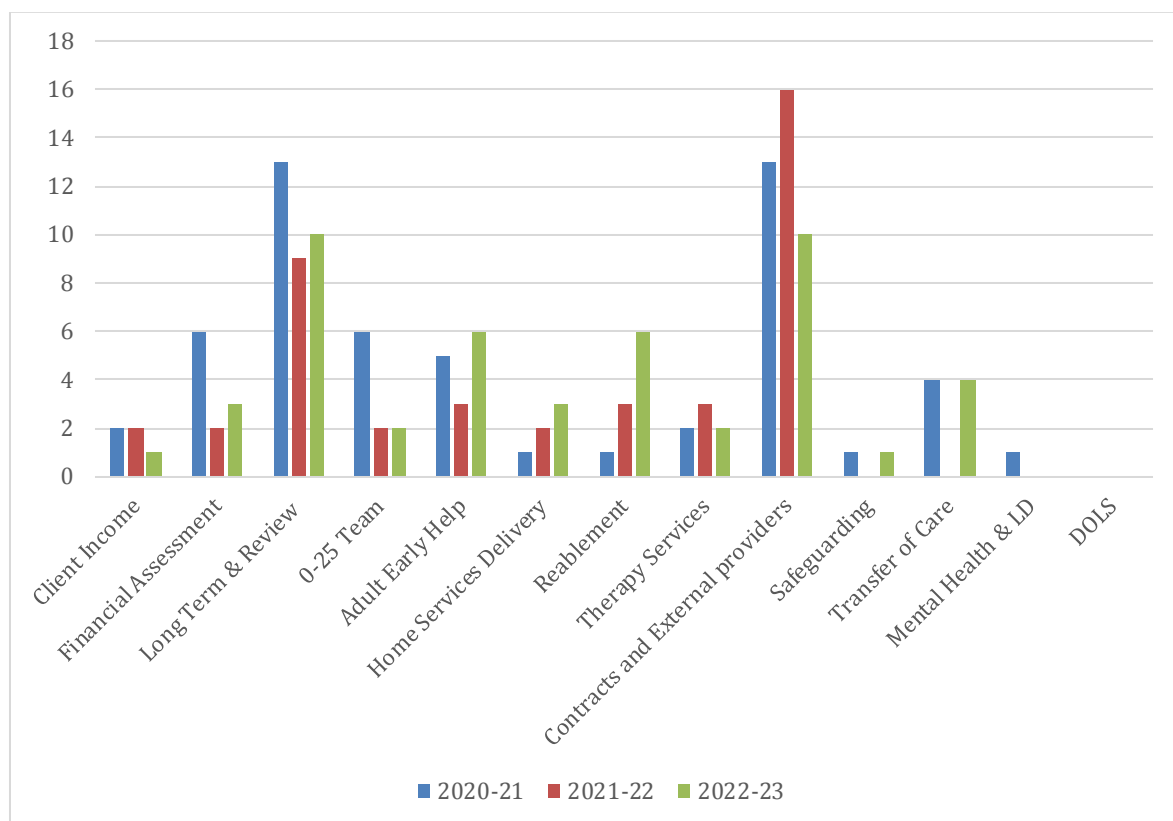


Appendix A – ASC Statutory Complaint Report 2022-23

Complaint Volumes

During 2022/23 a total of 48 complaints were logged through the Adults statutory process about Adults Social Care services. 2 of these complaints were subsequently withdrawn. This is a similar number to the previous year, continuing with a low volume of complaints received against previous years.

Figure 1 - Stage 1 Complaints investigated 2022/23 by Team.



The highest number of complaints (10) were received by the Contracts team about Independent Providers & the Long Term and Review team (10). However, this year saw a significant fall in complaints about providers and of the 10 complaints 2 were withdrawn and 1 was resolved informally.

The Long Term and Review Team continued to see similar numbers to previous years. Both Safeguarding and Transfer of Care received complaints having received none the previous year, but at a low level.

Complaint Outcomes

Complaint outcomes currently fall into 3 categories.

Upheld, Partially Upheld, Not Upheld,

In 2022/23 the Complaint Outcomes were as follows

Figure 2 – First Stage outcomes

	Complaints determined at first Stage	Upheld	Partially Upheld	Not Upheld or No findings	Withdrawn
2021/22	42	10	20	9	3
2022/23	48	12	12	22	2

This equates to a reduction in fault found from 71% in 2021/22 to 50% of complaints in 2022/23. Over the same period in the Ombudsman Annual Review of Adult Social Care Complaints 2022-23 they report that 75% of Adult Social Care complaints that they investigate nationally are upheld.

