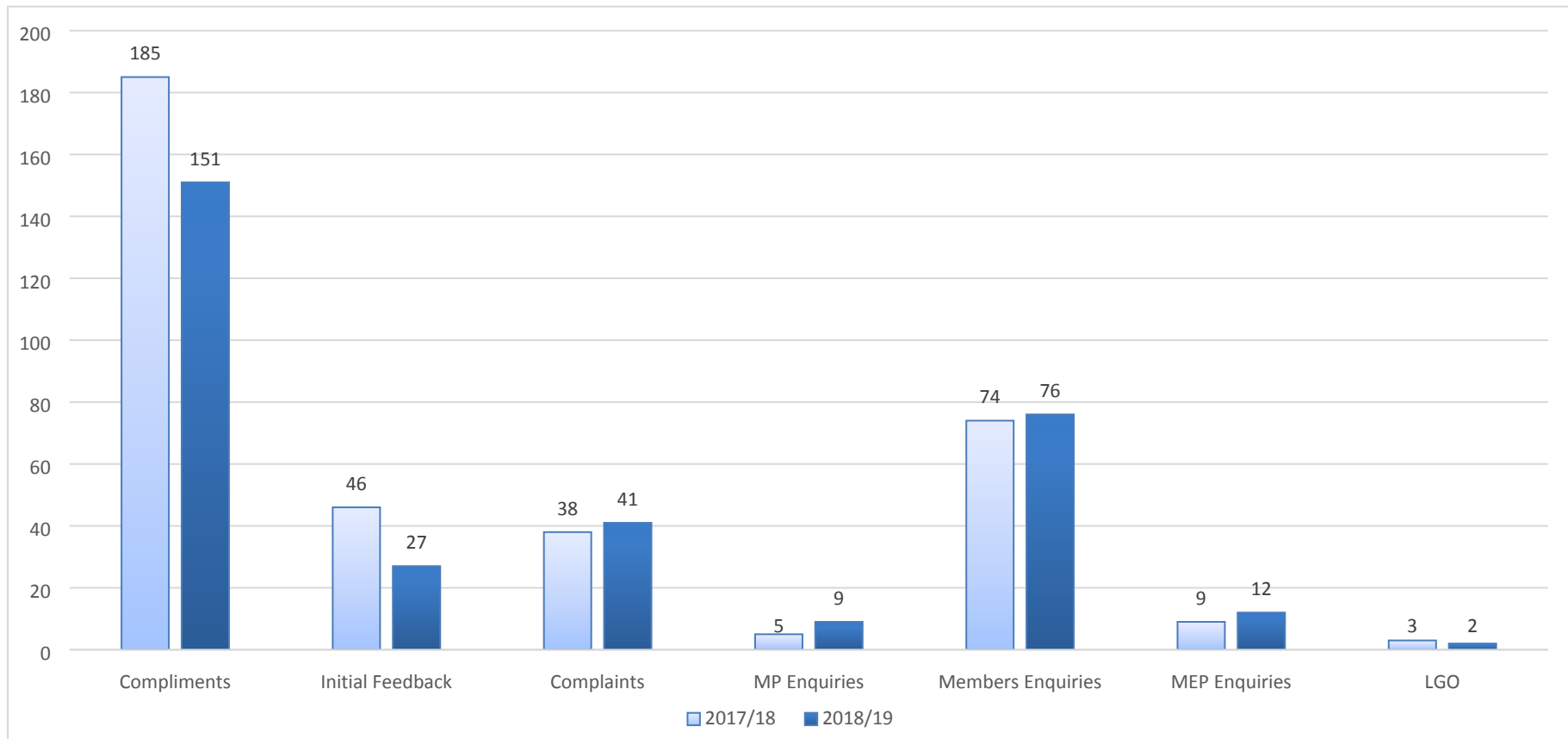


## Appendix 1 - Annual Adult Social Care Complaints & Representations Report

### Volume of Representations – 2017/18 vs 2018/19

Below is a comparison of representations received for both years. During 2017/18, **360** representations were received, compared with **318** for 2018/19.



