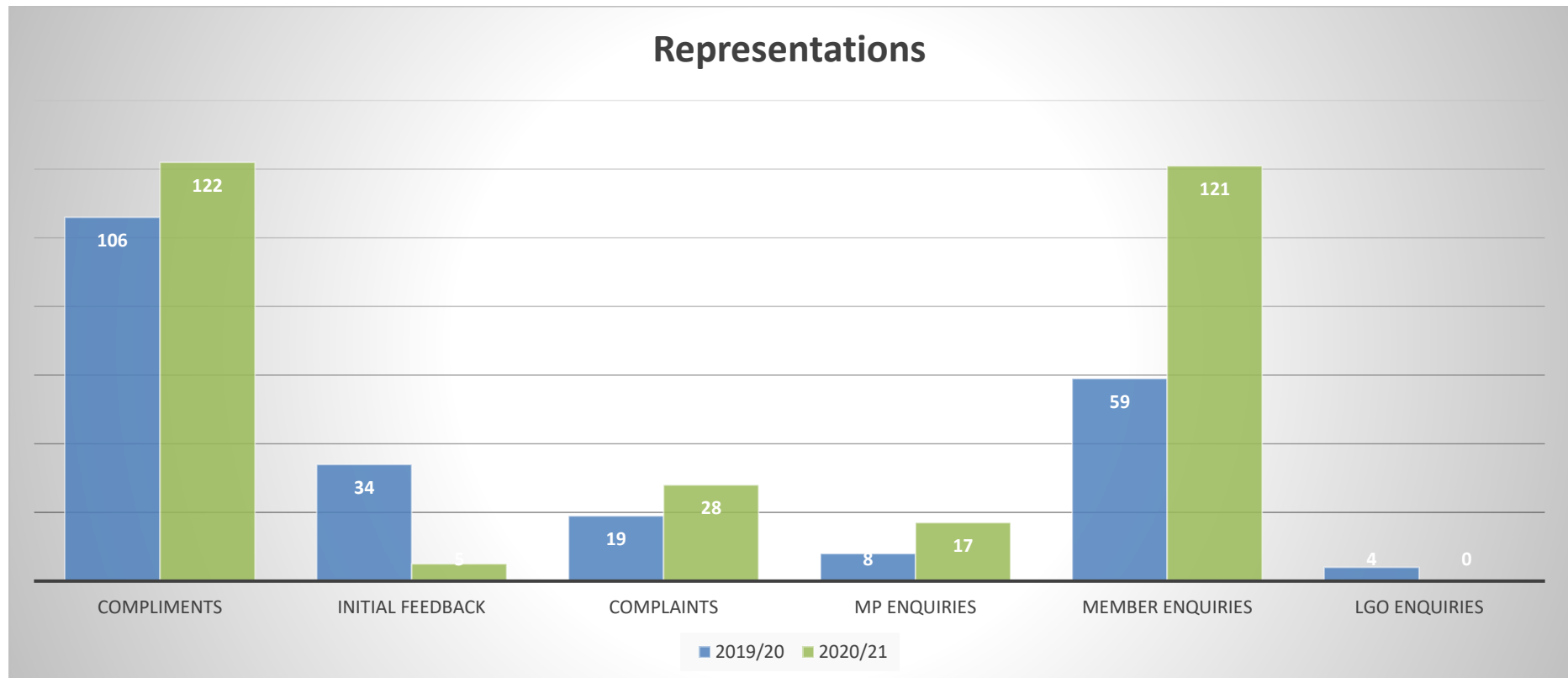


## Appendix 2 – 2020/21 - Adult Social Care Complaints & Representations Report

### Volume of Representations 2020/21 vs 2019/20

Below is a comparison of representations received for both years. During 2020/21, **293** representations were received, compared with **230** 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| Feedback:  | Initial Feedback | Low Intervention | Medium Intervention | High Intervention | No. withdrawn / Cancelled | Total to be investigated | Cases closed in period* | % of complaints upheld in period | % timeliness of response for those due in period* |
|------------|------------------|------------------|---------------------|-------------------|---------------------------|--------------------------|-------------------------|----------------------------------|---|
| 2020/21    | 5                | 27               | 1                   | 0                 | 0                         | 28                       | 28                      | 57%                              | 81%   |
| 2019/20    | 34               | 17               | 2                   | 0                 | 2                         | 17                       | 18                      | 61%                              | 79%   |
| Difference | -29              | +10              | -1                  | 0                 | -2                        | +11                      | +10                     | -4%                              | -2%   |