To illustrate the number of complaints that Peterborough City Council receive for Adult Social Care services in comparison with the number of people accessing support from Adult Social Care, during the year April 2022-March 2023, to which this report relates, a total of 2790 people were supported in long term care.

Complaint Escalations

It is the aim of the Adult Social Care statutory complaints process to reach a resolution on complaints at the earliest opportunity.

In 2022/23 there were 7 complaints which escalated as the complainant was not happy with the first response – which is an escalation rate of 14.5%

Previously the complaint escalation rate was under 10% but in the past two years it has increased.

The factors which can help to prevent escalation of complaints are

- Proactive contact with the complainant to discuss their complaint
- Quality of written responses
- Timeliness of response

Contact with the complainant by managers needs to be promoted by senior management to ensure complaints are resolved more promptly and escalations can be avoided. This has shown positive results amongst other council services where the percentage of complaint which escalate are lower.

The quality of written responses is generally of an acceptable standard.

In 2022-23 the average ASC complaint response time was 27 working days. The timescale set for the service to respond is 28 days and 71.4% of complaints are responded to within this timescale.

Figure 3: Escalation Outcomes during 2022/23

Case No.	Team	Description	Escalation Outcome
1	Reablement	Refusal by worker to carry water to a secondary room to allow for greater privacy	Not Upheld
2	Long Term Team	Unhappy planned visit cancelled at short notice	Not Upheld
3	Long Term Team	Unhappy with personal comment made by Team manager at meeting	Upheld
4	Home-Service Delivery	Delays in communication	Partially Upheld
5	Transfer of Care	Felt pressurized to source alternative placement to facilitate family members discharge from hospital	Partially Upheld
6	Transfer of Care	Lack of consultation with family about move of parent from hospital to care home and unhappy with standard of care she received.	Partially Upheld
7	Home-Service Delivery	Was not satisfied with level of Disabled Facilities Grant offered	Not Upheld

Following the Escalation responses above two of these complaints chose to escalate the matter to the Ombudsman. In both cases the decision reached by the Ombudsman was that there was no merit in any further investigation.

Local Government and Social Care Ombudsman (LGSCO)

Only one complaint about Adult Social Care was investigated and upheld in 2022-23 and the outcome can be viewed via the link below. This is the same as the previous year when only one complaint was upheld.

<https://www.lgo.org.uk/decisions/adult-care-services/other/21-003-925>

This was a complaint which had been registered and responded to in the previous year.

Learning From Complaints

If an investigation establishes the service is at fault managers at every stage of the complaints process should be looking to identify Service Improvements which could prevent complaints of the same nature occurring in the future. Such changes may be a process or policy change or a training workshop.

Figure 4 – Service Improvements Identified in 2022/23

Service Improvements 2022/23		
Team	Complaint Details	Service Improvements
Client Income	Unhappy with delays in receiving Direct Payments into bank account.	An improvement programme has been developed and includes 3 key aims: 1. To stabilise the provider market i.e. make a case to ensure we pay Personal Assistants a sustainable rate via Direct Payments. 2. To improve our practice model i.e. clarify our Direct Payment offer and provide staff with more training on Direct Payment processes and procedures and provide better information and guidance to service users 3. to improve our Direct Payment/Self Directed Support delivery model i.e. improve our processes and systems and the way we organise ourselves so that we provide a better service.
Contracts and Brokerage	Customer unhappy with multiple changes of worker and inadequate training	Care provider is sourcing new carers to ensure continuity for the service user
Contracts and Brokerage	Customer unhappy that her concerns about a care worker have been ignored	Care worker has undergone employment refresher training and necessary spot checks will be undertaken.
Contracts and Brokerage	Delays in being invoiced for care	Capacity has been increased in the contracts team to ensure new care packages can be added to the system and invoicing can commence without delay
Contracts and Brokerage	Unhappy with care provided	Care provider to remind staff about patience and courtesy towards service users and have purchased a new system to improve the accuracy of call recording.
Review Team	Unhappy with content of review and review being conducted by telephone when this does not meet service users needs	Team meeting held to discuss good practice, person centred practice and ensuring all involved parties are provided the opportunity to be involved in the review process with the persons agreement

Compliments for Adult Social Care 2022/23

Adults Social care record Compliments they receive so that they can share the positive feedback with staff.

Compliments are received both from service users and their family members as well as external professionals and internal compliments are also recorded when one team or council service provides positive feedback to another service.

In 2022/23 there were 126 compliments recorded. This was higher than in the previous year when 66 compliments were recorded and shows that the service have reestablished a robust process for the recording and sharing of all the positive feedback that is received.

