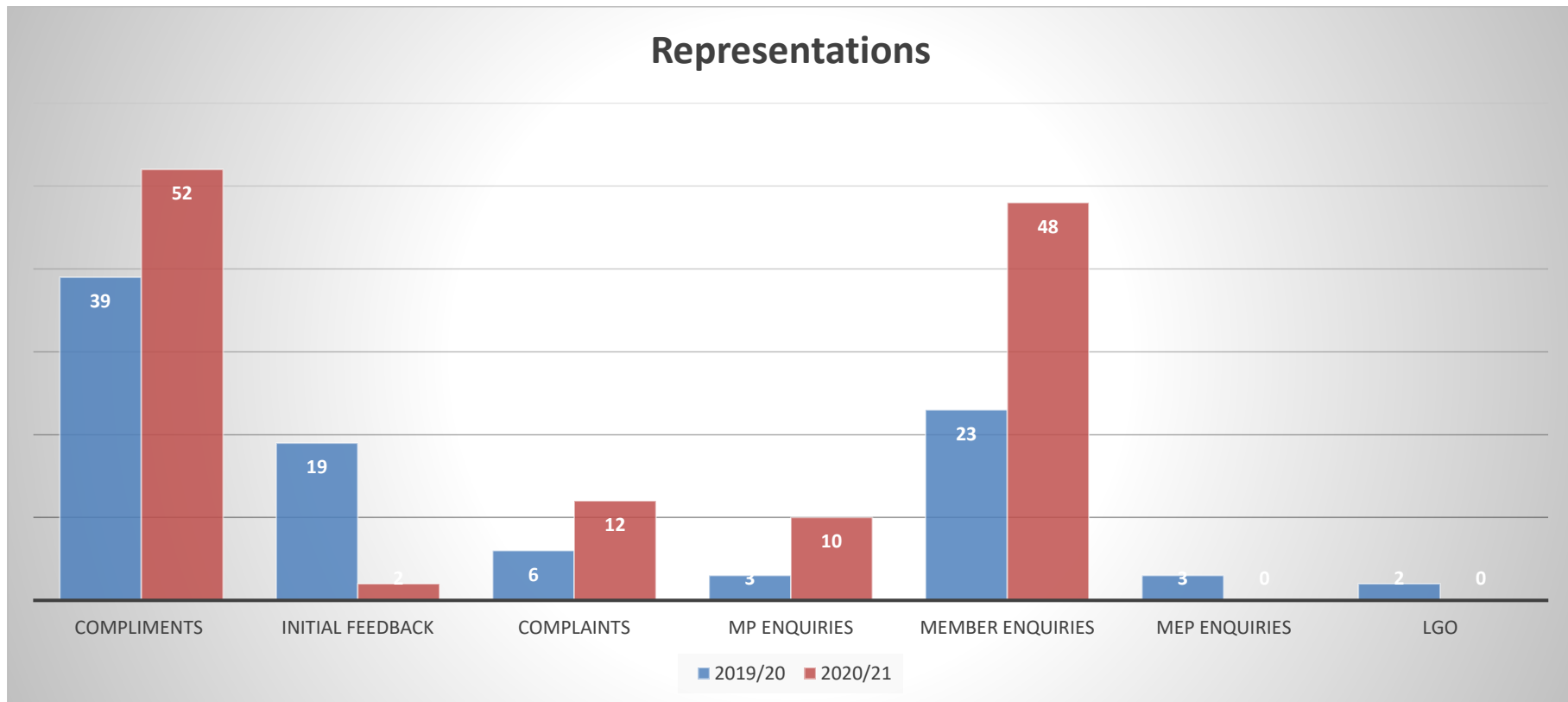


Appendix 2 – 2020/21 - Adult Social Care - Complaints & Representations Report

Volume of Representations – April – September 2020/21 vs 2019/20

Below is a comparison of representations received for both years. During April – September 2020/21 **124** representations were received, compared with **95** for **2019/20**



Complaints – 2020/21 vs 2019/20:

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Feedback:	Initial Feedback	Low Intervention	Medium Intervention	High Intervention	No. withdrawn / Cancelled	Total to be investigated	Cases closed in period*	% of complaints upheld in period	% timeliness of response for those due in period
Apr –Sept 2020/21	2	12	0	0	0	12	11	45%	100%
Apr-Sept 2019/20	19	5	1	0	0	6	7	57%	86%
Difference	-17	+7	-1	0	0	+6	+4	-12%	+14%

*Notes:

- For 2020/21 all of the 11 closed complaints relate to the reporting period 2020/21. Of these 11 closed complaints 5 were upheld.
- For 2019/20, of the 7 closed complaints, 6 related to the period 2019/20 and 1 related to 2018/19 (but was closed in 2019/20).

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.

