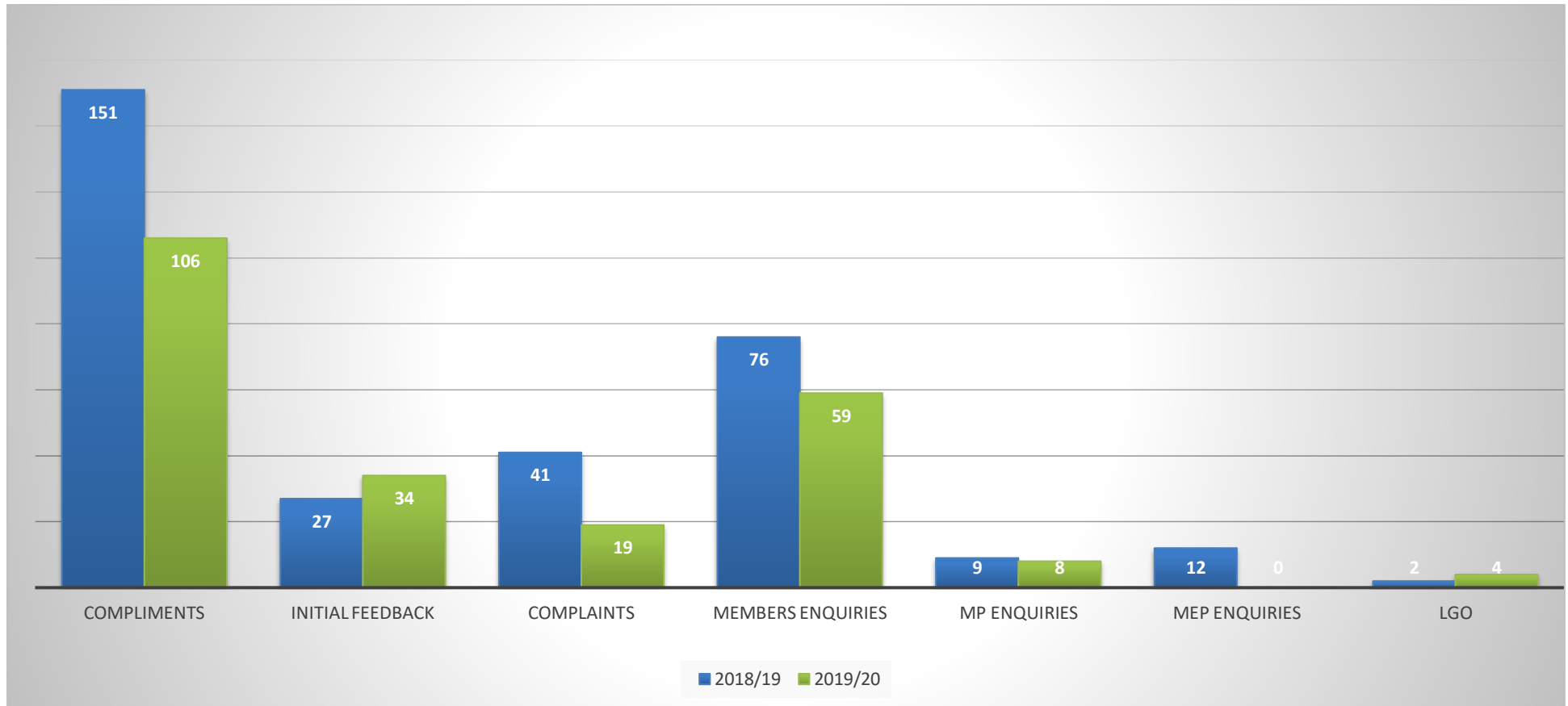


Appendix – 2019/20 - Adult Social Care Complaints & Representations Report

Volume of Representations 2019/20 vs 2018/19

Below is a comparison of representations received for both years. During 2019/20, **230** representations were received, compared with **318** for 2018/19.



Complaints – 2019/20 vs 2018/19

Below is the comparison between the two years broken down into more specific detail including those 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Feedback:	Initial Feedback	Low Intervention	Medium Intervention	High Intervention	No. withdrawn / Cancelled	Total to be investigated	Cases closed in period*	% of complaints upheld in period	% timeliness of response for those due in period*
2019/20	34	17	2	0	2	17	18	61%	79%
2018/19	27	37	3	1	2	39	38	56%	93%
Difference	+7	-20	-1	-1	0	-22	-20	+5%	-14%

* For 2019/20, of the 18 closed complaints, 17 relate to the period 2019/20 and 1 relates to 2018/19 (but this was closed in 2019/20).

* 2019/20 % timeliness is based on 19 complaints being due in the period (15 from 19 within timeframe).

Root cause analysis and associated learning:

Complaints are analysed and the top themes are identified below. Learning from upheld complaints is recognised by the service as part of complaint resolution.

