

ADULTS AND HEALTH SCRUTINY COMMITTEE	AGENDA ITEM No. 7
14 March 2023	PUBLIC REPORT

Report of:	<u>Debbie McQuade</u> , Service Director, Adults and Safeguarding	
Cabinet Member(s) responsible:	Councillor Howard, Cabinet Member for Adult Social Care, Health and Public Health	
Contact Officer(s):	Belinda Evans Complaint Manager	Tel: 01733 296331

ADULT SOCIAL CARE ANNUAL COMPLAINTS REPORT 2021-22

RECOMMENDATIONS	
FROM: Debbie McQuade, Service Director, Adults and Safeguarding	Deadline date: N/A
<p>It is recommended that [Insert name of Committee]:</p> <ol style="list-style-type: none"> Note the summary of Adult Social Care statutory complaints and compliments received between 1 April 2021 and 31 March 2022 and the learning and actions taken as a result. 	

1. ORIGIN OF REPORT

1.1 This report is a statutory requirement under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

2. PURPOSE AND REASON FOR REPORT

2.1 Complaints received by Peterborough City Council Adults and Safeguarding are managed under The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. Since January 2013, complaints have been managed by the Peterborough City Council Central Complaints Office, which is run by Serco for the council. The report summarises the Adult Social Care complaints and compliments received between 1 April 2021 and 31 March 2022.

2.2 This report is for the Adults and Health Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview and Scrutiny Functions, paragraph No. 2.1 Functions determined by Council:

- 4. Adult Social Care
- 5. Safeguarding Adults

2.3 *How does this report link to the Corporate Priorities?*

- 3. Safeguard vulnerable children and adults
- 6. Keep all our communities safe, cohesive, and healthy
- 7. Achieve the best health and wellbeing for the City

The report summarises the compliments and complaints received in relation to the Council's delivery and commissioning of adult social care.

2.4 *How does this report link to the Children in care Pledge?*
N/A

3. **TIMESCALES** NO

4. **BACKGROUND AND KEY ISSUES**

4.1 **Compliments Received**

During 2021/22 a total of 66 compliments were recorded for Adult Social Care Services, 48 for individual Adult Social Care teams and 18 for the Council's Care and Repair services, which is also delivered within the Adults and Safeguarding Directorate.

This is a decrease from the previous year. Outside of the Care and Repair service most compliments were for the 0-25 service (23) and the Long-Term teams (8)

4.2 Examples of compliments received are:

Care & Repair

I was anxious and felt very vulnerable, my home was seeming like a prison, getting up and down stairs was getting very difficult, my mobility around inside and out was a major worry, however a friend of ours suggested we may be able to get some help with my disability, one phone call was made which in turn led to many more people giving us contact information of helpful groups like your selves all of which have all been friendly and informative, today it seems saying thank you is not enough! We are extremely grateful and absolutely delighted with the outcome, the work carried out by the team is great, my anxiety levels have dropped my outlook for now is better than before, I have lost count of all the people involved with what has been achieved so if you could forward our thanks and gratitude to all parties, it would be greatly appreciated!

0-25 Service

From parents "Just wanted to say thank you so much for today's meeting. It was so helpful. It's the first meeting of this kind that they have attended so they found it very useful and informative. We both really appreciate all you are doing to help our son."

Adult Early Help

"Call from Service user, they advised whenever they call, they are always greeted by friendly, professional staff and always receive an excellent service. He also wanted to particularly thank an officer for their recent help in relation to a particular medical concern he had."

Long Term Team

Compliment from a parent.

Mentioned how thankful they are, as well as how amazing worker has been, they said they are the best. They explained how much they have helped with every different issue faced and they are very thankful for how they have been able to come up with a solution each time to help. A friend commented this is the first time they have ever seen the service user (Young person) happy.

0-25 Service

Feedback from a parent: "You have been brilliant helping me and xxx through a very difficult time. I wish you all the very best in your new role. They are very lucky to have you."

Reablement Team

"I Have been to see Service user this morning and during this visit she requested I made contact with you all to express their gratitude regarding the service which has been provided so far. They went on to say that "it's a pleasure to be treated as a person rather than a disability."

