

## ADULT SOCIAL CARE COMPLAINTS DASHBOARD 2018/2019

### SUMMARY

A high level summary on 6 months feedback is detailed below together with root causes and a comparison to this time last year. 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, late payments or financial 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Feedback:	Initial Feedback	Low Intervention	Medium Intervention	High Intervention	No. withdrawn	Total to be investigated	Cases closed in period*	% of complaints upheld in period	% timeliness of response for those due in month
April – Sept 2018	12	18	2	0	0	20	17	65%	94%
April – Sept 2017	28	14	5	0	1	18	14	71%	93%
Difference	-16	+4	-3	N/A	-1	+2	+3	-6%	+1%

\*Number closed may differ due to length of time required to close a complaint (i.e. those from September will likely be closed in October)

**Root cause analysis and associated learning:**

Complaints are analysed and the top three themes are identified below. 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.

<b>Root cause analysis and learning from upheld complaints:</b>	<b>Root Cause 1 and associated learning</b>	<b>Root Cause 2 and associated learning</b>	<b>Root Cause 3 and associated learning</b>
<b>April – Sept 2018</b>	Missed appointments & Quality of Care	Decision Making	Financial issues with 3 <sup>rd</sup> party providers
<b>Learning</b>	Change of procedure and staff training	Staff training, change of procedure	Staff training for contractors.