

ADULT SOCIAL CARE COMPLAINTS DASHBOARD 2017/2018

SUMMARY

A high level summary on quarterly feedback is detailed below together with root causes. For those complaints that have been concluded as upheld, the service has identified learning outcomes. A key performance indicator is the timeliness of responses for those complaints that are due a response in month.

Types of feedback: This is classified into four groups:

- *Initial feedback* – low risk, non-complex types of feedback that can be resolved quickly and without the need to be investigated through the statutory complaints procedure
- *Low Intervention* – minor inconvenience or discomfort, lack of information or information not in appropriate format, access issues etc.
- *Medium intervention* – moderate harm e.g. delayed assessment, failure to meet care needs, loss of property etc.
- *High intervention* – as above but involving more than one organisation, events resulting in serious individual harm etc.

Feedback:	Initial Feedback	Low Intervention	Medium Intervention	High Intervention	No. withdrawn	Total to be investigated	Cases closed*	% of complaints upheld (closed in month)	% timeliness of response for those due in month
April - Sept	28	14	5	0	1	18	14	71%	93%

*This figure *may* be different from the total received, due to the time taken to investigate a complaint

Root cause analysis and associated learning:

Complaints are analysed and the top three themes are identified below for each quarter, learning from upheld complaints is recognised by the service as part of complaint resolution. The Complaints Team will ensure the case studies are shaped as appropriate and that learning is embedded.

Root cause analysis and learning from upheld complaints:	Root Cause 1 and associated learning	Root Cause 2 and associated learning	Root Cause 3 and associated learning
April – Sept	Service delays and assessment	Missed appointments, quality of care	Staff conduct
Learning	...change of procedure and staff training	...staff training, change of procedure	...staff training