

<b>Report Title:</b>	<b>Customer Care Annual Quarterly Report 1 April 2012 – 30 June 2012</b>
<b>Directorate:</b>	<b>Adult Social Care</b>
<b>Purpose:</b>	<b>To Provide Management information regarding Compliments, Comments, Representations and Complaints.</b>
<b>Date:</b>	<b>10 August 2012</b>
<b>To:</b>	<b>Strategy and Commissioning Management Team, Adult Social Care</b>
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## **1 PURPOSE**

- 1.1** The purpose of this document is to present the half year report on the Adult Social Care Services, compliments, comments, representations and complaints from April 2012 to June 2012. For reference, an explanation of acronyms is laid out in Appendix 1

## **2 COMPLIMENTS, COMMENTS, REPRESENTATIONS and COMPLAINTS**

- 2.1** Details relating to compliments, comments, representations and complaints are considered in this section. The total number of complaints, compliments, comments and representations from 1 April 2012 to 30 June 2012 are recorded in Table 1 and compared to the totals for the same period in 2010/11

### **2.2 Table 1: Number of compliments, comments, representations and complaints**

	<b>Apr- June 2011</b>	<b>Apr – June 2012</b>
<b>Compliments</b>	7	11
<b>Comments/enquiries</b>	3	18
<b>Representations</b>	0	4
<b>Corporate Complaints</b>	2	5
<b>Complaints</b>	58	30

- 2.3** Table 2 shows the number of compliments received, the team they were for and the subject of the compliment.

### **2.4**

- 2.5** From 1 April 2012 – 30 June 2012, 11 compliments were received. As with last year these compliments refer primarily to two distinct areas i.e. quality of service and the helpful attitude of staff members.

### **Examples of compliments received:-**

“Thank you so much for the prompt and professional help you gave to me regarding equipment for my late husband”. ICES

“I cannot thank you enough for the two days [training] that I spent with you and your colleague”. Quality and Workforce Development.

“The staff member was very helpful and relieved my anxiety to a large extent”. Fenland Older People’s team

“A big thank you to those who helped me last Friday concerning my son’s benefits you saved my sanity”. Huntingdon LDP

**Table 2: Compliments received 1 April 2012 to 30 June 2012.**

<b>Team</b>	<b>Number of compliments</b>	<b>Subject Area</b>
<b>OP</b>		
East	1	Pleased with contact from the team manager.
Fenland	1	Helpful staff
<b>LDP</b>		
East Cambs LDP	1	Great help and support to student on placement.
Huntingdon LDP	1	High standard of service
Fenland LDP	1	High standard of service from social worker
<b>PDSS</b>		
PD SS	1	Care manager worked hard to build a link between PD and MH.
<b>Quality and Workforce Development Team</b>		
Quality and Workforce Development Team	3	High standard of training High standard of service Helpful staff
<b>Other</b>		
Assistive Technology	2	Excellent equipment Helpful staff Prompt assistance
<b>Total</b>	<b>11</b>	

### **3 COMMENTS AND ENQUIRIES**

- 3.1** There were 18 comments/enquiries received. These covered a number of issues including making a referral and adjusting the heating in a care home.

Currently informal complaints are recorded by the Customer Care team as enquiries. Of the 18 enquiries received there were 9 comments that required no further action 7 informal complaints, which were dealt with promptly.

The way that informal complaints are recorded is being reviewed by the Customer Care team to ensure that they are accurately recorded and to capture the informal complaints which are being resolved directly by the teams.

## **4 REPRESENTATIONS**

- 4.1** A total of 4 representations were received from 1 April 2012 to 30 June 2012. One related to the planned closure of some day services, one was regarding the reduction in the carer's grant, and the last two were about the cancellation policy.

The same number of representations were received during 1 April 2010 to 30 June 2011 although the subject areas of the representations were different.

## **5 COMPLAINTS**

### **5.1 Corporate Complaints**

- 5.1.1** Corporate complaints refer to complaints made about a named employee. A total of 5 corporate complaints were received from April to June 2012. 1 of these complaints referred to 'staff inefficiency' and the other 4 to staff attitude. It should be noted that corporate complaints are dealt with using the line management structure. In cases where a corporate complaint is sent to the customer care team it is passed to the relevant manager for investigation. At this point, in the interests of confidentiality, customer care involvement ceases. The individual's line manager should be contacted for any further information about the outcome of corporate complaints

### **5.2 Complaints**

- 5.2.1** Details of complaints received from April to June 2012 regarding the different Service Areas provided by Cambridgeshire's Adult Social Care, are provided in Table 4.
- 5.2.2** It should be noted that complaints that involve more than one issue have been recorded in Table 4 using the primary reason for the complaint and additional information is provided in the comments column.
- 5.2.3**
- 5.2.4** 30 complaints were received from April 2012 to June 2012. The number of complaints for this reporting period has decreased by 48% when compared to the same period for 2011.