## Complaints – 2017/18 vs 2018/19:

Below is a comparison broken down into specific detail. This includes complaints involving both internal and external providers.

| Feedback:  | Initial Feedback | Low Intervention | Medium Intervention | High Intervention | No. withdrawn / Cancelled | Total to be investigated | Cases closed in period* | % of complaints upheld in period | % timeliness of response for those due in month |
|------------|------------------|------------------|---------------------|-------------------|---------------------------|--------------------------|-------------------------|----------------------------------|---|
| 2018/19    | 27               | 37               | 3                   | 1                 | 2                         | 39                       | 38                      | 56%                              | 93%   |
| 2017/18    | 46               | 27               | 11                  | 0                 | 1                         | 37                       | 39                      | 72%                              | 95%   |
| Difference | -19              | +10              | -8                  | +1                | +1                        | -1                       | -1                      | -16%                             | -2%   |

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

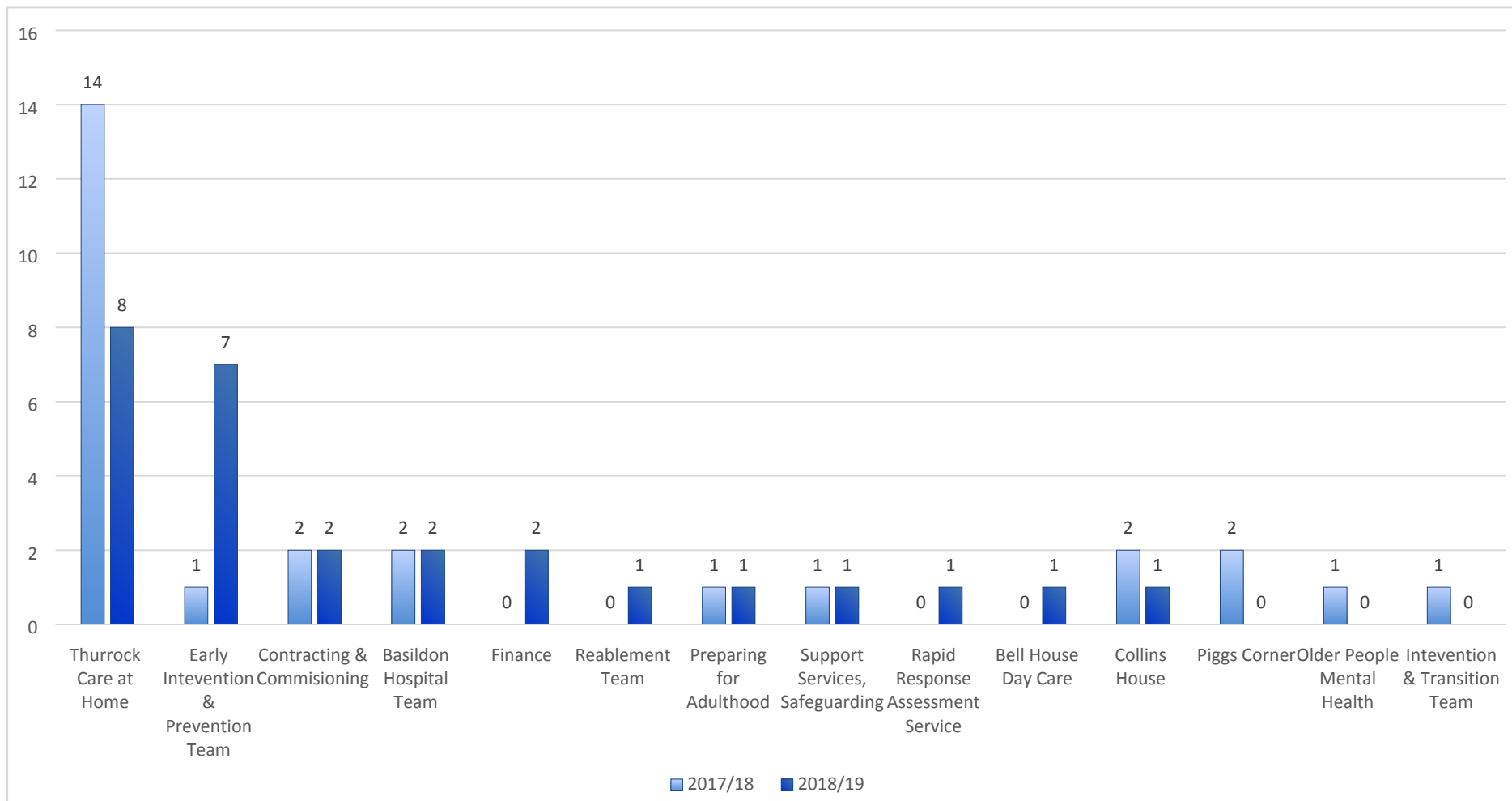
## Root cause analysis and associated learning:

