

ADULTS AND COMMUNITIES SCRUTINY COMMITTEE	AGENDA ITEM No. 7
12 NOVEMBER 2019	PUBLIC REPORT

Report of:	Charlotte Black, Service Director, Adults and Safeguarding	
Cabinet Member(s) responsible:	Councillor Wayne Fitzgerald, Cabinet Member for Integrated Adult Social Care, Health and Public Health	
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ADULT SOCIAL CARE ANNUAL COMPLAINTS REPORT 2018-19

R E C O M M E N D A T I O N S	
FROM: Charlotte Black, Service Director – Adults and Safeguarding	Deadline date: N/A
<p>It is recommended that the Adults and Communities Scrutiny Committee:</p> <ol style="list-style-type: none"> Note the summary of Adult Social Care complaints and compliments received between 1 April 2018 and 31 March 2019 and the learning and actions taken as a result. 	

1. ORIGIN OF REPORT

- 1.1 This report is submitted to the Adults and Communities Scrutiny Committee following a request made by the Committee.
- 1.2 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 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.
- 2.2 Since January 2013 complaints have been managed by the Peterborough City Council Central Complaints Office, run by Serco for the council.
- 2.3 The report summarises the Adult Social Care complaints and compliments received between 1 April 2018 and 31 March 2019.
- 2.2 This report is for the Adults and Communities Scrutiny Committee to consider under its Terms of Reference No. Part 3, Section 4 - Overview and Scrutiny Functions, paragraph No. 2 Functions determined by the Council:

1. Adult Social Care

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 relations to the Council's delivery and commissioning of adult social care.

2.4 How does this report link to the Children in care Pledge?

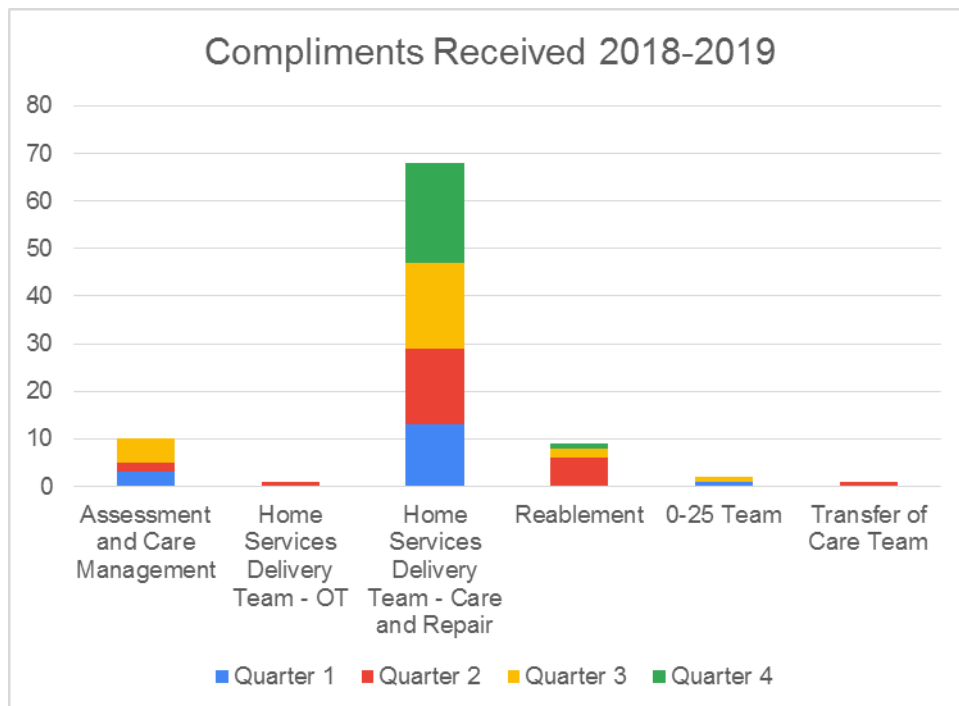
N/A

3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
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4.1 Compliments Received

4.1.1 During 2018/19 a total of **91** compliments were logged (there were 46 logged in 2017/18). 68 of these were for Care and Repair, who do provide a valuable service to the people of Peterborough. We suspect that only a small percentage of compliments received by other Adult Social Care staff in their day to day work are passed on to be logged. Via our newsletter we are encouraging staff to share these more regularly, so that we can learn from what goes well as well as what goes less well.