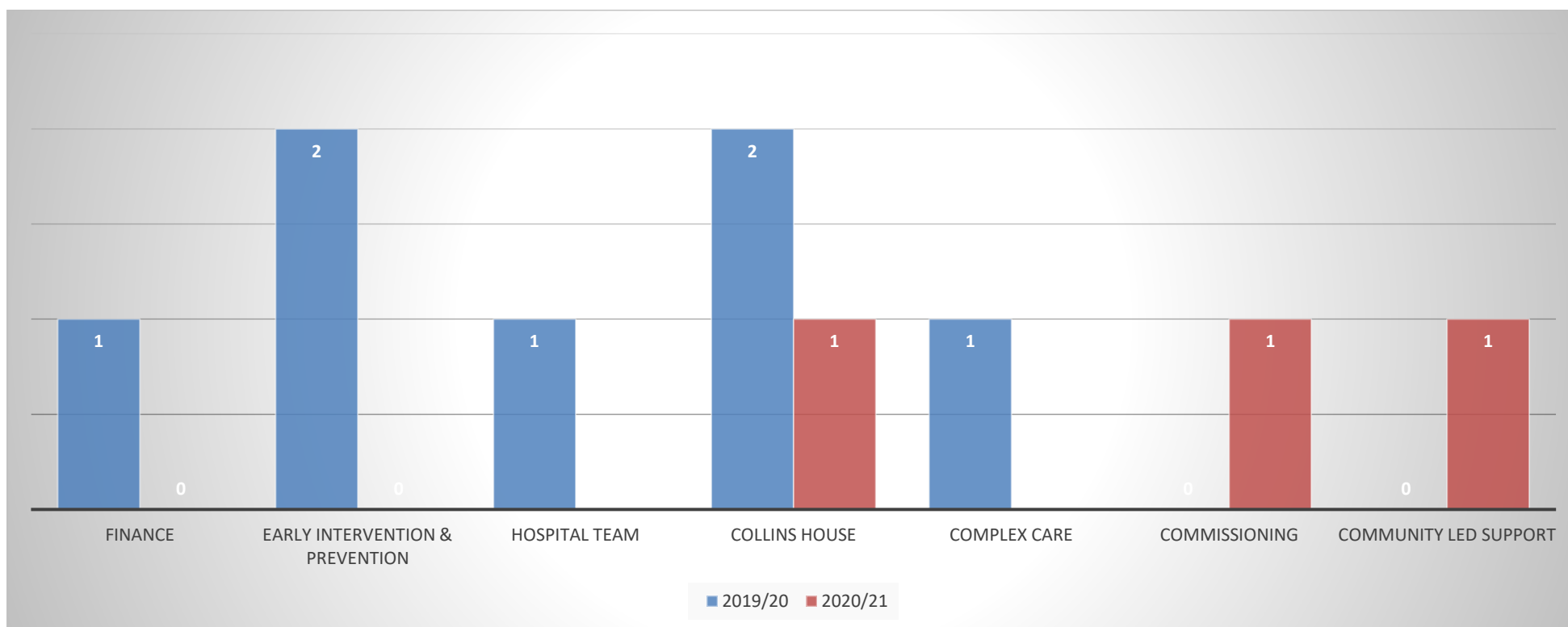
Root cause analysis and learning from upheld complaints:	Root Cause 1 and associated learning	Root Cause 2 and associated learning	Root Cause 3 and associated learning
2020/21	Quality of Care	Homecare maintenance	
Learning	<p>Complaints 1 and 2 – Conduct of staff (Homecare).</p> <p>Learning - Carers reminded of the professional standards that must be followed during all visits.</p> <p>Complaint 3 – Use of recreational drugs by a service user (AK Supported Living).</p> <p>Learning – Staff will provide support to residents in this area along with written notices being issued to residents.</p> <p>Complaint 4 – Conduct of staff relating to the issuing of antibiotics (Commissioning)</p> <p>Learning – All staff involved were reminded of the standards that are expected of them. The matter</p>	<p>Complaint 5 – Decking area rotting and garden/grounds had not been maintained (Collins House).</p> <p>Learning – Actions were taken to ensure that grounds are maintained going forward and that the decking area is repaired.</p>	N/A

	was also dealt with in-line with council process.		
2019/20	Quality of Care		
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 	N/A	N/A

Complaints regarding internal teams and staff:

