

<b>ADULTS AND COMMUNITIES SCRUTINY COMMITTEE</b>	AGENDA ITEM No. 5
<b>11 SEPTEMBER 2018</b>	<b>PUBLIC REPORT</b>

Report of:	Charlotte Black, Service Director: Adults & Safeguarding for both Cambridgeshire & Peterborough Councils	
Cabinet Member(s) responsible:	Councillor Wayne Fitzgerald, Deputy Leader and Cabinet Member for Integrated Adult Social Care and Health	
Contact Officer(s):	Debbie McQuade, Assistant Director Adult Operations, Adult Social Care	Tel. 01733 452440

**ADULT SOCIAL CARE ANNUAL COMPLAINTS REPORT 2017/18**

R E C O M M E N D A T I O N S	
FROM: Charlotte Black, Service Director: Adults & Safeguarding for both Cambridgeshire & Peterborough Councils	<b>Deadline date:</b> N/A
It is recommended that Adults and Communities Scrutiny Committee scrutinises and reviews the Adult Social Care Annual Complaints Report for 2017/18.	

**1. ORIGIN OF REPORT**

1.1 The 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 The purpose of this report is to provide information on Adult Social Care complaints and compliments received between 1 April 2017 and 31 March 2018.
- 2.2 This report is for the Adults and Communities Scrutiny Committee to consider under its Terms of Reference. No.2.1, Functions determined by Council, 1. Adult Social Care.
- 2.3 This report links to the council's corporate priorities of
- Safeguarding vulnerable children and adults
  - Achieving the best health and wellbeing for the city

**3. TIMESCALES**

Is this a Major Policy Item/Statutory Plan?	<b>NO</b>	If yes, date for Cabinet meeting	
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**4. BACKGROUND AND KEY ISSUES**

4.1 Complaints received by Peterborough City Council Adult Social Care 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.

