, understanding, gentle and endlessly kind, and I am truly thankful for all of this.
- Would like to express my appreciation of the excellent support received over the Easter weekend from the lifeline staff with regard to my mother whose BT line was faulty, The guidance and support received and support was very reassuring
- Thank you for all the work you have done for both my mum and myself, she is settling in very well.
- All of which naturally leads me to conclude that on behalf of all the family, I would just like to extend our sincere thanks to you for supporting the family – during a very difficult time. You have been faultless and we wish you well and all the very best in all that you do.
- I am still very much appreciative of your involvement that has supported my Mum and the family on our road to betterment. Your knowledge, communication, attention to detail and effort was recognised and totally professional in your manner at all times. I am a little sad that you are not the case worker because you did such a great job coordinating everything.

# Complaints

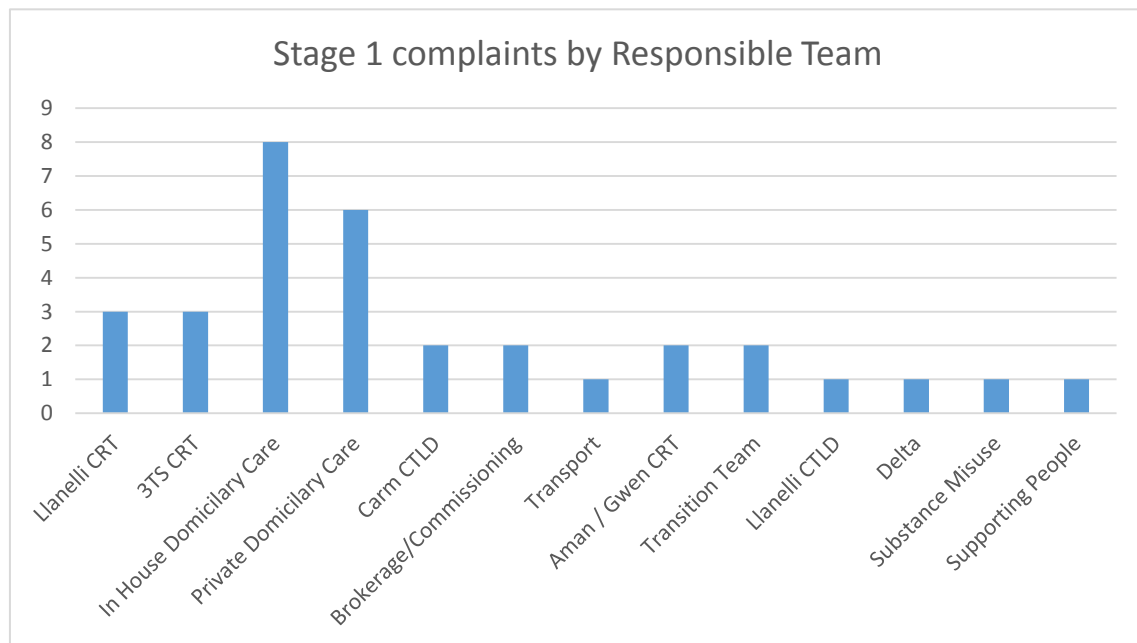
## Summary

- A total of 38 complaints were recorded at either Stage 1 or 2 in relation to Adult Social Care 19/20.
- 32 of the Adult Social Care complaints were investigated at the local resolution Stage 1.
- 6 were recorded under the Formal Investigation of Stage 2
- A further 34 complaints were dealt with by the department and recorded either as Redirects, No Further Action or on hold pending safeguarding.



There has been a slight increase in the number of Stage 1 complaints being dealt with by the department when compared to the same period last year.