\* For 2020/21, of the 28 closed complaints, 27 relate to the period 2020/21 and 1 relates to 2021/22 (but this was closed in 2020/21).

\* For 2020/21 16 of 28 closed complaints were upheld

\* 2020/21 timeliness is based on 27 complaints being due in the period (22 from 27 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  |
|--|--|--|---|
| <b>2020/21</b>   | <b>Quality of Care</b>   | <b>Homecare maintenance</b>  | Communication   |
| <b>Learning</b>  | <p><b>Complaints 1 and 2</b> – Conduct of staff (Homecare).</p> <p>Learning - Carers reminded of the professional standards that must be followed during all visits.</p> <p><b>Complaint 3</b> – 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><b>Complaint 4</b> – 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 was also dealt with in-line with council process.</p> | <p><b>Complaint 5</b> – 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> | <p><b>Complaint 6</b> – Complaint regarding a lack of contact and updates (Community Led Support Team 4)</p> <p>Learning – Staff reminded of importance of ensuring residents are kept updated on any ongoing enquiries</p> <p><b>Complaint 7</b> – Complaint relating to family members visiting (Carolyne House)</p> <p>Learning – Ensure there is consistent communication with the family</p> <p><b>Complaint 11</b> – Complaint regarding lack of contact from care worker (Thurrock Care at Home)</p> <p>Learning - Coordinators to ensure they return telephone calls. If they are unable to</p> |

|  |   |  |   |
|--|---|--|---|
|  | <p><b>Complaint 8</b> – Handling of care assessment (Community Led Support Team 3)</p> <p>Learning – Reassessment from a new Social Worker was arranged for care user to ensure the best care placement is provided</p> <p><b>Complaint 9</b> – Handling of care call (Thurrock Care at Home)</p> <p>Learning - All care calls/visits are now two care worker assisted with equipment. Previously only morning and evening calls had 2 care workers present (not the lunch and tea call/visit)</p> <p><b>Complaint 10</b> – Carers attending home when service user was in hospital (Thurrock Care at Home)</p> <p><b>Learning</b> – Staff reminded to use correct system when logging updates to care call system.</p> <p><b>Complaint 12</b> – Carer not following care plan (Thurrock Care at Home)</p> <p>Learning - Care workers involved reminded during supervision to read the care plan.</p> |  | <p>complete this themselves, then they must ask a colleague to complete this.</p> <p><b>Complaint 15</b> – Complaint regarding the contents of a voice mail left by member of staff. (Homecare)</p> <p>Learning - Additional training provided to staff to ensure that when leaving voice messages the correct details are taken and reiterated correctly</p> |
|--|---|--|---|