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.

| 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  |
|--|--|---|---|
| 2018/19  | Missed Appointments  | Quality of Care   | Finance   |
| Learning   | <ul style="list-style-type: none"> <li>Providers to maintain consistency in carers call times</li> <li>Staff reminded that all care calls must be</li> </ul> | <ul style="list-style-type: none"> <li>In-house system to be monitored to ensure quality &amp; length of calls.</li> <li>Additional training for carers provided</li> </ul> | <ul style="list-style-type: none"> <li>Direct payments provider to review internal processes for payments</li> <li>Funding decisions to make clear reasoning for</li> </ul> |

|                 |  |   |  |
|-----------------|--|---|--|
|                 | provided and support plans followed at all times   | <ul style="list-style-type: none"> <li>• Staff to ensure that all available contacts for Clients are documented within ISP and are regularly checked and updated.</li> <li>• Medication policy updated</li> </ul> | outcomes (legal advice etc.)   |
| <b>2017/18</b>  | Quality of Care  | Missed Appointments   | Communication  |
| <b>Learning</b> | <ul style="list-style-type: none"> <li>• Staff reminded of the importance of complying with medication policy, reading of care &amp; support plans &amp; action plans</li> </ul> | <ul style="list-style-type: none"> <li>• Calls to be added to rotas.</li> <li>• Staff reminded to contact residents Next of Kin if appointments cannot be met</li> </ul>  | <ul style="list-style-type: none"> <li>• Coordinators reminded of importance of advising service users of any changes, to ensure staff are able to comply with contact requirements</li> </ul> |

**Complaints regarding internal teams and staff:** Of the **38** complaints responded to within 2018/19, **27** related to internal teams/services, compared with **27** of **39** in 2017/18.



**Commissioned Providers:**

During 2018/19, **11** of the **38** complaints responded to related to external commissioned providers, compared with **12** out of **39** in 2017/18.

| <b>Commissioned Provider</b> | <b>2017 - 2018</b> | <b>2018 - 2019</b> |
|------------------------------|--------------------|--------------------|
| <b>Lodge Care Group</b>      | 5                  | 2                  |
| <b>Guardian Homecare</b>     | 0                  | 1                  |
| <b>Purple</b>                | 0                  | 6                  |
| <b>Carolyn House</b>         | 1                  | 0                  |
| <b>Triangle</b>              | 4                  | 0                  |
| <b>Cedar House</b>           | 0                  | 1                  |
| <b>Leatherland Lodge</b>     | 1                  | 0                  |
| <b>Bluebell Court</b>        | 0                  | 1                  |
| <b>Willows Lodge</b>         | 1                  | 0                  |

## Upheld Complaints:

Percentages for upheld complaints appear high as complaints are low in volume. Figures in brackets below represent the number of upheld complaints.

| Complaint Area                  | Volume 2017-2018 | % Upheld  | Volume 2018-2019 | % Upheld |
|---------------------------------|------------------|-----------|------------------|----------|
| Safeguarding                    | 1                | 0%        | 1                | 100% (1) |
| Intervention & Transitions Team | 1                | 0%        | 0                | N/A      |
| Piggs Corner                    | 2                | 100% (2)  | 0                | N/A      |
| Preparing for Adulthood         | 1                | 0%        | 1                | 0%       |
| Collins House                   | 2                | 50% (1)   | 1                | 100% (1) |
| Re-ablement Team                | 0                |           | 1                | 0%       |
| Basildon Hospital Team          | 3                | 67% (2)   | 2                | 0%       |
| Early Intervention & Prevention | 1                | 100% (1)  | 7                | 29% (2)  |
| Thurrock Care at Home           | 13               | 100% (13) | 8                | 100% (8) |
| Contracts & Commissioning       | 2                | 50% (1)   | 2                | 50% (1)  |
| Finance                         | 0                | N/A       | 2                | 50% (1)  |
| Lodge Care Group                | 5                | 80% (4)   | 2                | 50% (1)  |