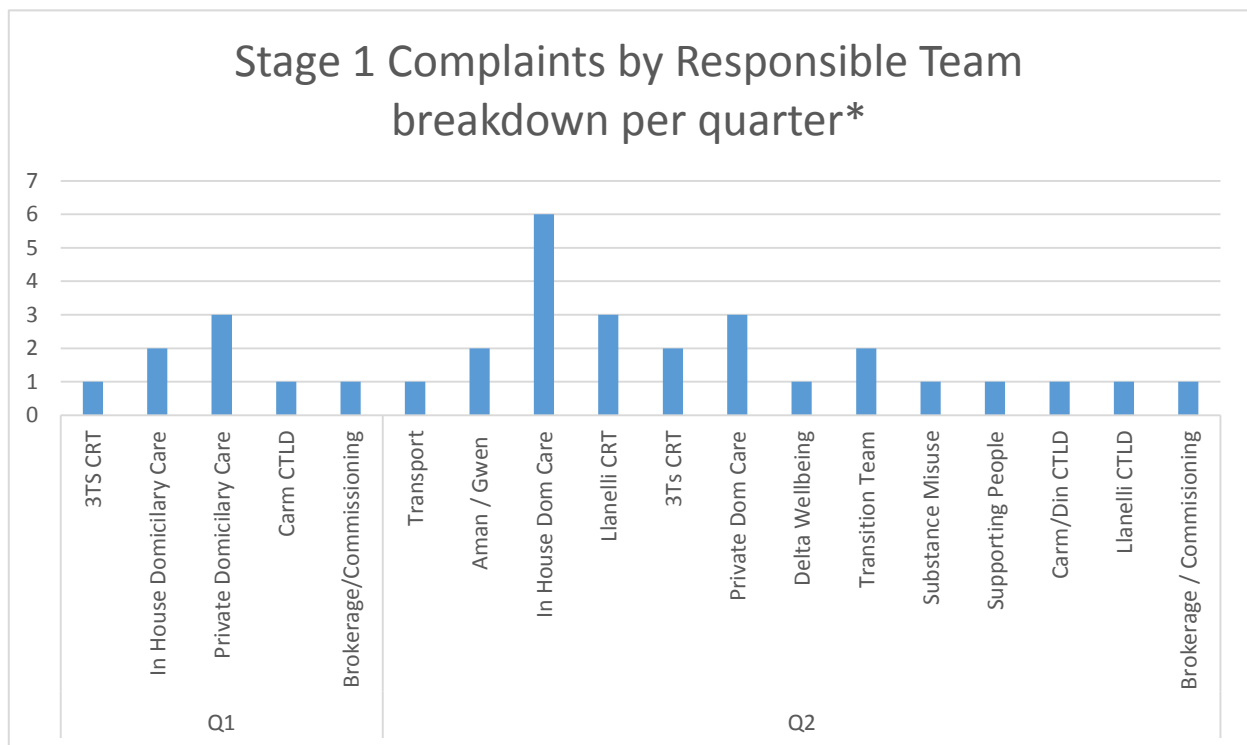
## Complaint by Responsible Team



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

### Examples of Stage 1 complaints

- Delay in finding a domiciliary care package resulting in delayed discharge from hospital
- The way that home care is being delivered (consistency of carers and the changes that are made regarding carers attending causing a huge amount of stress, no phone call in advance to let them know that the carers will be late)
- No contact from the Team since 12th February (no contact from her Social Worker for the last 4 months)