**5. CONSULTATION**

5.1 N/A

**6. ANTICIPATED OUTCOMES OR IMPACT**

6.1 The report is for information.

**7. REASON FOR THE RECOMMENDATION**

7.1 The report is for information.

**8. ALTERNATIVE OPTIONS CONSIDERED**

8.1 N/A.

**9. IMPLICATIONS**

**Financial Implications**

9.1 N/A

**Legal Implications**

9.2 N/A

**Equalities Implications**

9.3 N/A

**Rural Implications**

9.4 N/A

**10. BACKGROUND DOCUMENTS**

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

10.1 N/A

**11. APPENDICES**

11.1 Appendix 1 - Annual Complaints Report 2017/2018

## APPENDIX 1 - ANNUAL COMPLAINTS REPORT 2017/18

### 1. Purpose

1.1 To report on Adult Social Care complaints and compliments received between 1 April 2017 and 31 March 2018.

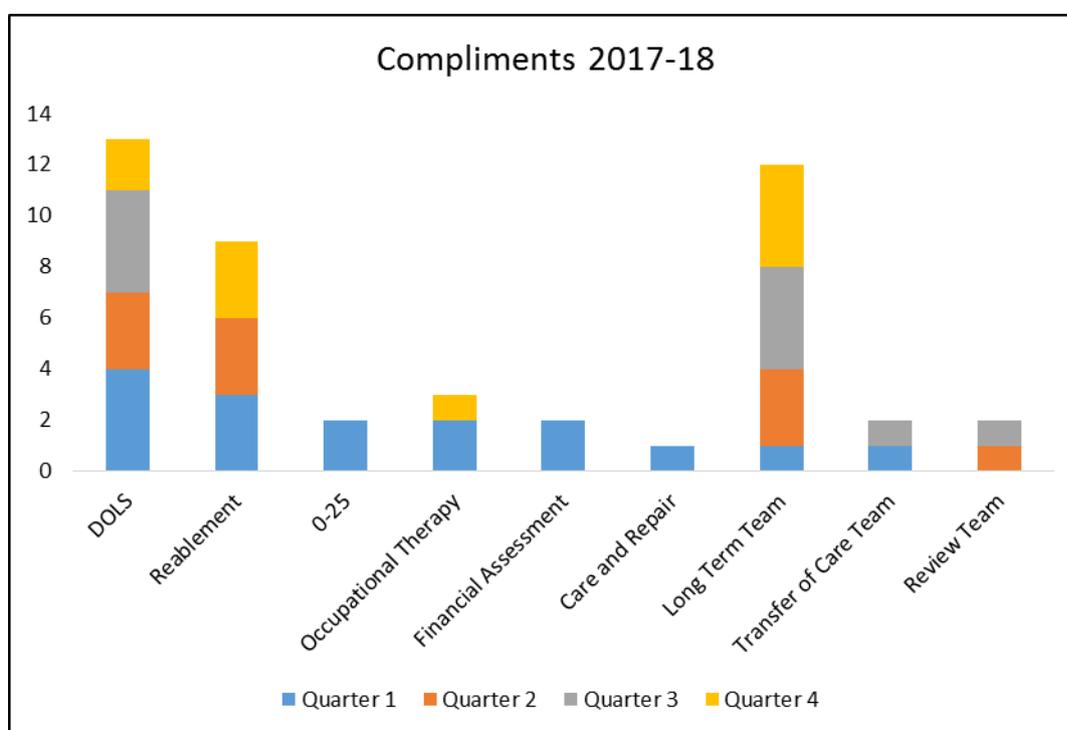
### 2. Background

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

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

### 3. Compliments

3.1 During 2017/2018 a total of **46** compliments were logged. (During 2016/17 a total of 36 compliments were logged).



### 4. Complaints Received

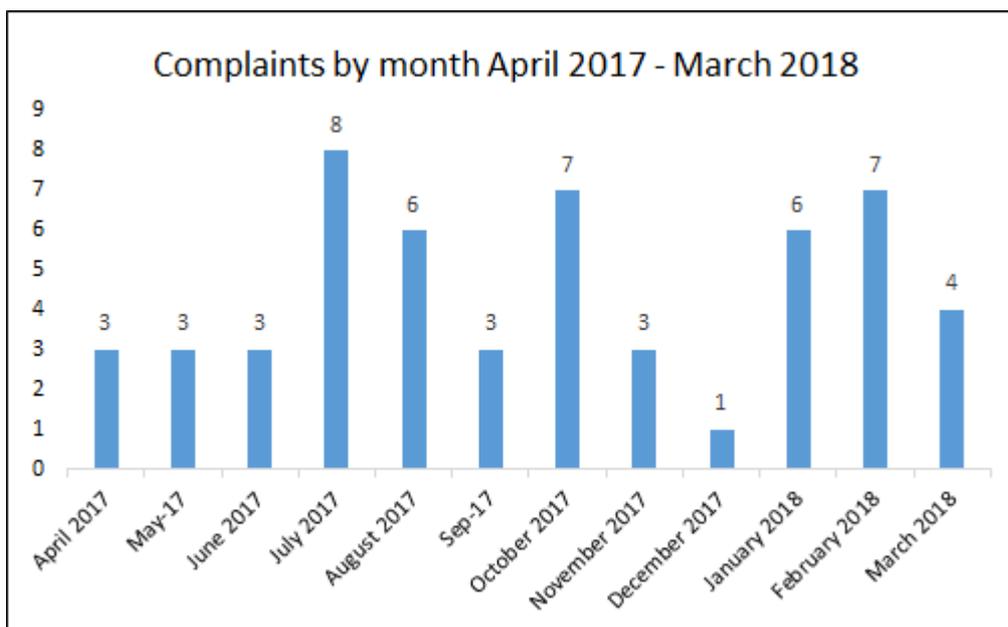
4.1 During 2017/2018 a total of **63** formal complaints were logged about Adult Social Care services. Nine complaints were withdrawn.

4.2 In addition, four complaints followed the council's corporate complaints procedures and eight complaints from the 0-25 Service followed the Children's Social Care complaints processes.

4.3 The following analysis relates to the **54** complaints that followed the statutory adults complaints procedures. In 2016/2017 69 complaints were logged.

