

Appendix 2



**ADULT SOCIAL CARE DEPARTMENT  
Quality Assurance Report  
January to March 2013  
Quarter 4 2012-13**

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## 1. Introduction

During January to March 2013, the Adult Social Care Department began to develop and implement a Quality Assurance Framework and developed Terms of Reference for a Quality Board to drive forward the agenda for the department.

The Quality Assurance Framework covers a range of elements and these reports include updates on how the Framework is being implemented and the progress and results of the quality improvement activities underway. As well as an overview on where the department is in relation to quality and continuous improvement, these quarterly reports will include, as a minimum:

- Complaints and concerns received during the quarter
- Quality audits undertaken during the quarter
- Service user experience activities
- Policies and procedure issued during the quarter
- Investors in People update
- Compliments and good news stories
- Information for service users and the public
- Freedom of Information enquiries received

## 2. Complaints

From January 2013 the complaints management function transferred from Anglia Support Partnership (Serco) to Peterborough City Council (Serco). A new page was created on the Peterborough City Council website and a new leaflet was produced to publicise the procedure.

During Quarter 4 January to March 2013 the Adult Social Care Department received nine formal complaints and six concerns. There were also two complaints received about independent providers.

During January to March 2013 the Adult Social Care Department received 1560 contacts about new service users and 5616 contacts about existing service users. On average 2585 service users received services during this period.

### Complaints by Category

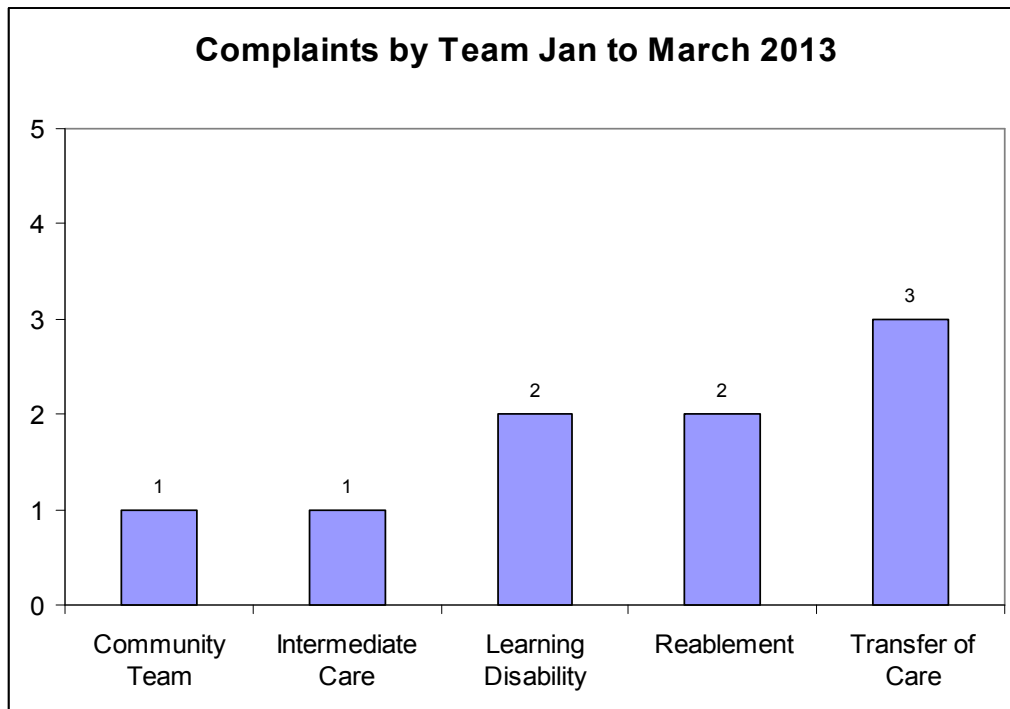
Four formal complaints and four concerns were under the category 'Not to Standard'. One concern was categorised as 'Staff Attitude/Conduct and one Denial/Withdrawal of Service. Five complaints were under the category 'Delayed/Failed Service'.

The nine formal complaints covered:

- discharge arrangements from the City Care Centre
- delays caused by a care package changing provider
- delay in completing an assessment
- changes in a care package
- the handling of a Direct Payments review meeting

- two complaints were predominantly about the service received from Peterborough City Hospital, but also included some issues about the Transfer of Care Team
- two formal complaints were from the same complainant and related to the reablement service

### Complaints by Team



### Upheld/Not Upheld

Of the nine formal complaints two were fully upheld, four were partially upheld and one was not upheld. The remaining two were still open at the end of the quarter.

### Concerns

The six concerns covered:

- two concerns about insufficient support to a service user
- dissatisfaction with the outcome of an assessment
- concern about the closure of the Local Authority Care Homes
- two concerns from neighbours in relation to the service users' behaviour

### Learning from complaints

The department welcomes complaints as a means of learning how we can improve services. Complaints are discussed at Team Meetings, the Performance Improvement meeting and the Quality Board and organisation learning is disseminated through communications mechanisms such as iCare, our staff newsletter.