Care and Repair

"Thanks for getting in touch again and thanks for all your help over the past months. It's been a pleasure to have you help xxx and keeping them settled is a priority now so 10 out of 10 very well done from all of us."

Long term Team

"I just wanted to say a huge thank you to xxx who has for the past 2 months been working with myself and 3 residents (and their advocates) living within our home with completing the Review Process to ensure the correct level of support is in place for each of them and they are living happy fulfilled lives. xxx has taken the time to talk to each of them directly and has listened to their likes, dislikes, what they would like to achieve and just general chit chat which has allowed them to relax and talk to her with ease. 2 of our residents even wrote xxx a letter (with support) they felt that comfortable with xxx. xxx did not just ask me questions or rely on my answers they directly interacted with each person with the help of their advocate. Their manner is perfect for the job they are doing and that is something that needs to be recognised. I, as their main support also felt that they were supporting me to be able to meet each and every one of their needs. xxx offered advice on specialist equipment, emailed me copies of social stories to assist me in talking about sensitive topics of conversation. I honestly cannot praise their work and dedication to the job enough.

Long term Team

"You know I'm not very good with this email business, Just to thank you for all your help and support over the years and trying to help me and my family. Hope to catch you and see you one day to thank you in person Kind regards and say it again thank you for all your help and support over the years"

0-25 service

From a parent and young adult in relation to worker "Easy to talk to and felt listened to. Followed up on everything discussed and offered further ideas. No negatives. Extremely satisfied. The best interaction I have had with social services. Do exactly what you are doing. We were made to feel supported and listened to"

Transfer of Care Team

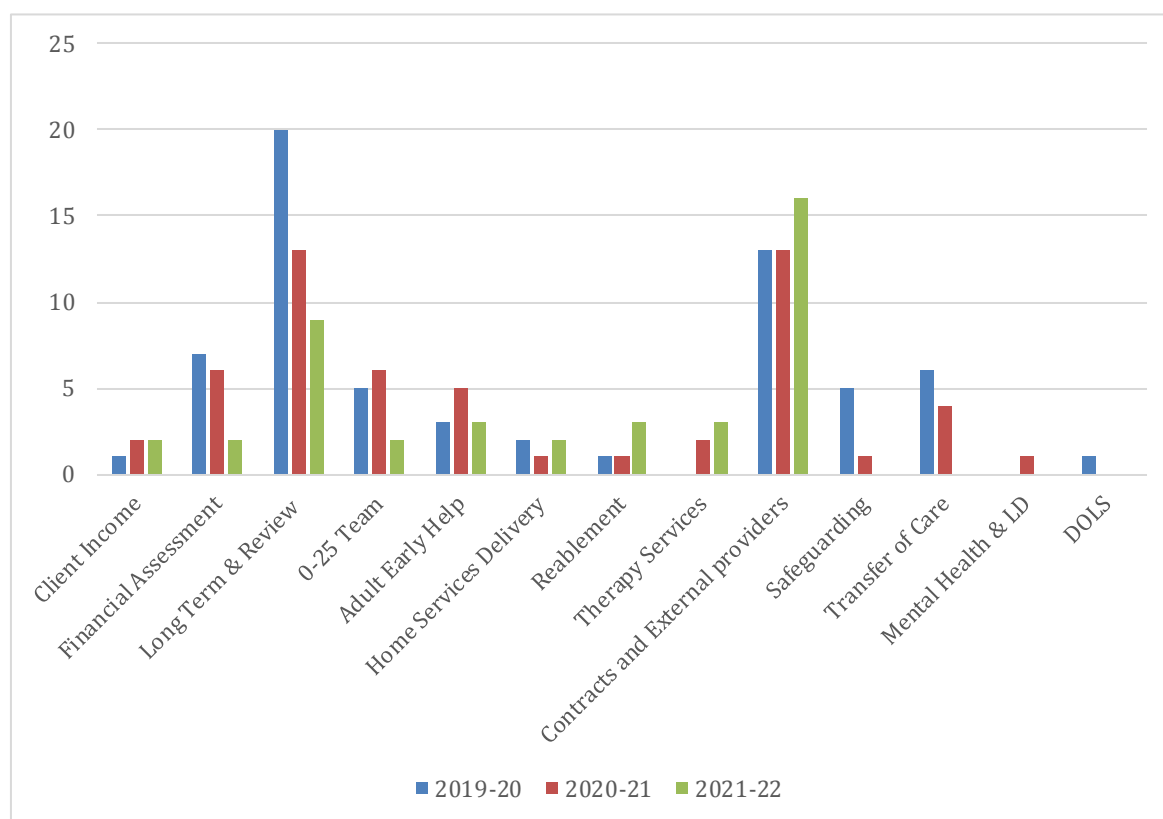
I wanted to articulate my gratitude to you for initiating the CHC application for my parent. As you know, the assessors determined a primary healthcare need, and the application is now awaiting CCG approval. They have very high needs and you clearly recognised this. I also appreciated your very kind follow up afterwards. It has given us as a family great peace of mind that xxx will have the standard of care that CHC funding can provide as their life moves towards its close. I have met a great many professionals, social workers and others, in the course of my professional career. You stand out as someone who is very competent, compassionate, insightful and who goes the extra mile. Again, our family extends our gratitude. I wish you every success and happiness for the future.