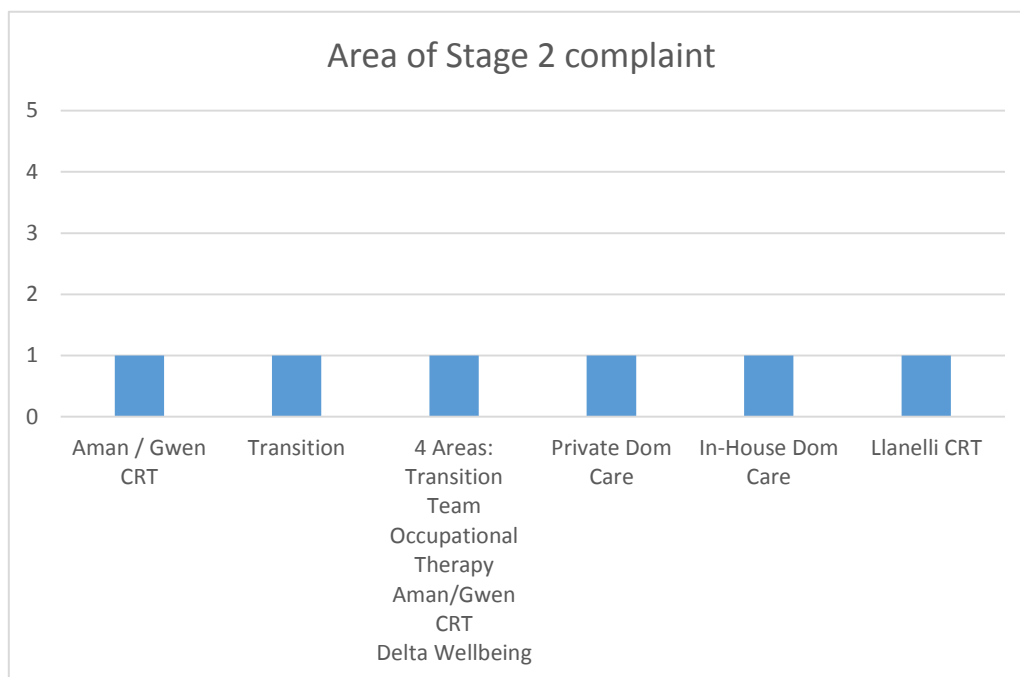


**\*Please note that a complaint could cover more than one area**

In respect of the above table it may appear that domiciliary care has a particularly high number of complaints compared to other areas. The service provides domiciliary care to over 1000 service users and delivers approximately 11,000 hours per week.

It is therefore useful to provide some contextual information to illustrate the number of complaints received compared to the number of individuals supported and hours provided is very low.

## Stage 2 Complaints



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

#### **Examples of Stage 2 complaints**

- Delay in hoist being provided
- Staff not returning phone calls when promising to do so
- Issues relating to receiving a care package for her mother for her move from Care Home to her home
- Length of time that he has been placed in the care home

#### **Complaints budget**

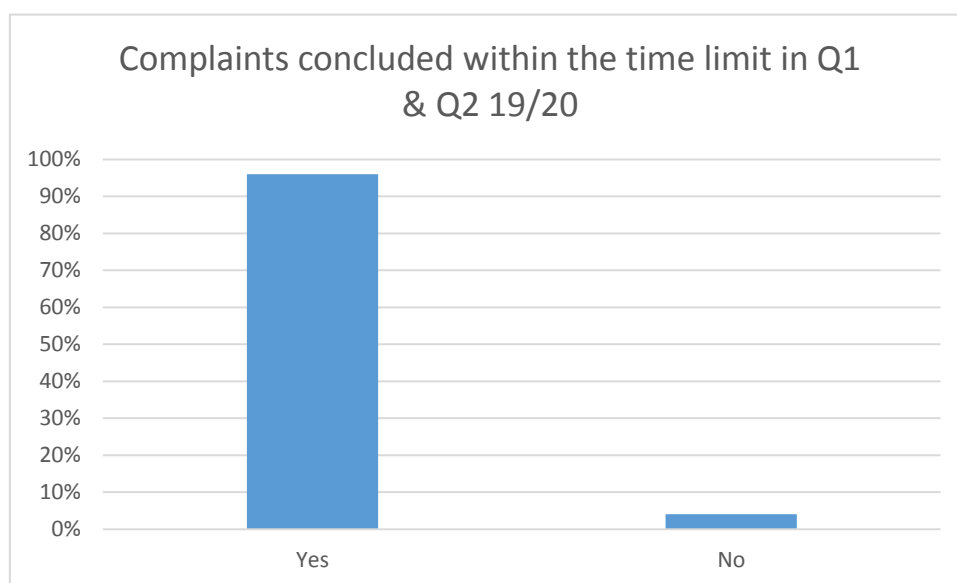
The Stage 2 complaints budget for the 19/20 financial year is £13,618. There has been a total of £5396.43 spent by the end of Q2. The department is dealing with increasingly complex complaints and as a result there are more Stage 2 investigations which are taking longer to complete.

#### **Complaints that have been concluded**

At the end of Q2 we have closed a total of 27 Stage 1 complaints.