## **Complaints Handled in Timescale**

Of the nine formal complaints 100% were acknowledged within the statutory timescale of three working days.

In relation to the response letters, five were responded to on time and four were late (but only by one day in three of the four cases).

## **3. Quality Audits**

During Quarter 4 a new Safeguarding Audit was introduced which was completed by Team Managers. The audit will be reported quarterly and results will feature in the next quarterly report.

## **4. Service User Experience**

During Quarter 4 the results of the National Caring for Others Survey were analysed. The survey shows that Peterborough has a large number of long term carers who are juggling caring responsibilities with work, or caring for more than one person, and often have health issues of their own.

Nearly half of the carers who responded care for someone for over 100 hours a week and 20% have cared for someone for more than 20 years. The likelihood of becoming a carer increases after the age of 44.

74.6% of carers were extremely, very or quite satisfied with social services and 88.7% of have no worries about their personal safety. However, 75.4% of carers are not able to do enough, or any, of the things they value or enjoy and 51.3% don't have enough or little social contact and feel socially isolated.

In addition, during this period a survey was undertaken on Emergency Support for Carers. 73% of respondents to the survey said that they felt very or fairly secure with the service. 14 carers (5%) said that they did not feel secure and no longer wanted the service.

A Carers Strategy is being worked on and the data from these two surveys will feed into the development of the strategy.

## **5. Consultation and Engagement**

During January 2013 the department undertook a consultation exercise on adult social care eligibility criteria and charging for services. This provided an opportunity to explore what people thought about preventative services. The feedback covered a wide range of issues and key points that were raised were:

- Prevention means that resources can be focussed on people with most need
- 90% of people felt that reablement should be offered to everyone who could benefit from it

When people were asked how money should be spent to support people who do not meet eligibility criteria the top five responses were:

- Easy access to equipment that helps you stay healthy and safe (87%)
- Help with keeping the home safe, clean and in good repair (75%)
- Breaks for carers (74%)
- Support getting out and about in the community (70%)
- Help with shopping (70%)

A range of comments were also received. Key themes were:

- Access to information, advice and advocacy including information and guidance in relation to financial issues and health issues
- An increased range of day and leisure opportunities
- Support for carers
- Access to transport

The feedback from the consultation is being used in the developing Prevention Strategy.

## **6. Policy and Procedure Update**

In order to ensure that staff are working in the most efficient manner and following agreed guidance and procedures, the department has a Document Review Group reviews and agrees procedures and guidance notes.

The following documents were ratified during the period January to March 2013.

- Complaints Processing in Adult Social Care
- Developing and Implementing Policies and Procedures guidance
- Emailing Service Users - ASC local process
- Information Sharing Agreements - ASC local template
- Retention of Records Schedule for ASC
- Safeguarding Adults Policy
- Secure Email Use in ASC

## **7. Investors in People Update**

The department is actively engaged in working towards a Silver Investors in People award and has a departmental Investors in People Group. Members of the departmental group also attend the corporate steering group. During Quarter 4 training was rolled out for staff on using the staff intranet, Insite, as a result of a request raised through the Investors in People process.

In March 2013 a presentation was given to all managers in Adult Social Care and managers participated in an exercise looking at the Investors in People indicators and how they could be met.

## **8. Compliments and Good News Stories**

During Quarter 4 the department logged four compliments:

### **Reablement**

*Acknowledgement in the Peterborough Telegraph from the family of a service user who has recently died, for the support provided by the Reablement Team.*

### **Occupational Therapy**

*Comment on an Occupational Therapy Review Form: "xxxx was excellent, very professional, kind and understanding of my needs. Thank you xxxx".*

### **Sensory Support**

*Email stating: For the last few weeks I have been under the care of xxxxx who has taken endless trouble to enable me to use the telephone more effectively and hear television with the aid of a loop system. He has been generous with his time, his manner is easy and friendly, inspiring confidence and he has helped me to a better understanding of my hearing aid with some very useful little tips. He has had to fill in a mind - boggling assortment of forms and assessments, which must also take up a lot of time. When I thanked him for his care, which I felt was outstanding, he said that he gave the same care to all his clients, and I am sure that that is true. I must say that I was amazed that I qualified for this kind of help, and in these days of financial cutbacks I congratulate you and your team for sustaining this level of attention.*

*Letter stating: I would like to thank you and your team for all the support you give me. I would especially like to thank xxxxx for her unfailing support and friendship during the last 3 years whilst I have struggled with my failing eyesight. She was always cheerful, encouraging and went the extra mile to make sure that I received the best help available for me.*

## **9. Information for Service Users and the Public**

During Quarter 4 the department published the Local Account for 2011/12. The Local Account includes information on how Adult Social Care has performed over the previous year, including case studies and results of the national service user satisfaction survey.

Also during Quarter 4 the department began to populate the Peterborough Care Directory, an online resource for service users and self funders to find information about services to keep them independent and safe.

## **10. Freedom of Information Requests**

During Quarter 4 the department received 23 Freedom of Information requests and 70% of them were responded to in timescale. The number of Freedom of Information enquiries received is increasing, as is the complexity or the queries themselves and these enquiries can take up to 18 hours each to process.

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