## 5. Complaints Received by Month and Quarter

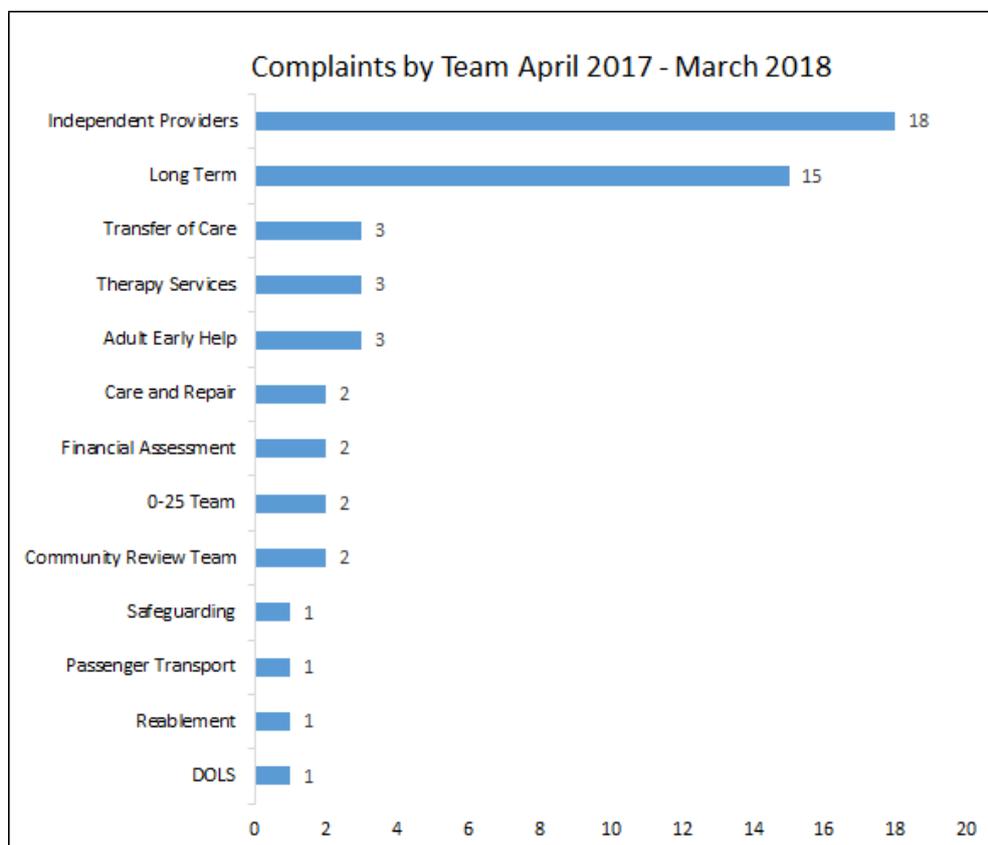
5.1 The graph below shows complaints received by month.



By Quarter, complaints were received as follows (last year's results in brackets):

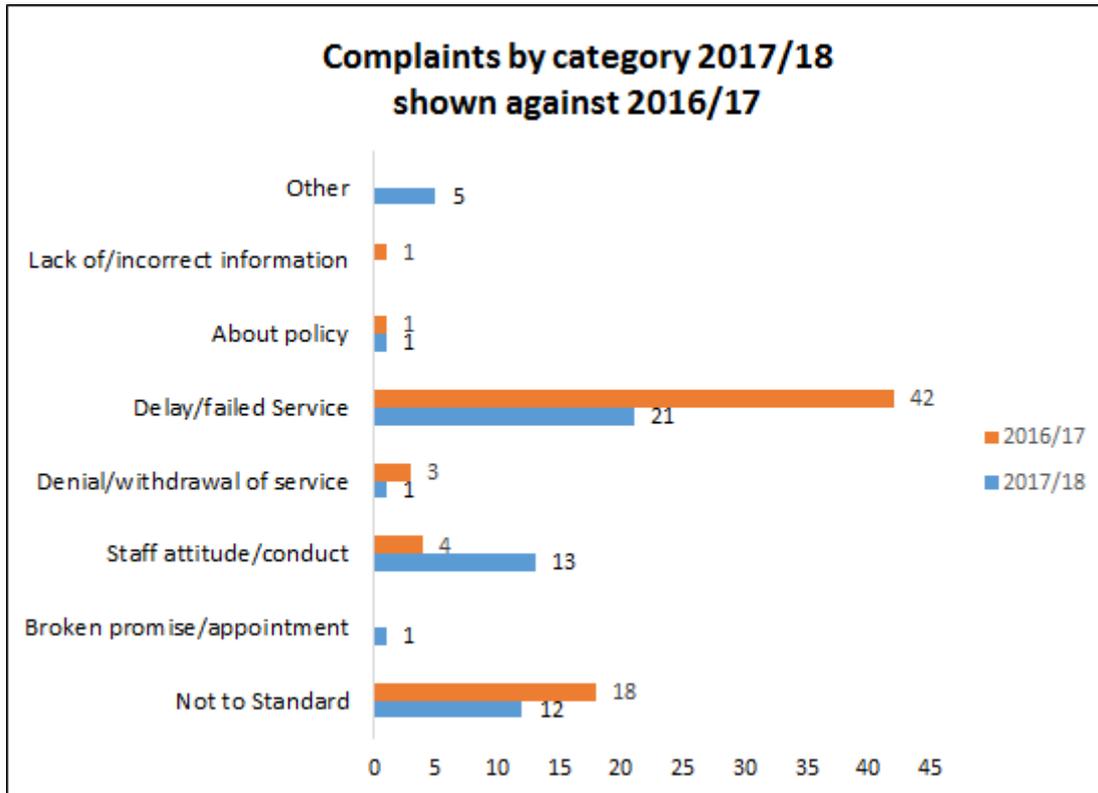
Quarter 1 April to June 2017	9	(16)
Quarter 2 July to September 2017	17	(21)
Quarter 3 October to December 2017	11	(17)
Quarter 4 January to March 2018	17	(15)

