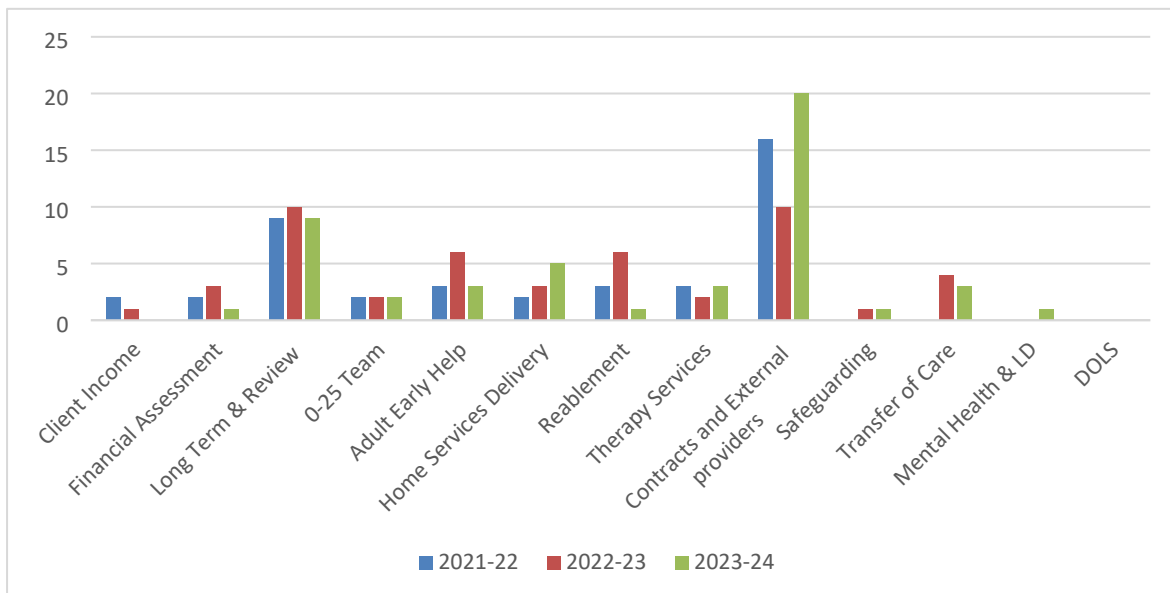


## Appendix B – ASC Statutory Complaint Report 2023/24

### Complaint Volumes

During 2023/24 a total of 49 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logged through the Adults statutory process about Adults Social Care services. 2 of these complaints were subsequently withdrawn.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 two years where complaint volumes have not exceeded 50 cases per year. In the five years before that the average number of complaints each year was 63 cases per year.

**Figure 1 - Stage 1 Complaints investigated 2023/24 by Team.**



The highest number of complaints (20) were received by the Contracts team about Independent Providers & the Long Term and Review team (9).

After a significant fall in complaints about providers last year there has been a return to the numbers seen in previous years.

The Long Term and Review Team continued to see similar numbers to previous years.

All other teams have very low complaint numbers.

### Complaint performance

In 2023 - 24 the average ASC complaint response time was 23 working days. This is a reduction from the previous year when the average timescale was 27 days.

## **Complaint Outcomes**

Complaint outcomes currently fall into 3 categories.

***Upheld, Partially Upheld, Not Upheld,***

In 2023/24 the Complaint Outcomes were as illustrated in figure 2.

**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	Complaints determined at first Stage	Upheld	Partially Upheld	Not Upheld or No findings	Withdrawn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
2023/24	49	14	15	18	2

Partially Upheld and Upheld cases are all cases where the Authority recognises there has been some fault in delivering the service that was the subject of the complaint. This equates to a fault level of 59% in 2023/24. Over the same period in the Ombudsman’s Annual Review of Adult Social Care Complaints 2023/24 (which covers all Adult Social Care providers and Local Authorities in England) they report that 80% of Adult Social Care complaints that they investigate nationally are upheld.

The number of complaints being received about Adult Social Care services in Peterborough is low both compared to neighbouring authorities and in terms of the numbers of people receiving services. The service provides support both to people with long term care and support needs (aged 18 years plus), short terms needs such as Occupational Therapy, Sensory Support, Reablement, as well as support for carers. To illustrate the number of complaints that Peterborough City Council Adult Social Care service receives in comparison with the number of people accessing support, during the year April 2023-March 2024, a total of 4357 people received support.

## **Learning From Complaints**

Where complaints are upheld, it is important for services to identify what actions can be taken to resolve the matter promptly and fairly but also how to learn lessons from the problems that have occurred to enable service improvements for the future.

**Figure 4 – Service Improvements Identified in 2023/24**

<b>Service Improvements 2023/24</b>		
<b>Team</b>	<b>Complaint Details</b>	<b>Service Improvements</b>
<b>Long Term Team</b>	Family felt misinformed about carer payments	Staff to be reminded to seek advice from PCVS and to offer a referral to PCVS where employment queries arise associated with direct payments.
	Family felt they were excluded from assessment meeting due to poor planning	Reminder to staff of the importance of ensuring family member are involved in meetings for accurate assessments.
<b>Transfer of Care team</b>	Unhappy with handling of discharge of family member	Process changes to ensure more information given signposting to support and advise available
	Unhappy with handling of discharge.	Case audit will be shared with team to improve learning
<b>Contracts and External Providers</b>	Unhappy with delivery of items by equipment provider and how bed rail was fitted	Provider has agreed to improve staff monitoring & improve Communications around failed deliveries. They will also seek clarity from OT's around purpose of items being ordered and their function
	Unhappy with conduct of Care worker	Refresher training to be provided
	Unhappy with standards of care around food safety and hygiene	Care agency agreed that workers would be asked to keep records of food temperatures in future.
	Complaint about the standard of care in respite home	The care home has been instructed to improve record keeping and maintain good communication with family members
	Unhappy with the standard of care from the Care agency (two cases)	Arranged to visit provider to undertake a contract monitoring review to scrutinise the training and competency of carers
	Not happy that consultation for new provider for Learning Disabled clients was inclusive (three cases)	Commissioners will amend their engagement strategy going forward to ensure it is inclusive.