4.3 Complaints Received

4.3.1 The complaints team handle all complaints about Council services and determine the correct process for each complaint received. A small number of complaints received about the Adult Social Care department must follow alternative processes such as the corporate complaints process. These complaints are not included in this report as they are included in another annual complaints report. These are generally from members of the public who have had contact with the ASC service but are not eligible for services.

During 2021/22 a total of **42** complaints were logged through the Adults statutory process about Adults Social Care services. **3** of these complaints were subsequently withdrawn. This is a further reduction in the complaints received against the previous 2 years, when **64** formal complaints (2019-20) and **53** complaints (2020-21) were registered. This downward trend is not representative of the volumes of complaints received by neighbouring Authorities and is unlikely to continue.

4.3.2 Complaints Received by Team

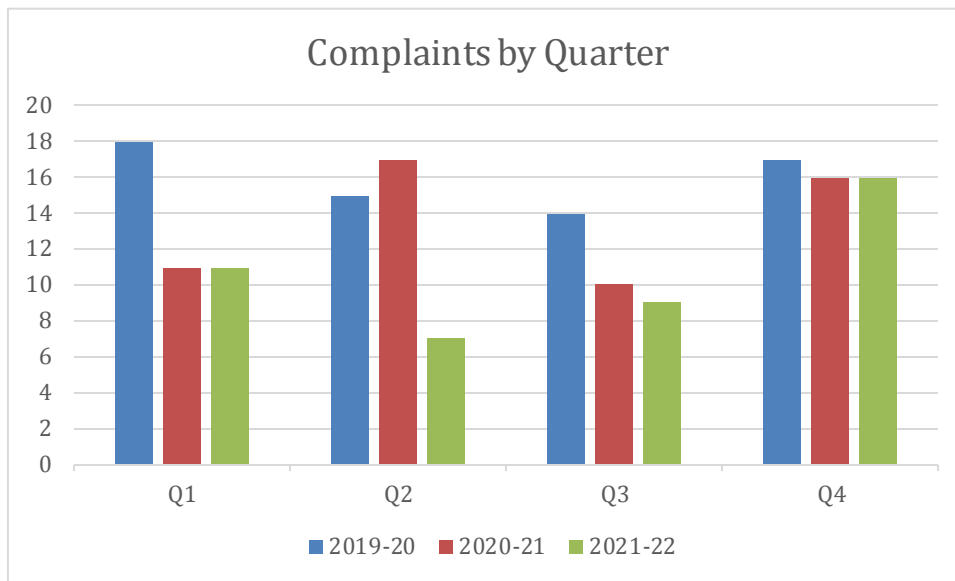


The highest number of complaints (16) were received by the Contracts team about Independent Providers. 12 of these were received from customers who are unhappy with home care delivery. The Long Term and Review Team continued to see a decline in complaints received about their service.

During the year April 2021-March 2022, to which this report relates, a total of 2685 people were supported in long term care.

In 2021-22 there were no complaints that related to a safeguarding enquiry or a transfer of care case.