|  |   |          |   |          |
|--|---|----------|---|----------|
| <b>Guardian Homecare</b>                 | 0 | N/A      | 1 | 0%       |
| <b>Bell House Day Care</b>               | 0 | N/A      | 1 | 100% (1) |
| <b>Willows Lodge</b>                     | 1 | 0%       | 0 | N/A      |
| <b>Carolyn House</b>                     | 1 | 0%       | 0 | N/A      |
| <b>Leatherland Lodge</b>                 | 1 | 100% (1) | 0 | N/A      |
| <b>Triangle</b>                          | 4 | 50% (2)  | 0 | N/A      |
| <b>Bluebell Court</b>                    | 0 | N/A      | 1 | 0%       |
| <b>Cedar House</b>                       | 0 | N/A      | 1 | 100% (1) |
| <b>Rapid Response Assessment Service</b> | 0 | N/A      | 1 | 100% (1) |
| <b>Older People Mental Health</b>        | 1 | 100% (1) | 0 | N/A      |
| <b>Purple</b>                            | 0 | N/A      | 6 | 67% (4)  |

## Outcomes:

Of those **22** complaints upheld in 2018/19, these related to the following issues:

- Decision Making
- Assessment
- Funding / Finance
- Communication
- Quality of Care
- Late Appointments
- Missing Medication
- Length of Care Calls

## LGO Complaints:

**2** complaints have been received in this period as per below:

| <b>Service Area</b>           | <b>Outcome</b>                         | <b>Compensation</b> | <b>Decision Reasoning</b>   |
|-------------------------------|--|---------------------|---|
| <b>Basildon Hospital Team</b> | Local Settlement                       | £150                | The Council contacted resident at incorrect former address to cancel care and issued court proceedings to the same former address whilst resident was in hospital |
| <b>Support Services</b>       | Maladministration<br>Causing Injustice | N/A                 | The Council made an error in believing the complainant had misused her son's funds and should not have transferred control of this to a 3 <sup>rd</sup> party.    |

## ADR Cases

There have been no ADR cases in the reporting period.



## Enquiries

In the reporting period the following was received:

- 9 MP Enquiries
- 12 MEP Enquiries
- 76 Member Enquiries

| MP Enquiries                              | Total |
|---|-------|
| Thurrock First                            | 3     |
| Contracting & Commissioning               | 2     |
| Local Area Coordination                   | 1     |
| Early Intervention & Prevention Team      | 1     |
| Mental Health Services                    | 1     |
| Rapid Response Assessment Service (RRAS)) | 1     |

| MEP Enquiries                        | Total |
|--------------------------------------|-------|
| Thurrock First                       | 4     |
| Customer Finance                     | 2     |
| Bluebadges                           | 2     |
| Early Intervention & Prevention Team | 2     |
| Basildon Hospital Team               | 1     |
| Mental Health Services               | 1     |

| Members Enquiries                    | Total |
|--------------------------------------|-------|
| Thurrock First                       | 42    |
| Local Area Coordination              | 9     |
| Early Intervention & Prevention Team | 5     |
| Customer Finance                     | 3     |
| Bluebadges                           | 3     |
| General ASC                          | 3     |
| Public Health                        | 2     |
| Contracting & Commissioning          | 2     |
| Home Care - External                 | 2     |
| Mental Health Services               | 2     |
| Long-Term Condition Team             | 1     |
| Basildon Hospital Team               | 1     |
| Thurrock Adult Community College     | 1     |

## External Compliments:

A total of **151** compliments have been received during this period

| <b>Service Area</b>                             | <b>Number of Compliments 2018/19</b> |
|---|--------------------------------------|
| Reablement Team                                 | 46                                   |
| Thurrock Care at Home                           | 25                                   |
| Collins House                                   | 15                                   |
| Early Intervention & Prevention Team            | 13                                   |
| Local Area Coordination                         | 11                                   |
| Older People Mental Health                      | 6                                    |
| Basildon Hospital Team                          | 6                                    |
| Early Intervention & Prevention Team - Internal | 5                                    |
| Safeguarding                                    | 4                                    |
| Thurrock First - Internal                       | 3                                    |
| Community Development                           | 3                                    |
| Complex Care                                    | 3                                    |
| Rapid Response Assessment Service (RRAS)        | 2                                    |
| Alzheimers Society                              | 2                                    |
| Bluebadges                                      | 2                                    |
| Mental Health Services                          | 2                                    |
| Home Care - External                            | 1                                    |
| Thurrock Care Partnership                       | 1                                    |
| Disabled Facilities Grant                       | 1                                    |