4.1.2 Examples of compliments received are:

“Mum is doing well and it’s reassuring for me to know she is well cared for at the care home. I would just like to say a big thank you to you for all your help from the first day I met you. I know it’s your job but you cared about me as well as my mum, helping and advising me through various difficult times. Thank you”.

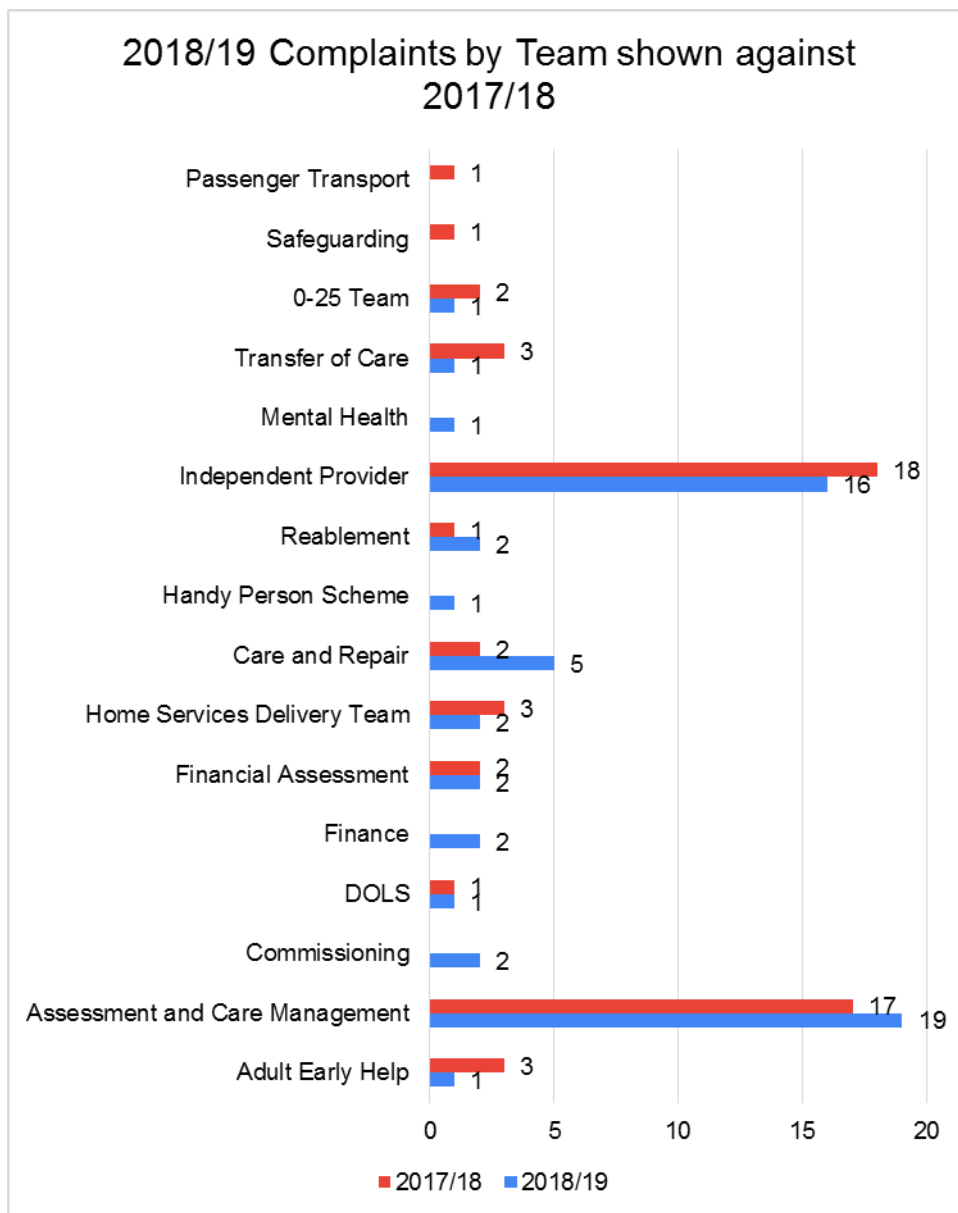
Thanks, I am very grateful to you – you have been the most supportive of friends to (name of service user) and to the whole family and I am very aware of how hard finding the pennies is in the climate in which we are living. I hope you know how much you are appreciated”.