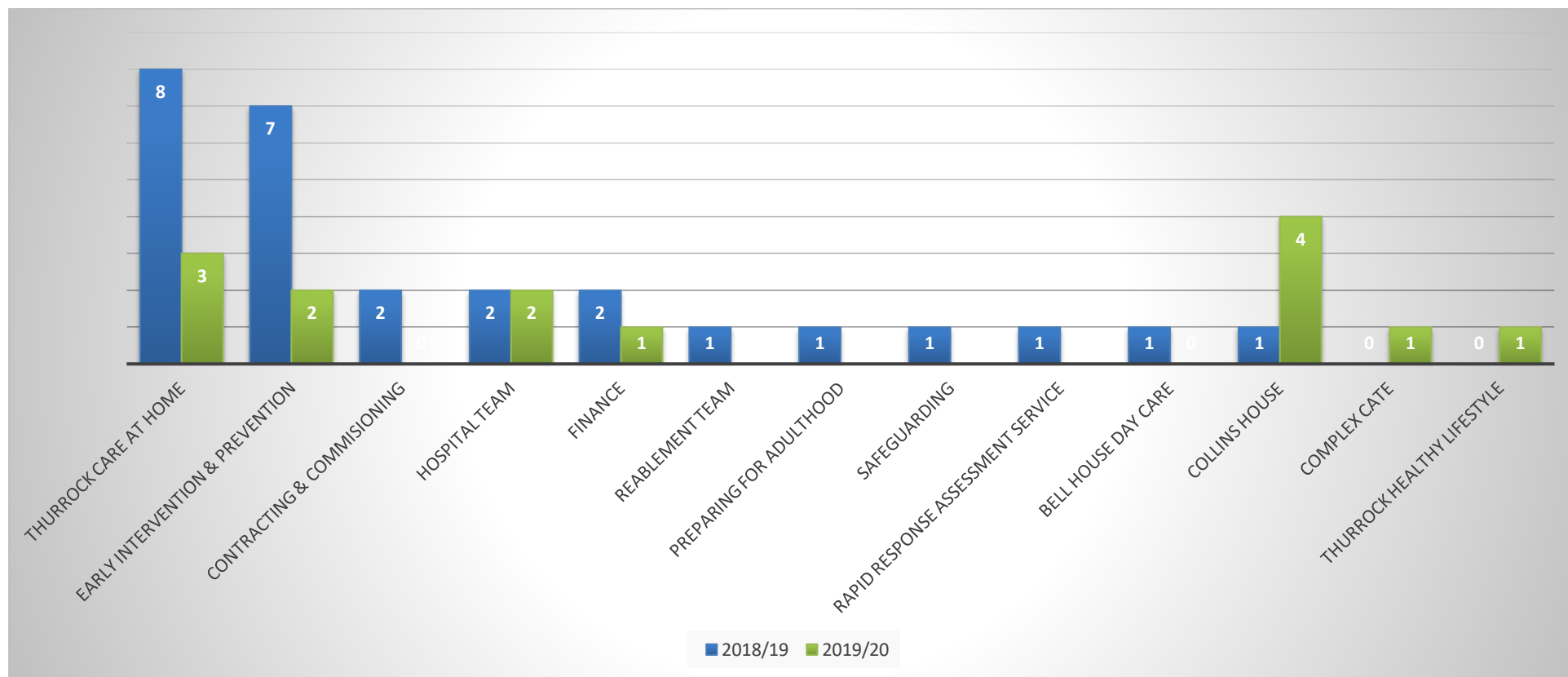
Root cause analysis and learning from upheld complaints:	Root Cause 1 and associated learning	Root Cause 2 and associated learning	Root Cause 3 and associated learning
2019/20	Quality of Care	Assessment	Communication
Learning	<ul style="list-style-type: none"> Medication Audits changed from weekly to daily and Senior Carers will be undertaking further medication administration training Staff member (carer) reminded of professional standards required during all visits Staff reminded to provide additional support during meal times and ensure rooms are regularly cleaned Staff reminded of the importance of the correct use of protected personal equipment Staff reminded to dress service users appropriately To ensure residents security by allowing them to lock doors 	<ul style="list-style-type: none"> Prior to the admission of a resident, ensure all information regarding potential safeguarding issues is gathered. 	<ul style="list-style-type: none"> Ensure documentation is fully recorded and the family are notified regarding changes in a resident's condition. Ensure the family are always informed when an injury occurs to a resident. Staff reminded to ensure questions from the family are directed to the duty manager to formally respond to. Communication between staff for handovers to be improved and if delays occur these are communicated to all affected parties.

	<ul style="list-style-type: none"> • Ensure recording of information is accurate and ensuring medication is always provided 		
2018/19	Missed Appointments	Quality of Care	Finance
Learning	<ul style="list-style-type: none"> • Providers to maintain consistency in carers call times • Staff reminded that all care calls must be provided and support plans followed at all times 	<ul style="list-style-type: none"> • In-house system to be monitored to ensure quality & length of calls. • Additional training for carers provided • Staff to ensure that all available contacts for Clients are documented within ISP and are regularly checked and updated. • Medication policy updated 	<ul style="list-style-type: none"> • Direct payments provider to review internal processes for payments • Funding decisions to make clear reasoning for outcomes (legal advice etc.)