The decrease in the number of complaints can be attributed in part to the pre-emptive action being taken with regard to enquiries. The aim of dealing with enquiries in this way is to reduce the risk of the enquiry escalating to a formal complaint.

Joint investigations ensure that the complainant received a comprehensive response. 3 complaints were investigated jointly.

In addition to the 1 complaint about a financial assessment received in this quarter, 3 complaints, in addition to other social care issues also involved concerns about the financial assessment.

### 5.2.5 Table 4 : Service Area Complaints information

Team		April – June 2012	Comments
<b>Physical Disability</b>	6 (For this period Sensory Service complaints are included)	1	Financial Assessment issues also involved
<b>Sensory Services</b>		1	
<b>Older People</b>	29	16	2 complaints also involved financial assessment issues 2 complainants were investigated jointly with Anglia Support Partnership
<b>Discharge Planning</b>	For this period Discharge Planning complaints were recorded under Older People	1	
<b>LDP</b>	10	5	
<b>Mental Health</b>	1	2	1 complaint was jointly investigated with CPFT
<b>Financial Assessment</b>	2	1	
<b>Invoicing /Debt recovery</b>	2	0	
<b>EDT</b>	1	0	
<b>Equipment Service</b>	0	1	
<b>O.T.</b>	3	1	
<b>Adult Placement</b>	0	1	
<b>Contact Centre</b>	1	0	
<b>Other</b>	3	0	
<b>Total</b>	<b>58</b>	<b>30</b>	

## 5.3

### Nature of Complaints

From April 2011 to October 2011 when the nature of the complaint was recorded all of the issues in the complaint were recorded. This resulted in the number of issues recorded exceeding the number of complaints. Responding to feedback from previous reports from October 2011 onwards information relating to the reasons for complaining has been recorded differently. The primary reason for the complaint is recorded; this means that the number of complaints now corresponds with the reasons for the complaint and the data gives a clear view of why people are complaining. Due to the

changes in the way that this information is recorded there is no comparative data available for the corresponding period in 2011.

Table 5 details the reasons why people complained

The most common reasons for complaining related to the standard of support provided and the lack of communication

18 of the 30 (60%) of the complaints received were about the standard of the support provided. Examples of issues raised in these complaints included in the category of support provision are:-

- Missed calls by care agencies
- Care provision
- Standard of Care Provision
- Process not being followed
- Length of time taken for an assessment to be completed

**5.3.1** Any complaint that has safeguarding issues is shared with the Safeguarding team and if necessary a safeguarding investigation is carried out. From April to June 2012 there was 1 complaint about support provision that raised safeguarding issues

#### **5.3.2 Table 5 : Reasons for Complaints**

Reason for Complaint	April to June 2012
	Total
Disagree with assessment/decision	2
Financial Assessment	3
Lack of information/communication	4
Inaccurate communication	2
Support Provision	19
<b>Total</b>	<b>30</b>

#### **5.4 Complaints involving Independent Sector Providers**

**5.4.1** 4 of the 30 complaints involved issues which related to Independent Sector providers. 3 of these complaints related to Older People's Services and the remaining 1 was about a provider of Learning Disability Services.

Table 6 gives details about the complaints relating to Independent Sector providers and the issues raised in the complaints.

Complaints that refer to Independent Sector Providers are investigated by the locality team manager. The responses to complaints about poor practice are sent to the relevant Head of Service.

It is worth noting that whilst a complainant can complain directly to an Independent Sector provider, they are also able to complain about the same issues to the County Council.

#### 5.4.2 Table 6: Complaints involving Independent Providers

Issue Nature	1 April 2012 – 30 June 2011
Abuse/ Ill-treatment	0
Financial issues	0
Standard of Care	3
Communication	1
<b>Total</b>	<b>4</b>

#### 5.5 Complaint Response Times

The Adult Social Care complaints policy specifies that complaints should be responded to within 20 working days. If there are mitigating circumstances for exceeding this time frame then a written explanation is sent to the complainant.