“Thanks for all your help, you are a truly amazing social worker, I’ve never had someone so dedicated like you. Thank you!”

4.2 Complaints Received

4.2.1 During 2018/2019 a total of **56** formal complaints were logged about Adults and Safeguarding services. Seven complaints were withdrawn or suspended. In 2017/18 a total number of 54 complaints were received.

4.2.2 Complaints Received by Team

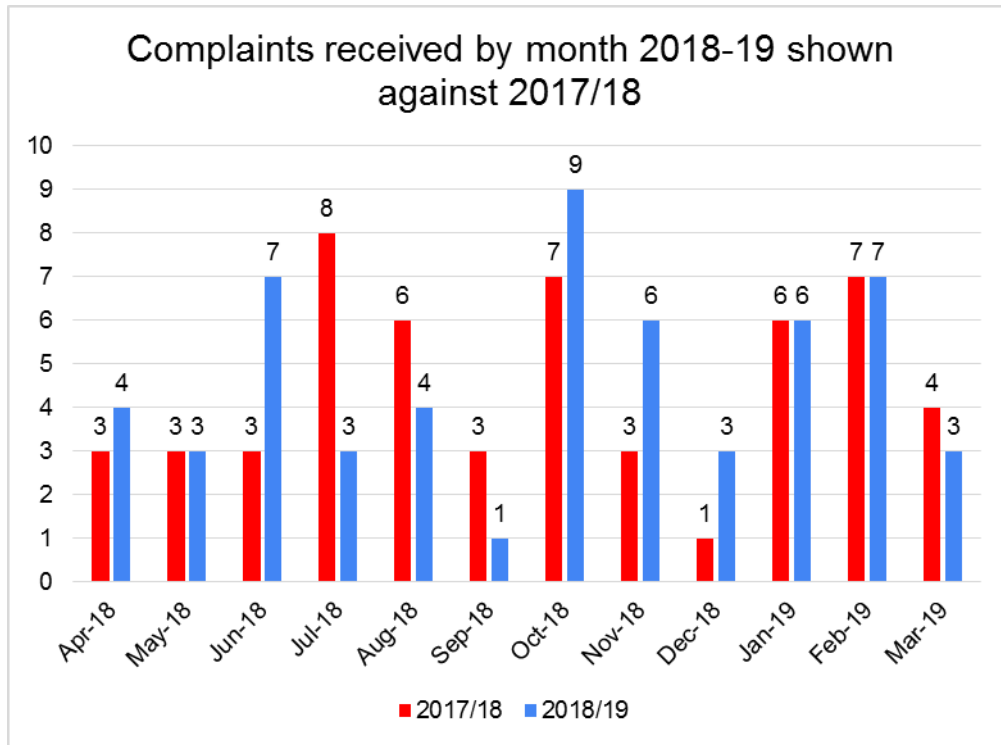


The highest number of complaints were logged against Assessment and Care Management