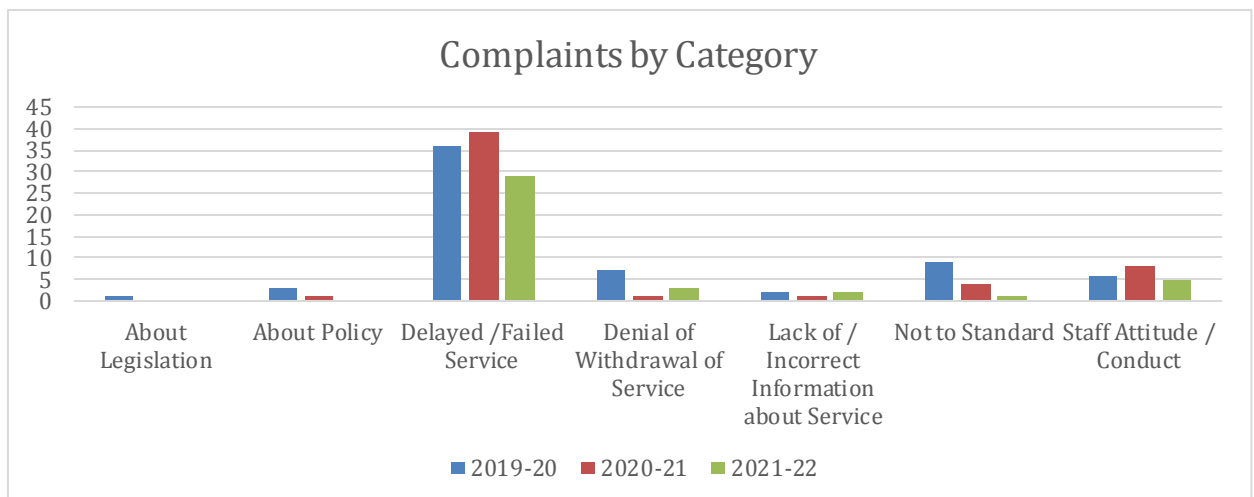
4.3.3 Complaints Received by Quarter



In 2021-22 almost 40% of complaints were received in the final quarter of the year – between January and March.

4.3.4 Complaints Received by Category

Complaints received by Adult Social Care are broken down by the following categories:



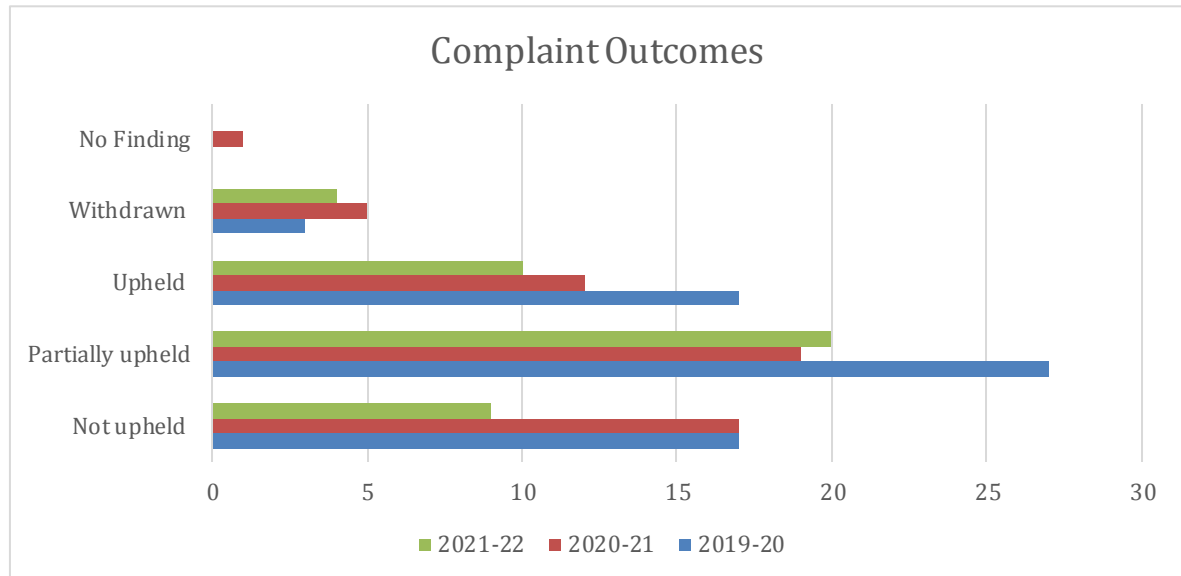
As with previous years, the most common category of complaint is Delayed / Failed Service, 29 of 43 (67%). This is in common with complaints about most council services.