Complaints responded to within 20 working days	20 out of 30	<b>67%</b>
Complaints responded to after 20 working days	10 out of 30	<b>33%</b>

##### 5.5.1 Due to changes in methods of recording there are no comparable figures for the same period in the previous year.

The reasons for complaints taking longer than 20 working days to complete includes difficulties in obtaining the correct information, complex complaints which require information from a number of different sources.

From April – June 2012 complainants calling during the investigation to add related issues or further information, staff being on annual leave or sick leave, and records being temporarily unavailable due to archiving has also added to the length of time it has taken to respond to the complaint.

#### 5.6 Senior Manager Review

##### 5.6.1 As part 2 of the complaints process, 2 of the 30 complaints are currently being reviewed by a Senior Manager at the request of the complainant after receiving the initial response to their formal complaint. 1 Senior Manager Review has already been concluded.

Requests for a review by a senior manager can be registered some time after the initial response has been sent. The number of requests for a Senior Manager review for complaints received from April – June 2012 may yet increase as time progresses.

## **6 STATISTICS ON AGE, GENDER AND ETHNICITY**

- 6.1** Table 7 show the numbers and percentages of people complaining in relation to their gender, age and ethnicity.
- 6.2** In contrast to the corresponding quarter the previous year, services for people between the ages of 18 and 64 received marginally more complaints than Older Peoples Services,
- 6.3** More women than men receive services from Adult Support Services (61%). This is reflected by the complaints statistics i.e. more women 53% than men (47%) complained from April to June 2012
- 6.4** Table 7 shows that the majority of complaints are from people with a White British ethnic background.
- 6.5** **Table 7: Information about complainants**

<b>Group</b>	<b>April 2011 – June 2011</b>	<b>April 2012 – June 2012</b>
<b>Age</b>		
<b>19 – 64 years</b>	<b>21 (36%)</b>	<b>16(53%)</b>
<b>64 +</b>	<b>37 (64%)</b>	<b>14 (47%)</b>
<b>Gender</b>		
<b>Male</b>	<b>19 (33%)</b>	<b>14 (47%)</b>
<b>Female</b>	<b>39 (67%)</b>	<b>16(53%)</b>
<b>Ethnic Background</b>		
<b>White British</b>	<b>32 (55%)</b>	<b>23 (77%)</b>
<b>Asian/Asian British</b>	<b>1 (2%)</b>	<b>2 (6%)</b>
<b>Not Relevant/known</b>	<b>25 (43%)</b>	<b>5 (17%)</b>

**7**

## **8 OMBUDSMAN COMPLAINTS AND ENQUIRIES**

- 8.1** From April – June 2012, 4 complaints were considered by the Local Government Ombudsman. The conclusions reached by the Ombudsman are detailed below in Table 9.

### 8.3 Table 9: Local Government Ombudsman (LGO) complaints

Dates	Service Area	No. LGO referrals	Comments
April – June 2012	Older People	2	<ul style="list-style-type: none"> <li>LGO decision to take no further action</li> <li>LGO decision – not to investigate</li> </ul>
	LDP	2	<ul style="list-style-type: none"> <li>Outcome unknown</li> <li>LGO decision – not to investigate</li> </ul>

### 8.4

In the same period the previous year no referrals or enquiries from the LGO were received

## 9 LEARNING FROM COMPLAINTS

Addressing the issue of how to avoid similar situations occurring again is a key concern when responding to a complaint. In the response to the complainant the immediate and long term actions taken to address the issues and prevent a future reoccurrence are described. Copies of the response are sent to the team and area manager/head of service. This ensures that the team manager can address specific team issues. In addition senior managers are aware of any learning from the complaint and are able to share the learning with other teams/areas of service.

### 9.1 Examples of Specific Learning from Complaints

**9.2.1** A complaint about poor recording keeping, lack of communication between the team and the complainant and the use of locum staff, identified the need to improve practice, As a result of this complaint all locum staff working in the team are now given a full induction and have a full handover at the end of their placement.

### 9.2.2

**9.2.3** A complaint about the competency of staff working for an independent provider resulted in the provider introducing new office handover procedures.

There was a complaint about the Carer support service. Learning from this complaint included an action plan for informally resolving concerns e.g. phoning after a meeting with the carer to confirm any agreed outcomes/decisions.