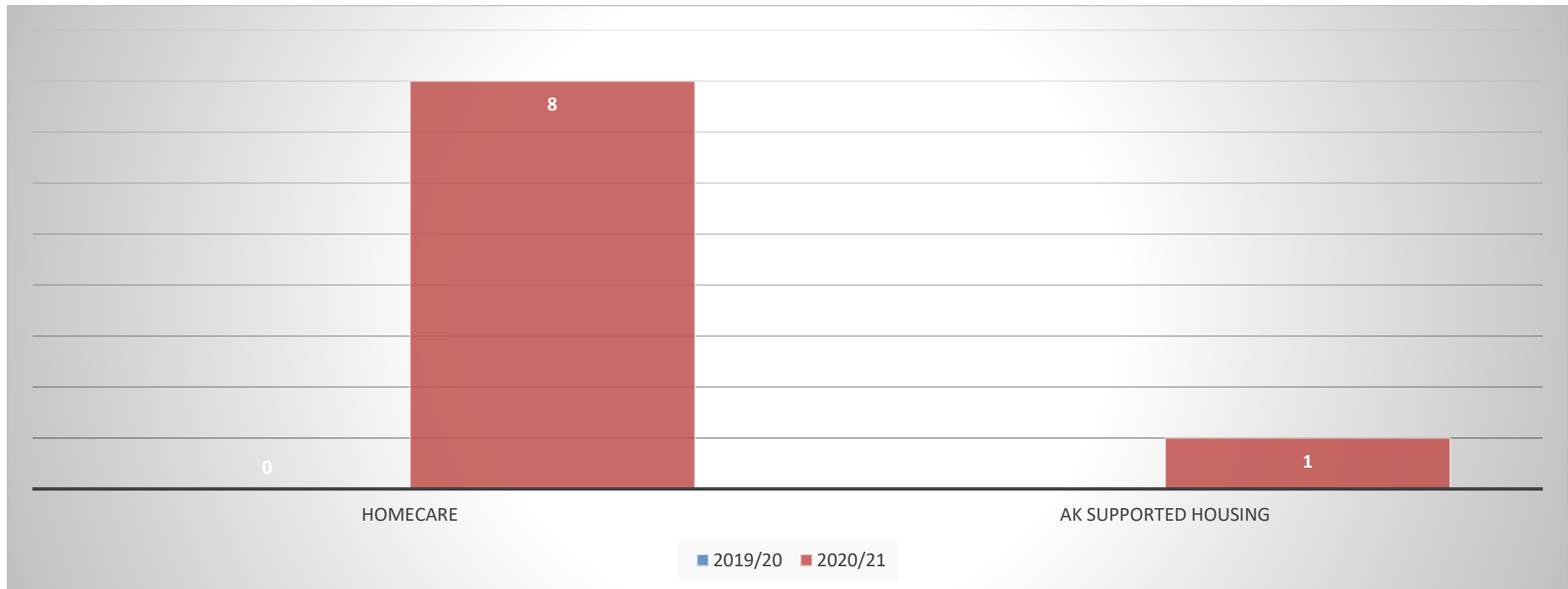
3 complaints of 12 within this period are for internal teams/services. This compares with **all 7** during 2019/20.

Note – There were zero/nil complaints received for the Essex Partnership University NHS Foundation Trust, for those areas where services are jointly managed with the council.



Commissioned Providers:

During the reporting period for 2020/21, there were **9** complaints for external commissioned providers. This compares with **nil from 7** during 2019/20.



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.

Complaint Area	Volume 2020/21	% Upheld	Volume 2019/20	% Upheld
Homecare	8	25% (2)	0	NA
Commissioning	1	100% (1)	0	NA
A K Supported Living	1	100% (1)	0	NA
Collins House	1	100% (1)	2	100% (2)
Early Intervention & Prevention	0	NA	2	0% (0)
Complex Care	0	NA	1	100% (1)
Finance	0	N	1	100% (1)
Hospital Team	0	NA	1	0% (0)
Older People Mental Health	0	N/A	0	NA

Local Government Ombudsman (LGO) Complaints:

No complaints have been received from the LGO during this reporting period.

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:

- **10** MP Enquiries
- **48** Member Enquiries

Members Enquiries	Count by team
Public Health	12
Thurrock First	9
Community Development	6
Blue Badges	4
Local Area Coordination	2
Community Led Support Team	2
Contract Compliance	2
Collins House	2
Thurrock Care at Home	2
Hospital Team	1
Leatherland Lodge	1
Early Intervention & Prevention	1
Oak House	1
Finance	1
Safeguarding	1
Bluebell Court	1

MP Enquiries	Count by team
Community Development	4
Thurrock Care at Home	1
Merrie Loots Farm	1
Collins House	1
Older People Mental Health	1
Thurrock First	1
Catering	1

External Compliments:

A total of **52** compliments have been received during this period.

This compares to **39** compliments received in the same period for 2019/20

Compliments 2020/21	Number
Thurrock First	11
Hospital Team	6
Extra Care	5
Joint Reablement Team	5
Disabled Facilities Grant	5
Collins House	3
Local Area Coordination	3
Blue Badges	2
Community Led Support Team	2
Older People Mental Health	2
Rapid Response Assessment	2
Hollywood	1
Catering	1
Commissioning	1
Complex Care	1
Day Care	1
Barn & Coach House	1

Compliments 2019/20	Number
Reablement Team	12
Older People Mental Health	6
Local Area Coordination	5
Early Intervention & Prevention	4
Thurrock Care at Home	4
Hospital Team	3
Disabled Facilities Grant	2
Collins House	2
Extra Care	1