## Response to complaints within statutory time-scales

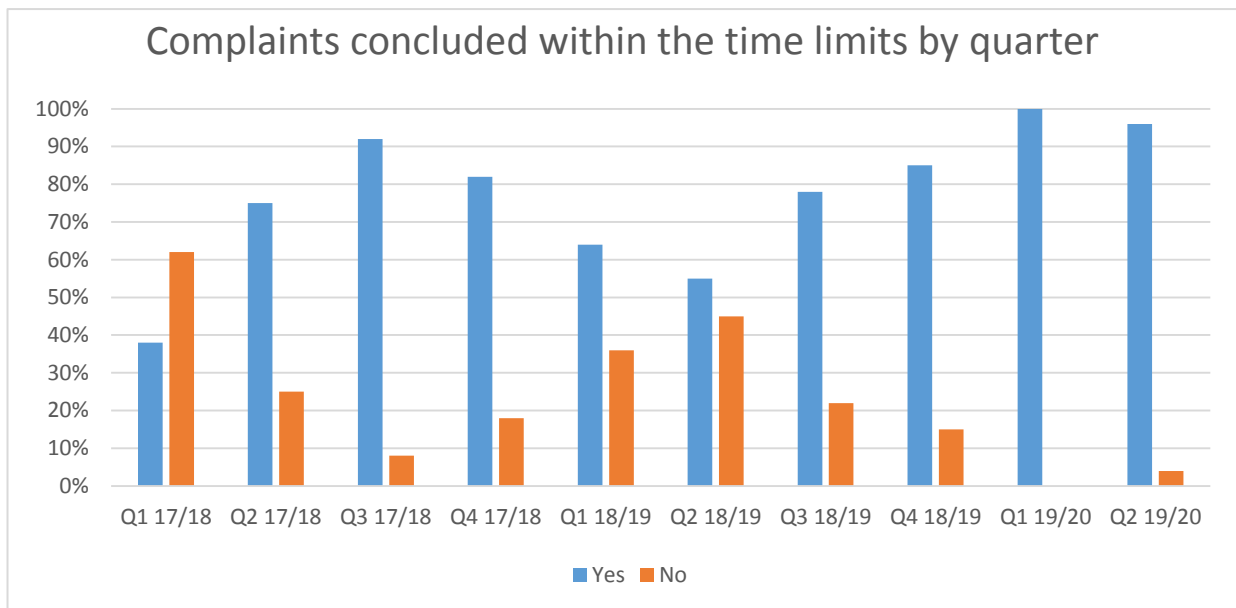


The statutory timescales for all Stage 1 complaints (local resolution stage) is 10 working days from the date that the complaint is acknowledged. This timescale may only be extended in exceptional circumstances with the agreement of the complainant.

Of the 27 Stage 1 complaints that have been concluded, the number concluded on time was 26 and the number not concluded on time was 1.

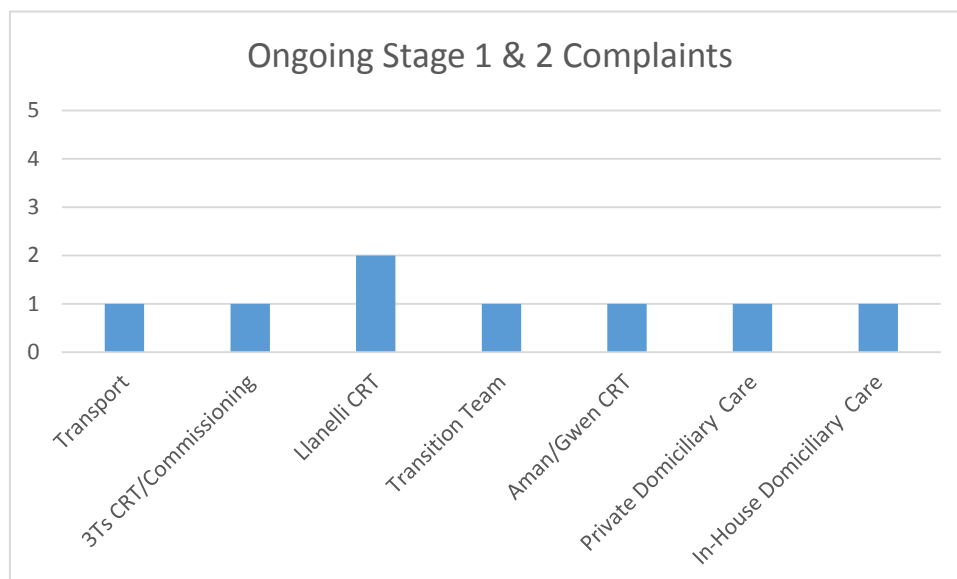
We had one instance where the investigating officer requested an extension to the complaint as they needed more time to investigate the complaint. These extensions were approved by the complainant.

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. Therefore it is positive to see the high number of complaints concluded within the time scales.



Overall, 96% of Stage 1 complaints were concluded within the timescale, this is a positive increase compared to the same period for the last two years.

## Ongoing complaints



There are currently 8 complaints open to the Adult Social Care complaints team. Of these, 5 complaints are being investigated at Stage 1 and 3 complaints are currently being investigated by an Independent Investigator under Stage 2.