Issues with record keeping were raised by a complaint about a social care team and the financial assessment and revenues team. This resulted in the team managers discussing the issues at team meetings and reinforcing good record keeping practices.

### Actions

Actions please refer to Progress Update 211- 2012 report



## Customer Care Action Plan 2012 – 2013

Area	Actions	Responsible	Progress Update June 2012	Date for Completion	Review Date
Identify common themes in complaints	<ul style="list-style-type: none"> <li>Monitor the reasons why people are complaining</li> <li>Identify common factors</li> <li>Liaise closely with other teams e.g. Procurement.</li> </ul>	Customer Care Team		Ongoing	Quarterly
Early Intervention	<ul style="list-style-type: none"> <li>In consultation with the complainants take action to address issues before initiating the formal complaints process.</li> <li>Monitor and report quarterly on the number of potential complaints that have been resolved informally</li> </ul>	Customer Care Team	18 comments/enquires received of which 7 were informal complaints, which were dealt with quickly in order to resolve the issues before they escalated to become a formal complaint	Ongoing	Quarterly
Training for all managers	<ul style="list-style-type: none"> <li>Continue to deliver Complaints Training to all Adult Social Care Managers in Cambridgeshire</li> <li>Develop and deliver Complaints handling training for Independent Provider Managers</li> </ul>	Customer Care Team	Training sessions are booked for October 2012	April 2012	After each training session
Review Complaints Policy	<ul style="list-style-type: none"> <li>Review policy and include a detailed section on Independent investigation.</li> <li>Draft review distributed for comment</li> <li>Final draft sent for approval</li> </ul>	Customer Care Managers	Complaints policy has been reviewed and is currently with Senior managers for their approval	September 2012	April 2013

Learning from complaints	<ul style="list-style-type: none"> <li>Identify learning from complaints on a quarterly basis</li> <li>Continue quarterly meetings with stakeholders/Heads of Service to discuss complaints and learning from complaints within their own and other services.</li> </ul>	Customer Care Managers	Complaints meetings with Heads of Service continue	Ongoing	Quarterly
Financial Issues	<ul style="list-style-type: none"> <li>Identify complaints with financial issues</li> <li>Discuss complaints and agree actions with Financial Revenues and Assessment Manager and Development &amp; Policy Manager</li> </ul>	Customer Care Managers	Complaints about invoicing and clarity are to be taken forward by the Head of Quality and Transformation	Quarterly	April 2013
Reporting	<ul style="list-style-type: none"> <li>Provide tailored reports for Heads of Service</li> <li>Provide Quarterly reports for Strategy and Commission Adult Social Care Management team</li> <li>Write Annual Report by the end of June each year</li> </ul>	Customer Care Managers	First quarter's report is complete	Quarterly  Quarterly  End of June 2013	Quarterly  Quarterly  End of June 2013
Communication	<ul style="list-style-type: none"> <li>Report on complaints that include communication issues at the Quarterly meetings with Head's of Service</li> <li>Report on complaints that include communication issues at the Quality Assurance Group Meetings</li> </ul>	Customer Care Managers	As above	Quarterly	End of June 2013
Dealing with complaints involving a great deal of information in a	<ul style="list-style-type: none"> <li>Agree with Senior Managers the best course of action.</li> <li>Implement agreed actions</li> </ul>	To be determined	Discussions have taken place over two complaints of this nature and	Ongoing	Quarterly

rationalised and streamlined manner.			actions agreed and implemented		
Feedback on complaints handling to be recorded.	<ul style="list-style-type: none"> <li>Complaints Handling System to be reviewed</li> <li>Feedback on Complaints handling to be recorded and included in the annual report</li> </ul>	Customer Care Team	Planned start date September 2012	Half Yearly	April 2013

## **Appendix 1**

### **Explanation of Acronyms**

<b>BME</b>	Black and Minority Ethnic
<b>CCS NHS Trust</b>	Cambridgeshire Community Services NHS Trust
<b>CPFT</b>	Cambridgeshire and Peterborough Foundation Trust
<b>EDT</b>	Emergency Duty Team
<b>FABA</b>	Finance and Benefits Assessor
<b>LDP</b>	Learning Disability Partnership
<b>LGO</b>	Local Government Ombudsman
<b>OT</b>	Occupational Therapy
<b>PD</b>	Physical Disabilities
<b>PDSS</b>	Physical Disabilities and Sensory Service
<b>SOVA</b>	Safeguarding of Vulnerable Adults