

## Appendix 4

### ADULT SOCIAL CARE ANNUAL COMPLAINTS REPORT 2013/14

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

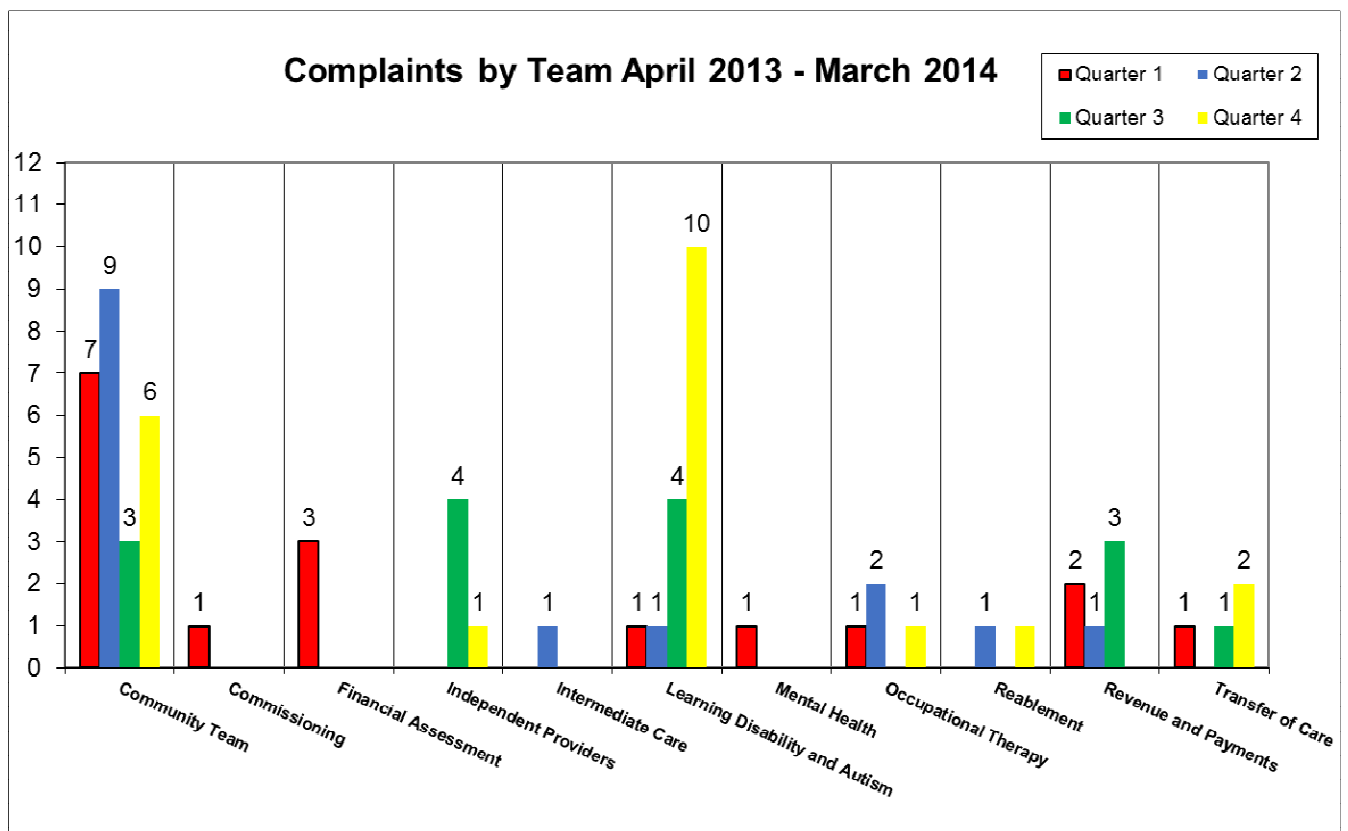
Since January 2013 complaints have been managed by the Peterborough City Council Central Complaints Office, run by Serco for the Council.

#### Complaints Received by Team

During 2013/14 a total of **67** complaints were logged about Adult Social Care services. This represents an increase of 97% from last year (34 complaints).