## **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 2023/24 there were 6 complaints which escalated as the complainant was not happy with the first response – which is an escalation rate of 12%

This is a slight reduction from the previous year when 14% of ASC complaints were escalated.

**Figure 3: Escalation Outcomes during 2023/24**

<b>Case No.</b>	<b>Team</b>	<b>Description</b>	<b>Escalation Outcome</b>
1	0-25	Not happy with level of care being provided.	Partially Upheld
2	Long Term Team	Unhappy with financial support offered to carers.	Partially Upheld
3	Home Service Delivery	Unhappy with quality of home adaptations	Partially Upheld
4	Financial Assessments	Challenge to financial assessment – wants value of property to be disregarded.	Not Upheld
5	Transfer of Care	Disputing that care was agreed to and therefore want invoice to be written off	Upheld
6	Long Term Team	Unhappy with reduction in care hours following assessment	Partially Upheld

Following the Escalation responses above two of these complaints chose to escalate the matter to the Ombudsman. In one case the decision reached by the Ombudsman was that there was no merit in any further investigation, and the other case was still under investigation at the year end.

## **Local Government and Social Care Ombudsman (LGSCO)**

Only one complaint about Adult Social Care was investigated and upheld in 2023-24 and the outcome can be viewed via the link below. This is the same as the previous year when only one complaint was upheld.

This was a complaint which had been registered and responded to by the council in the previous year but was not considered and determined by the Ombudsman until 2023-24.

### **The Ombudsman's final decision Summary:**

Mr X complained the Council excluded him from the care process for his brother, Mr Y, and that it failed to act on concerns he raised about his brother's care and unnecessarily appointed an advocate for Mr Y. There was no fault in the way the Council responded to Mr X's concerns or in the decision to appoint an independent advocate. The Council was at fault for not properly consulting Mr Y about who to involve in his review and for not completing the review in a person-centred way. The Council has agreed to apologise to Mr X for the frustration he was caused, pay Mr Y £200 to acknowledge the uncertainty caused by not properly involving him in the review and provide evidence it has issued reminders to staff to prevent a recurrence of the fault.

All complaints investigated by the Ombudsman are published on their website in an anonymised format – the link to this case is provided here.

<https://www.lgo.org.uk/decisions/adult-care-services/other/23-002-112>

## **Compliments for Adult Social Care 2023/24**

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

In 2023/24 there were 70 compliments recorded. The service has established 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**

- Thanked me for everything. Said they have all the equipment they need. Has named her Stairlift "Lulu" and described it as "wonderful". "Loves" her grab rail by the bed so much that she "could kiss it". Also "feels like a queen" when she sits on the raised toilet seat.
- Just a note to say thank you for all your help and hard work with the home aids and new wet room. They're really great and have made a huge difference to me. Very much appreciated and thank you so much
- Contractors very helpful, the installation has made a massive difference, its a joy to finally have a shower. The overall experience was very good, nothing like I expected the guys went above and beyond - I'm very grateful.

### **Long Term Team**

- "Thank you so so much for all your support, knowledge, kindness and care whilst getting our Mum settled into a residential care home. We really appreciate everything that you have done for us and Mum and we are so happy that she is settled into the home very well. Thank you from the bottom of our hearts.
- Xxx has helped him to maximise his benefits and to plan his shopping list and other spending whilst on an extremely low budget. The client said that xxx is "a great bloke, he has really helped me when I have needed it the most. He's a star"
- Over the last few years xxx has been, I can say this with much confidence, been a

great social worker, with great people skills, caring, kind and puts all her heart into the work she has done for me and my son. She has stood by us, and never judged just been there listened, and always helped us as much as possible. I don't think we could have got by without her help and input. Some people will work just for the money, but not xxx she is in the profession because she wants to help!

### **Other ASC Teams**

- The Client has dementia, and the daughter is living with mum currently to help support her. All they needed in the end was a shower stool and a grab rail alongside the toilet to help support the client. On review the daughter said "thank you so very much it is all working brilliantly for Mum. She really likes the shower stool and has said it is really good. But the best thing of all is that I no longer have to accompany mum to the toilet as having the grab rail in place means she is managing this independently which is really brilliant" " **(Therapy Services)**
- xxx said he "enjoys coming, the carers are lovely, and he has a good time." Thank you for all the help in getting him to hospital in good time so they could treat the stroke quickly from which he has now fully recovered. **(Older Peoples Day Services)**
- I've just had a very positive call with xxx who says going to the Day Service has changed her life. She feels she has "a new zest for life" and it has "given me more confidence". She enjoys the exercises and games, in particular. She said you were very lovely and easy to talk to. **(Older Peoples Day Services)**
- Thank you for your support, your positivity has made me feel so much better. You really seemed to understand dads situation very quickly and see him very much as a person who still counts. Thank you again, you have given me the impetus to keep fighting!"**(Review Team)**