The next category of any note was Staff Attitude/Conduct. This numbered 5 cases. None of these cases escalated.

For more illustration of the complaint categories refer to **4.8 Complaint themes and topics**

4.4 Complaint Outcomes

In 2021-22 there was an increase in the proportion of complaints recorded as upheld and partially upheld - a total of 70% - with 23% being upheld and 47% being partially upheld. This is a significant increase from a figure of 57% in 2020/21, however with a declining number of complaints the % being upheld will inevitably increase, the outcomes are shown in the graph below:

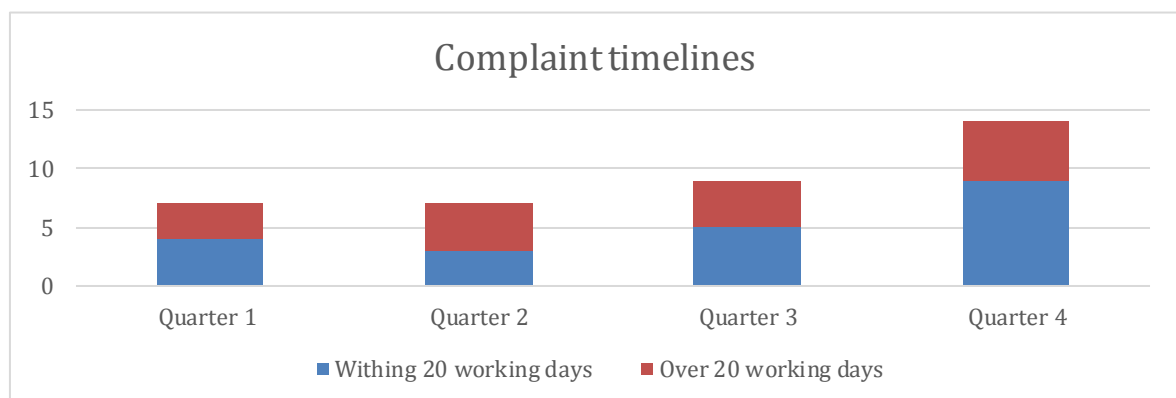


The Local Government and Social Care Ombudsman (LGSCO) published their 2021-22 annual report into complaints from the Adult Social Care sector in October 2022.

They reported that the percentage of complaints they upheld about Adult Social Care nationally was 70%, which has been at a similar level over the last 3 years.

Partially upheld complaints are where any part of the complaint is upheld, even if only a small percentage of the complaint is upheld as it is important to identify when errors occur and apologise as appropriate and establish where improvements are needed.

4.5 Complaints Responded to within 20 working days



Overall, 61% of complaints answered in the year were completed within 20 working days.

The ASC Statutory complaint regulations do not specify a timescale for the first response to a complaint. The regulations confirm that councils must finalise complaints about Adult Social Care within six months of receipt. In Peterborough the service has set a standard timescale of 20

working days for a first response to an ASC complaint to highlight the importance of prioritising responses to complaints.

This has increasingly been difficult to meet where complaints are complex and involve joint responses from external partners.

Delayed responses are often due to the need to investigate across more than one team, or organisation. For example, if the complaint concerns an independent provider or involves a health element, then a response must be sought from elsewhere to feed into the overall response.

Therefore, a decision has now been made to increase the timescale for responses to 28 working days which will bring greater consistency with local NHS partners who often have input into these complaints.

4.6 Escalated Complaints

Escalated complaints are recorded if a complainant states that they are dissatisfied with their first response to the complaint. Escalated complaints involve a further review, and a senior manager sends the final response to the complainant along with LGSCO referral rights.

This year 7 cases escalated which is approximately 16% of cases.