## 6. Complaints Received by Team



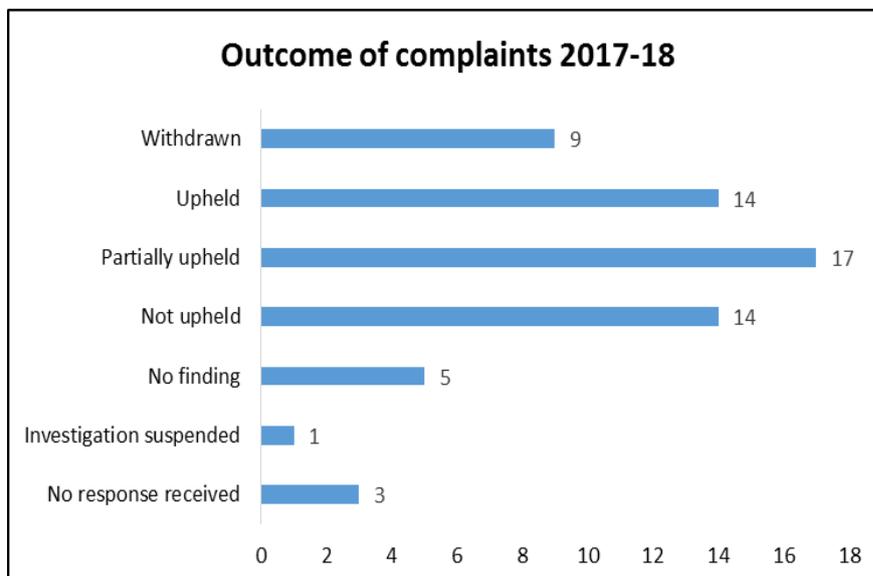
6.1 The highest number of complaints were logged against independent care providers and the long term social care service.

## 7. Complaints Received by Category



7.1 The highest number of complaints were received in the category Delay/Failed Service.

## 8. Outcome of complaints



- 22% of complaints were not upheld
- 27% were partially upheld
- 22% were upheld
- 14% were withdrawn
- 8% had no finding
- 2% had the investigation suspended
- 5% had no response received

8.1 Complaints recorded as 'no finding' were where the investigating manager had not given an indication of whether the complaint was upheld or not. The Complaints Manager has put in place processes going forward to ensure that this information is sought from the investigating manager.

## **9. Escalated Complaints**

9.1 Seven complaints were escalated during the year and received a further response. One complaint went straight to the Director as requested by the Chief Executive.

9.2 One complaint was reviewed by the Local Government Ombudsman, but was not upheld.

## **10. Themes and Topics from Complaints**

10.1 Complaints covered the following topics and themes:

- Standard of care delivered by independent sector care providers, both in care homes and in the community
- Belongings going missing during respite stays
- Conduct/attitude of social workers
- Not involving family and carers in decisions relating to where an individual lives
- Problems with a change of home care provider following the closure of a care agency
- Poor discharge planning and implementation
- Information not passed to respite providers in a timely manner
- Equipment ordered not arriving in a timely manner
- Disputes over care invoices and financial assessments
- Inaccuracies in review
- Care agencies not staying for the correct time and timesheets not completed accurately
- Carers acting inappropriately in service users home (applying makeup etc)
- Medication errors
- Issues with collecting service user money from the Town Hall
- Dissatisfaction with works undertaken to adapt the home

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

11.1 The department is committed to learning from complaints and to continuously improving the processes for handling complaints. Examples of improvements that have been made as a result of complaints include:

- An inventory was introduced for care homes to ensure belongings are recorded
- Induction training review was undertaken by a care agency to ensure duration of carers at calls is closely monitored
- Processes were reviewed to ensure Care and Repair receive all the information they need to be able to assess the impact the works will have on individuals
- Reminder to the Adult Early Help team to ensure that all information is passed to respite providers

11.2 The Quality Assurance Team audit the number of complaints response letters that have been uploaded to Frameworki and make recommendations on how the letters could be improved.

11.3 For example in Quarter One the findings were as follows:

- All but one letter included the standard paragraph to contact the Central Complaints Office if they are not satisfied with the response provided
- The majority of responses were well written and included what was done about the original complaint and what was found out after the investigation
- One complaint letter included the wrong complaint reference number and three had no reference numbers included
- One letter had formatting errors

Recommendations made included:

- All complaint letters should use the most recent version of the PCC letterhead and include the standard complaints paragraph
- All complaints and responses should be uploaded to the service user record as 'restricted documents'
- Complaint response letters should follow the same format, ensuring that:
  - The original complaint is outlined
  - Clearly detail how it was investigated
  - What was found
  - Whether or not the complaint was upheld
  - What we are doing to ensure the same situation does not happen again, or what we have learned and changed as a result
  - What the complainant's next steps are if they are still dissatisfied

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