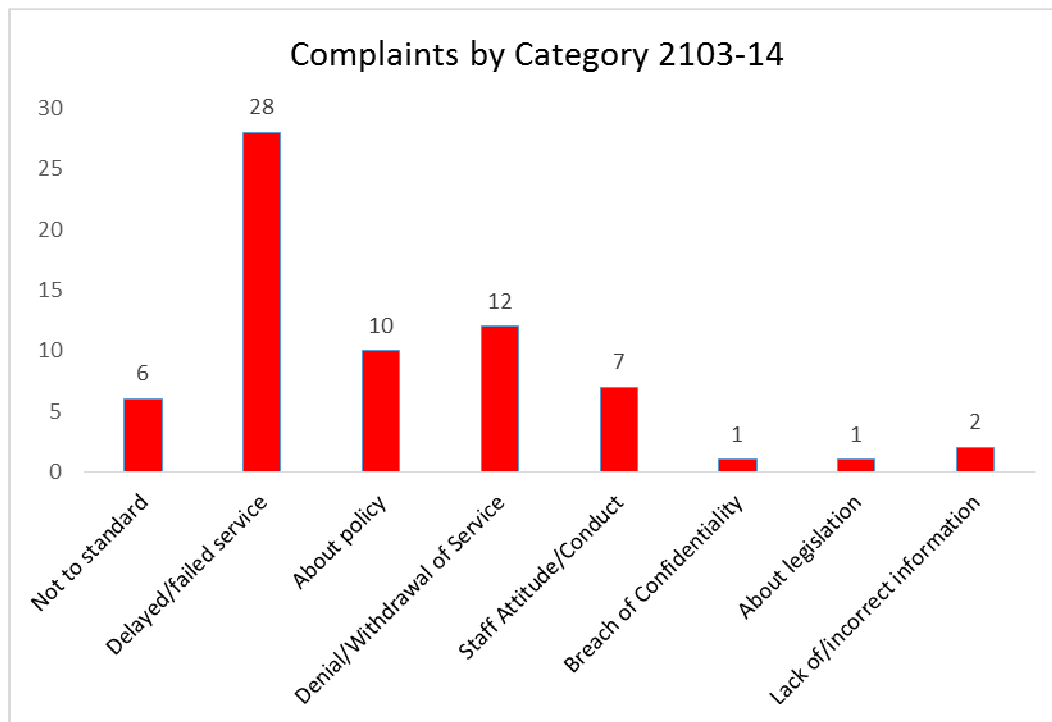
Reasons for the increase could include a wider understanding amongst staff and managers about how to manage complaints resulting in more complaints being formally reported and logged, along with more promotion of the complaints procedure to service users and families.

A further reason is the change to eligibility criteria at the beginning of the year, resulting in complaints further through the year about reduction and withdrawal of services. The breakdown by Team is shown below.

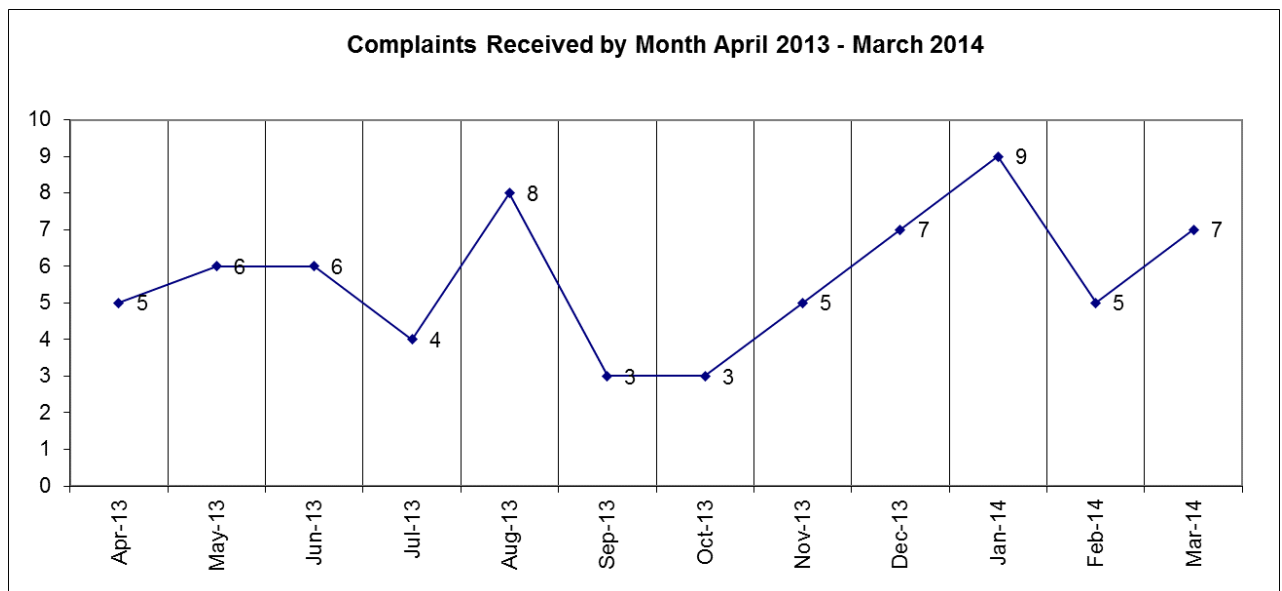


## Complaints Received by Category

The breakdown by category is shown below.