A summary of the outcomes of these cases is included as **Appendix A**

4.7 Local Government Social Care Ombudsman (LGSCO) Complaints

There were 3 complaints considered in 2021-22 by the LGSCO about Peterborough's ASC service but only 1 complaint was investigated which was upheld with the following conclusion

{Concerns over the standard of care provided to an elderly relative in their home by a care provider commissioned by the council. Failure of the council to monitor and review the issue promptly. Some instances were found where the standard of care was poor. Council was slow to resolve this with the care provider. Apology given and Compensation for the distress caused to the complainant was awarded}

The LGSCO did not find merit in investigating the other 2 cases.

4.8 Themes and Topics from Complaints.

The two highest categories of complaint were Delayed/Failed Service (67%) & Staff Conduct (11.6%)

Delayed/Failed Service complaints

Long Term Team	<ul style="list-style-type: none"> • Delays in arranging respite care • Delays in communication from social workers
Contracts/ Providers	<ul style="list-style-type: none"> • Care not being delivered to specification • Delays in communicating changes in care providers • Delays in progressing supported living accommodation
0-25 team	<ul style="list-style-type: none"> • Delays in arranging specialist support for young people with disabilities
Adult Early Help	<ul style="list-style-type: none"> • Delays in assessments
Occupational Therapy	<ul style="list-style-type: none"> • Delays in arranging adaptations in the home

Staff Conduct Complaints

Adult Early Help	Unhappy assessment carried out in workplace/in public
Reablement	Service user dissatisfied with workers attitude whilst on home visit
Occupational Therapy	Unhappy with insensitive comments on telephone call
Contracts/Care Provider	Accusation that the care worker was argumentative with service users partner whilst in their home.

4.9 Learning from Complaints and Action Taken as a Result of Complaints in 2021-22

The department is committed to learning from complaints and to continuously improving its processes to reduce the issues that can lead to complaints.

Where a complaint is upheld actions taken include apology and putting things right.

Examples of actions taken in relation to upheld or partially upheld complaints

- Apology for carer not wearing appropriate uniform.
- Apology for mistake made with sling. Communication given to care staff to ensure cold water not used again for personal care.
- Reassessment completed due to failure to adequately consider parents views on their child's care and support needs in the original assessment.
- Apology for lack of clear explanation about ineligibility for a disabled facilities grant
- Apology for inaccuracies.
- Change of social worker

A service improvement is where the complaint leads to a change in process or an improvement to working practices.

Examples of service improvements from complaints:

- Care Agency confirmed they would implement more rigorous induction training with their staff
- Contracts team to revise their 'hand back' policy which details the steps taken when there is a change of care companies
- Implementing a manual timesheet process at the request of a service user rather than the phone app that the company usually uses
- Reablement service specification circulated to staff in both reablement and Adult Early Help to ensure both are clear on the service parameters including when customers self-refer as well as when professionals refer.
- Review of external literature on reablement service to include examples of when reablement service is appropriate
- Care Agency agreed to retrain staff on manual handling

5. CONSULTATION

- 5.1 The complaints and compliments process is proactively promoted by workers in Adults and Safeguarding a way for service users and carers to feedback on their experience of their contact with the Council.

6. ANTICIPATED OUTCOMES OR IMPACT

- 6.1 No direct impact other than changes which might be introduced as the result of learning from

complaints.

7. REASON FOR THE RECOMMENDATION

7.1 There is an expectation that an annual review of complaints be made publicly available each year.

8. ALTERNATIVE OPTIONS CONSIDERED

8.1 Not applicable.

9. IMPLICATIONS

Financial Implications

9.1 Not applicable.

Legal Implications

9.2 Complaints received by Peterborough City Council Adults and Safeguarding are managed under The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

Equalities Implications

9.3 Not applicable.

Rural Implications

9.4 Not applicable.

Carbon Impact Assessment

9.5 Not applicable.

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

10.1 Local Government and Social Care Ombudsman published their Annual Review of Adult Social Care Complaints. You can see the report here <https://www.lgo.org.uk/information-centre/reports/annual-review-reports/adult-social-care-reviews>

11. APPENDICES

Appendix A – Complaint Escalation Outcomes 2021-22

11.1 None.

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