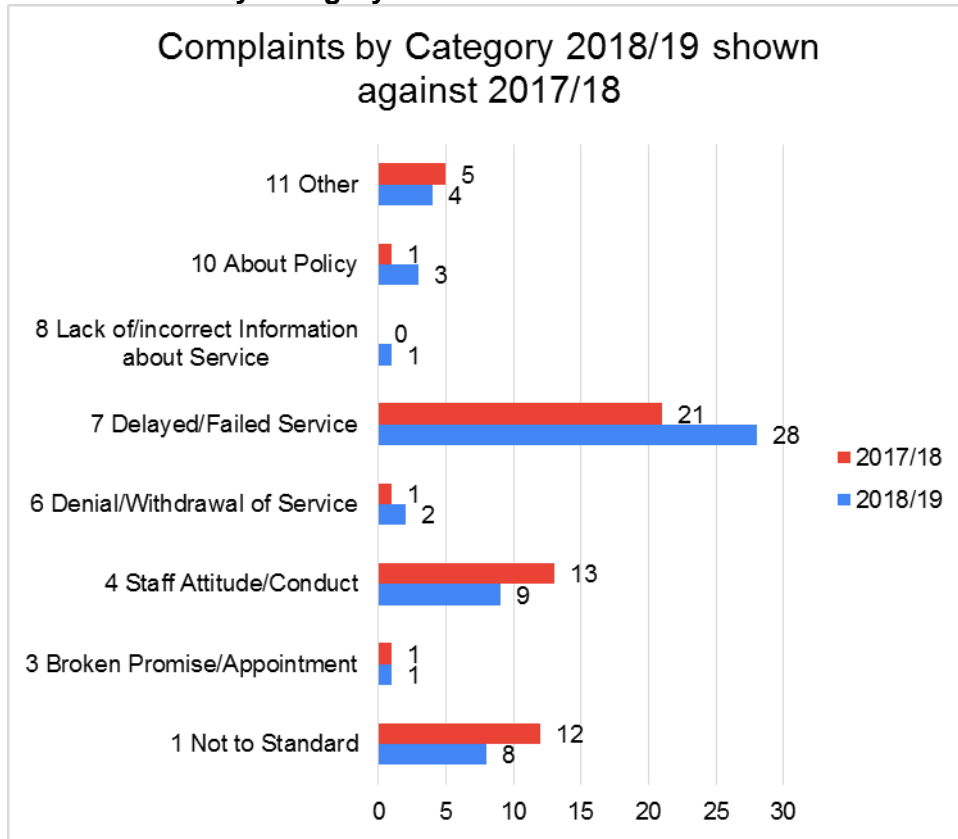
and independent care providers.

4.2.3 Complaints Received by Month

The graph below shows complaints received by month.