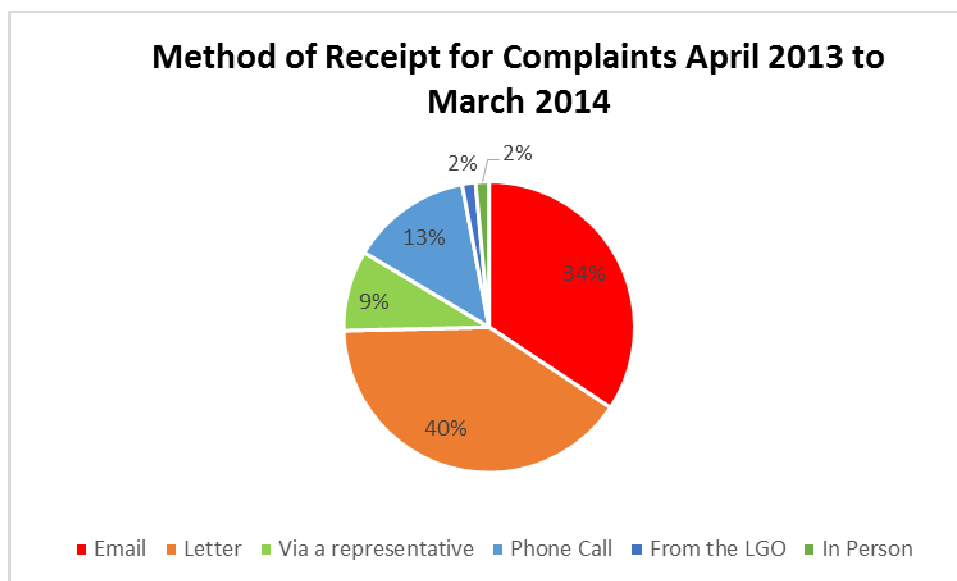
## Complaints Received by Month



The steady rise from October 2013 to January 2014 could be due to the effect of the change in eligibility criteria earlier in the year and as people were reviewed and found not to be eligible for all, or some, of the services they were receiving this resulted in complaints.

## How Complaints were received

**40%** of complaints were received by letter and **34%** by email.



**25%** of complaints were received from service users. For the **75%** that were not, a Third Party Authority was received for **27%** and was not received for **10%**. For the remaining **37%** a Third Party Authority was not applicable.

## Complaints Upheld or not Upheld

**31.3%** of complaints were upheld, **26.9%** were partially upheld and **28.4%** were not upheld. **13.4%** were still being investigated at the end of the year.

## Compliments

During the year a total of 25 compliments were formally logged.

## Themes and Topics from Complaints

Complaints covered the following topics and themes:

- Following the tightening up on the correct use of Direct Payments, complaints were received about service users being informed that they were using them inappropriately and having their Direct Payment reduced or being told that they had to use it in a different way
- Withdrawal or reduction of support following a review. This was often due to service users no longer meeting the new eligibility criteria.
- Lack of support provided by the department
- Delays including inability to contact the department, cancelled appointments, delays to assessments and delays in authorising funding
- Issues around incorrect invoices
- Staff conduct and attitude
- Lack of care at independent sector care homes
- Conduct of safeguarding investigations

- Discharge from hospital
- Transition plans for young people moving from Childrens Services

## **Learning from Complaints and Action Taken as a Result of Complaints**

The department is committed to learning from complaints and to continuously improving the processes for handling complaints. To ensure that complaints are handled in the most appropriate way during 2013/14 two guides were produced for managers on investigating complaints and writing complaints response letters and training sessions were held.

Changes that have been made as a result of complaints include:

- Following complaints that it is difficult to find information about Adult Social Care, the department reviewed all public information and produced a range of leaflets. A full colour printed care directory has been commissioned at no cost to the Council. Additionally, the online Peterborough Care Directory was formally launched and includes a wealth of information about local care providers.
- Following complaints about the processing of invoices the process was reviewed and improved
- Clear information on mental capacity and power of attorney has been produced and put on the Council website
- The Direct Payments Policy has been rewritten and a leaflet produced to support it

## **Local Government Ombudsman Complaints**

During the year four complainants referred their complaint to the Local Government Ombudsman (LGO). One was a premature complaint and the LGO referred it back to the department. It is currently being investigated through safeguarding procedures. In two of the other three cases the LGO reported the following:

*The Commission will include this complaint in the published figures for the year ending 31 March 2014. We will record the category as: Adult Care Services and the decision as: Investigation complete and satisfied with authority actions or proposed actions and not appropriate to issue report S30(1B).*

*The Commission will include this complaint in the published figures for the year ending 31 March 2015. We will record the category as: Adult Care Services and the decision as: Not upheld: no Maladministration.*

The third case has not yet had a final judgement from the LGO.