Examples of Compliments for Adults Social Care in 2022/23

Care and Repair

- The workmen and council team thoughtfully took my health condition into account when communicating and interacting with me which is extremely intelligent and refreshing.
- Client reported the stairlift was fantastic and appreciated everyone's help throughout the DFG process. Client went on to say how from our first visit and to the lift being installed he was kept informed and felt the process was completed in a timely manner. Client said again how thankful he was and to everyone that had a part to play in him being awarded his stairlift.
- Service user's son wanted it to be known that he was very grateful for my work to get the stairlift installed, despite waiting for months he said the level of communication was always good and even with some issues they were sorted swiftly, and this has had a dramatic effect on his family's life.
- Hi xxx I want to thank you very much for all the help you have given, all the online calls on my behalf and for getting the extra help and visits to me. You are a very good person and have made my disability a lot easier and less stressful. Thank you so much
- Mother and daughter said they could not thank me enough for arranging the stairlift and said that it has totally changed her mental health and she feels more confident now

Long Term Team

- "I want to thank adult social services for the help and good service I have received over the past 18 months, when dealing with my disabled daughter. The service was quick to act when we first requested help and then endeavoured to find and provide the care needed. A special thank you to the social worker, who always replied to my emails and continually made phone calls to keep me informed. It was so refreshing to be kept up to date and know that things were being dealt with as best as was possible. Thank you,"
- You have been so kind to mum. I am so grateful to you and your colleagues for pushing this funding through. You have given me peace of mind and a safe and lovely place for mum to spend the rest of years she has left. You will forever be in my prayers. You are the sort of individual that is special and so intuitive to others of need. A powerful but gentle nature that is a great gift, never lose this.
- Without xx we would not have managed to keep my mum at home, I am a carer for my mum and xxx gave me so much support and advice, she was amazing, and we couldn't have done it without her.

- Thanks for everything you've done for my mum. You've made things so much less stressful for dad and I and so much better for mum. It's such a challenging time for us all but your intervention and help has meant a lot to us all. Thank you.
- Customer expressed his gratitude to xxx for her compassion and time when he was at crisis with his wife due to Dementia. He stated that she helped him a lot.

Other ASC Teams

- a Huge Thank You to xxx, who has taken us from despair to joy. She has steered us through red tape shown CARE made sure I am safe. We are now in beautiful ground floor flat ""in the park"" as we say. A garden for hubby. Her follow up has been so reassuring. An Angel in our lives. Thank you" **(Therapy Services)**
- Customer advised whenever he calls, he is always greeted by friendly, professional staff and always receives an excellent service. He also wanted to particularly thank xxx for her recent help in relation to a particular medical concern he had. **(Adult Early Help)**
- The son said he was very, very grateful and this was exactly the conversation that he needed to help him understand the process. He was enquiring about services to help his elderly mother in hospital following lots of falls **(Therapy services)**
- "I would like to raise a huge well done and thank you to Community Support Worker xxx for their continued support in assisting us to support our vulnerable people within Peterborough. Today they managed to support an elderly male we had been worried about on duty for many days, to make a decision to accept respite over Christmas. They reassured him, supported him to pack and transported him to a respite setting. A job well done." **(Internal between two ASC teams)**
- I want to thank you so much for spending that morning with Dad and showing him the Spurs vs. Leicester game on your phone. It was one of the very few shafts of light he had whilst he was incarcerated in that place. He spoke about it for a few days afterwards which was good for him at that time. Thank you again! **(DOLs team)**
- Service user called to praise the Reablement worker who had visited, thanking her for all the help and advice she gave him when she visited. He said she is a lovely lady who was polite, respectful, and went over and above. She has the qualities of a top-class nurse and said he can't thank her enough and that when she left he cried. **(Reablement)**
- I wanted to put a few words together by way of thanks and a mini review of your time spent with my mother so far. I feel the mutual aim for you and our family was to keep mum living safely and independently in her own home while being aware of the need for constant review. Whilst mum may be independent currently, she is in her 90s and thus I feel your approach also helped guide her future needs too. During your assessment mum felt able to express her own needs whilst becoming aware of the advantages of the changes you recommended. Mum welcomes your visits, feels relaxed in your company, and sees you as a valuable source of help. As a family, it is reassuring to know that such services exist and have the expertise to allow mum to exercise her choices in a safe continuously reviewed way. Mum is aged and you can never tell what will happen in the future, but for now, mum is independent and that in part, is a result of your contributions. **(Therapy Services)**