Complaints regarding internal teams and staff:

14 of 18 complaints responded to within this period are for internal teams/services. This compares with **27** of **38** during 2018/19.

Note – From 1 April 2020, complaints data will also be captured and reported upon for the Essex Partnership University NHS Foundation Trust, for those areas where services are jointly managed with the council.



Commissioned Providers:

4 of 18 complaints responded to within this period are for commissioned providers. This compares with **11** of **38** during 2018/19.

Provider Name	Volume 2019/20	Volume 2018/19
Bennett Lodge	1	0
Hollywood Rest Home	1	0
Leatherland Lodge	1	0
Willow Lodge	1	0
Lodge Care Group	0	2
Guardian Homecare	0	1
Purple	0	6
Cedar House	0	1
Bluebell Court	0	1

Upheld Complaints:

- Percentages for upheld complaints for the services below appears high. This is due to the low volume of complaints that are in-scope of this report. Figures in brackets below represent the numbers of upheld complaints for those received and closed in period.

Complaint Area	Volume 2019/20	% Upheld	Volume 2018/19	% Upheld
Finance	1	100% (1)	2	50% (2)
Early Intervention & Prevention	2	0%	7	29% (2)
Thurrock Care at Home	3	100% (3)	8	100% (8)
Hospital Team	2	0%	2	0%
Collins House	4	100% (4)	1	100% (1)
Bennett Lodge	1	100% (1)	0	N/A
Hollywood Rest Home	1	0%	0	N/A
Leatherland Lodge	1	100% (1)	0	N/A
Willow Lodge Care Home	1	0%	0	N/A
Thurrock Healthy Lifestyle	1	0%	0	N/A
Complex Care	1	100% (1)		

Contracts & Commissioning	0	N/A	2	50% (1)
Safeguarding	0	N/A	1	100% (1)
Preparing for Adulthood	0	N/A	1	0%
Reablement Team	0	N/A	1	0%
Guardian Homecare	0	N/A	1	0%
Lodge Care Group	0	N/A	2	50% (1)
Bell House Day Care	0	N/A	1	100% (1)
Bluebell Court	0	N/A	1	0%
Cedar House	0	N/A	1	100% (1)
Rapid Response Assessment Service	0	N/A	1	100% (1)
Purple	0	N/A	6	67% (4)

Local Government Ombudsman (LGO) Complaints:

There were 4 LGO complaints/enquiries received during the reporting period. See below:

Area	Issue Nature	Ombudsman Findings	Financial Remedy
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Finance	Regarding the council charging for 15 weeks of respite care which should only have lasted 6 weeks and delays in returning home.	No Maladministration	N/A
Finance	The council has not backdated all Disability Related Expenditure and not refunded money owed from 2013.	Maladministration Causing Injustice	N/A
Finance	The complainant disagrees that she should have to pay money to the council for her late mother's care costs.	Discontinue investigation	N/A
Finance	Resident complains the council reduced her direct payments without good reason.	Maladministration Causing Injustice	N/A

Alternative Dispute Resolution (ADR):

Complainants are seeking resolution and welcome the involvement of a neutral third person who will be able to assist both the complainant and the service in negotiating a settlement to their complaint. ADR is implemented as a mechanism to resolve complaints swiftly should the complainant request escalation. This involves assessment of the presenting issues by the Complaints Team. It can also include mediation with the complainant and the service area.

There have been no ADR cases in the reporting period.

Enquiries:

In the reporting period the following was received:

- 8 MP Enquiries
- 59 Member Enquiries

MP Enquiries	Total
Blue badges	1
Commissioning	1
Complex Care	1

Contract Compliance	1
Finance	1
Leatherland Lodge	1
Customer Finance	1
Thurrock First	1

Members Enquiries	Total
Thurrock First	18
Public Health	8
Safeguarding	7
Extra Care	5
Blue badges	4
Finance	3
Local Area Coordination	3
Thurrock Care at Home	2
Preparing for Adulthood	2
Early Intervention & Prevention (East)	1
Catering	1
Merrie Loots Farm	1
Older People Mental Health	1
Grays Court Care Home	1
Commissioning	1
Early Intervention & Prevention (West)	1

External Compliments:

A total of 106 compliments have been received during this period.

Note – These relate to compliments that have been sent to the Complaints Team to record on the complaints system.

Service Area	Number of Compliments
Joint Reablement Team	34
Thurrock Care at Home	10
Hospital Team	10
Collins House	8
Disabled Facilities Grant	8
Older People Mental Health	6
Extra Care	6
Rapid Response Assessment Service	5
Local Area Coordination	5
Early Intervention & Prevention (East)	4
Safeguarding	3
Blue badges	2
Careline	2
Day Care	1
Complex Care	1
Preparing for Adulthood	1