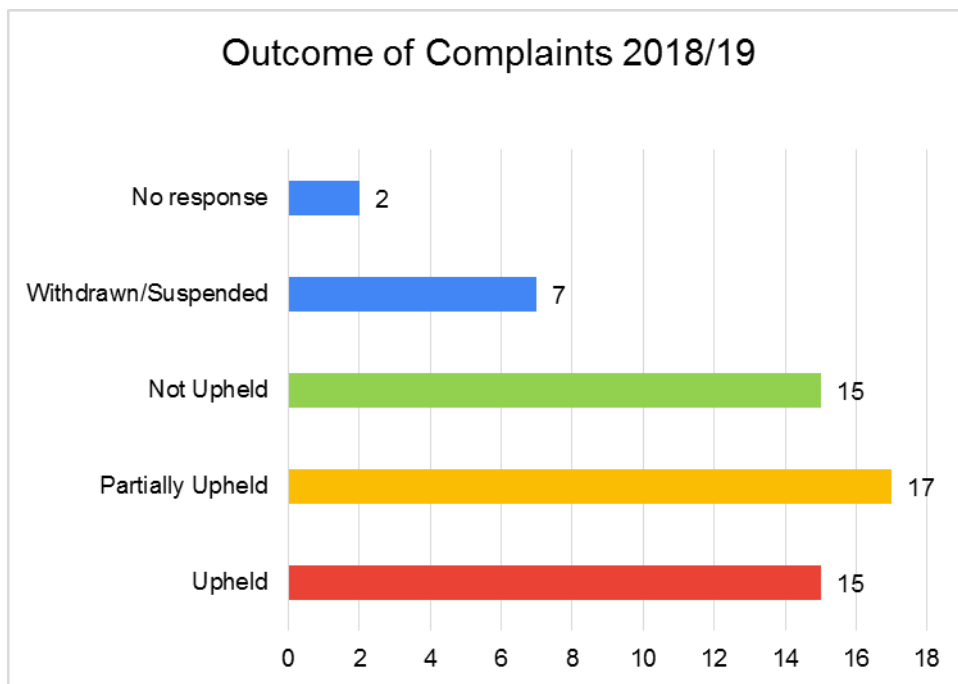


4.2.4 **Complaints Received by Category**



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

4.3 **2. Outcome of complaints**



- 27% of complaints were not upheld
- 30% were partially upheld
- 27% were upheld
- 13% were withdrawn or suspended

- 4% (2 complaints) had no response recorded. The complaints team is currently following up these two complaints

4.4 Complaints Responded to within 20 working days

The ASC Statutory complaint regulations do not specify a timescale for the formal response to a complaint. These are open to negotiation with the complainant. However to keep the service focused on resolution we have a locally agreed target of 20 working days to respond to a complaint. This is not always achievable for a variety of reasons.

18 cases did not receive a response within this timescale and the reasons recorded for this are as follow

Reason for delay	Number of Cases
Multiple complaints added by customer after investigation start date	3
Decision on who would investigate changed part way through timescale	2
Delay by Investigating manager not notified (no holding letter sent)	5
Delay by Investigating manager notified – Holding letter sent	3
Joint Case with CCG (longer timescale permitted)	1
Customer delayed in providing further detail despite several requests	1
Multiple inputs required from several teams	3

4.5 Escalated Complaints and Local Government Ombudsman Complaints

Three complaints were escalated to the Head of Service/Director. One related to Care and Repair (not upheld), one to Assessment and Care Management (partially upheld) and one to an independent care provider (upheld).

Two complaints were reviewed by the Local Government Ombudsman during 2018-19.

One was judged as upheld, no further action.

The other was upheld – maladministration and injustice. The action to be taken on this one was that within three months of the final decision the council should share the learning from this case with relevant staff (ie those that work on safeguarding cases). The council should reiterate the importance of always following Mental Capacity Act principles during safeguarding enquiries and the need to keep clear documentation to explain any deviations from usual processes or timescales.

On 19 September 2019 the Local Government and Social Care Ombudsman published their Annual Review of Adult Social Care Complaints. You can see the report on the [LGO website](#).

4.6 Themes and Topics from Complaints

Complaints covered some of the following topics and themes:

- Independent care providers not following the agreed care package, not being easily contactable and late/missed calls
- Attitude and conduct of staff members both in the council and independent care providers
- Delays
- Incorrect information being provided

- Unhappy about being turned down for service (eg home adaptations) or service being cancelled
- Unhappy about not being able to move to different accommodation
- Dissatisfaction with minor repairs and adaptations to property and dissatisfaction with being refused repairs and adaptations
- Dissatisfaction with the way finances are managed by care providers

4.7 **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. Examples of improvements that have been made as a result of complaints include:

- In respect of carers not coming at the correct times, clarification has been given to the care providers who have provided additional training to their staff
- One complaint was around conditions at a care home. A safeguarding investigation was undertaken and the service user was moved to a new care home
- One complaint was about the difficulty contacting Adults and Safeguarding over the telephone and that no direct line numbers are given out. An explanation was offered that the Adult Early Help team are directly contacted via the number given and also clarification of the other numbers tried
- In respect of the way invoices are managed, the care provider was instructed to ensure that all receipts are processed before the service user leaves respite

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**

- Increase independence, confidence, and quality of life.
- Increased quality of life and wellbeing for people with complex long term needs.
- Help manage potential risks around the home.
- Provides reassurance to carers.
- Reduce the costs of traditional care and support
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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.

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 on the [LGO website](#).

11. APPENDICES

- 11.1 None