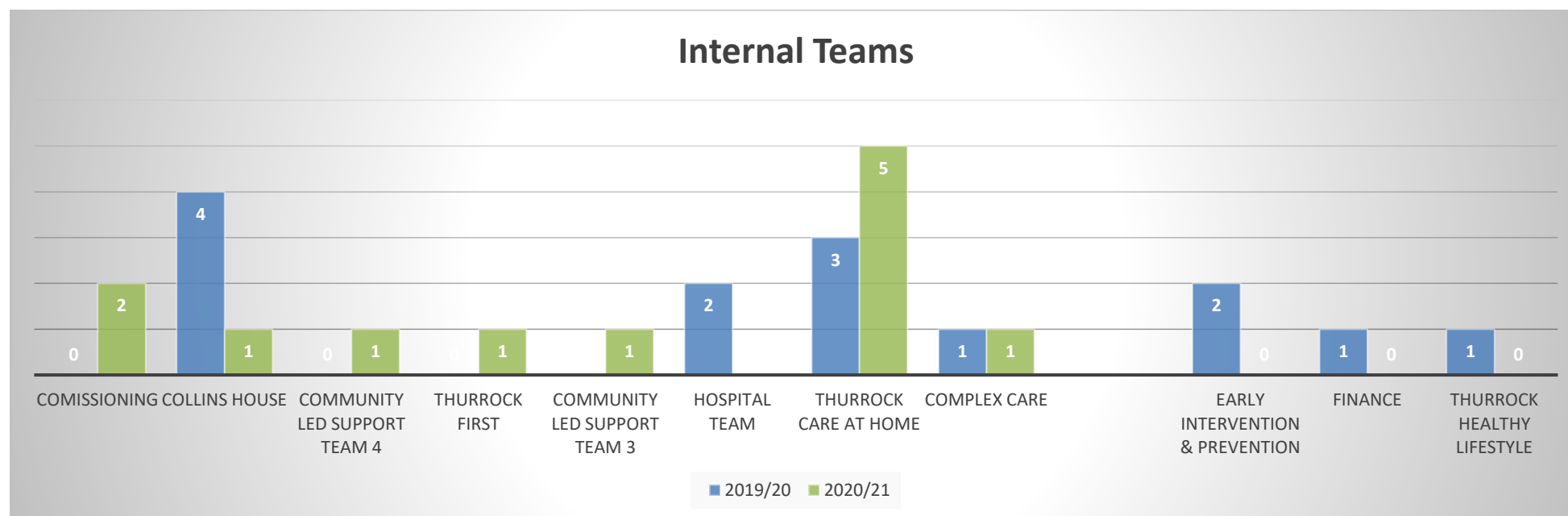
|                 |  |   |   |
|-----------------|--|---|---|
|                 | <p><b>Complain 13</b> – Carer spilling hot drink on service user (Homecare)</p> <p>Learning – Service user’s support plan was updated to avoid reoccurrence of this issue and further staff were allocated to the emergency on call. Additional training provided to staff involved.</p> <p><b>Complaint 14</b> – Carer not following care plan (Thurrock Care at Home)</p> <p>Learning – All careworkers reminded of importance of following the care plan</p> <p><b>Complaint 16</b> – Items of clothing missing from care users room (Leatherland Lodge)</p> <p>Learning – Training provided to staff</p> |   |   |
| <b>2019/20</b>  | <b>Quality of Care</b>   | <b>Assessment</b>   | <b>Communication</b>  |
| <b>Learning</b> | <ul style="list-style-type: none"> <li>• Medication Audits changed from weekly to daily and Senior Carers will be undertaking further medication administration training</li> <li>• Staff member (carer) reminded of professional</li> </ul>   | <ul style="list-style-type: none"> <li>• Prior to the admission of a resident, ensure all information regarding potential safeguarding issues is gathered.</li> </ul> | <ul style="list-style-type: none"> <li>• Ensure documentation is fully recorded and the family are notified regarding changes in a resident’s condition.</li> <li>• Ensure the family are always informed when an injury occurs to a resident.</li> </ul> |

|  |  |  |  |
|--|--|--|--|
|  | <p>standards required during all visits</p> <ul style="list-style-type: none"><li>• Staff reminded to provide additional support during meal times and ensure rooms are regularly cleaned</li><li>• Staff reminded of the importance of the correct use of protected personal equipment</li><li>• Staff reminded to dress service users appropriately</li><li>• To ensure residents security by allowing them to lock doors</li><li>• Ensure recording of information is accurate and ensuring medication is always provided</li></ul> |  | <ul style="list-style-type: none"><li>• Staff reminded to ensure questions from the family are directed to the duty manager to formally respond to.</li><li>• Communication between staff for handovers to be improved and if delays occur these are communicated to all affected parties.</li></ul> |
|--|--|--|--|

### Complaints regarding internal teams and staff:

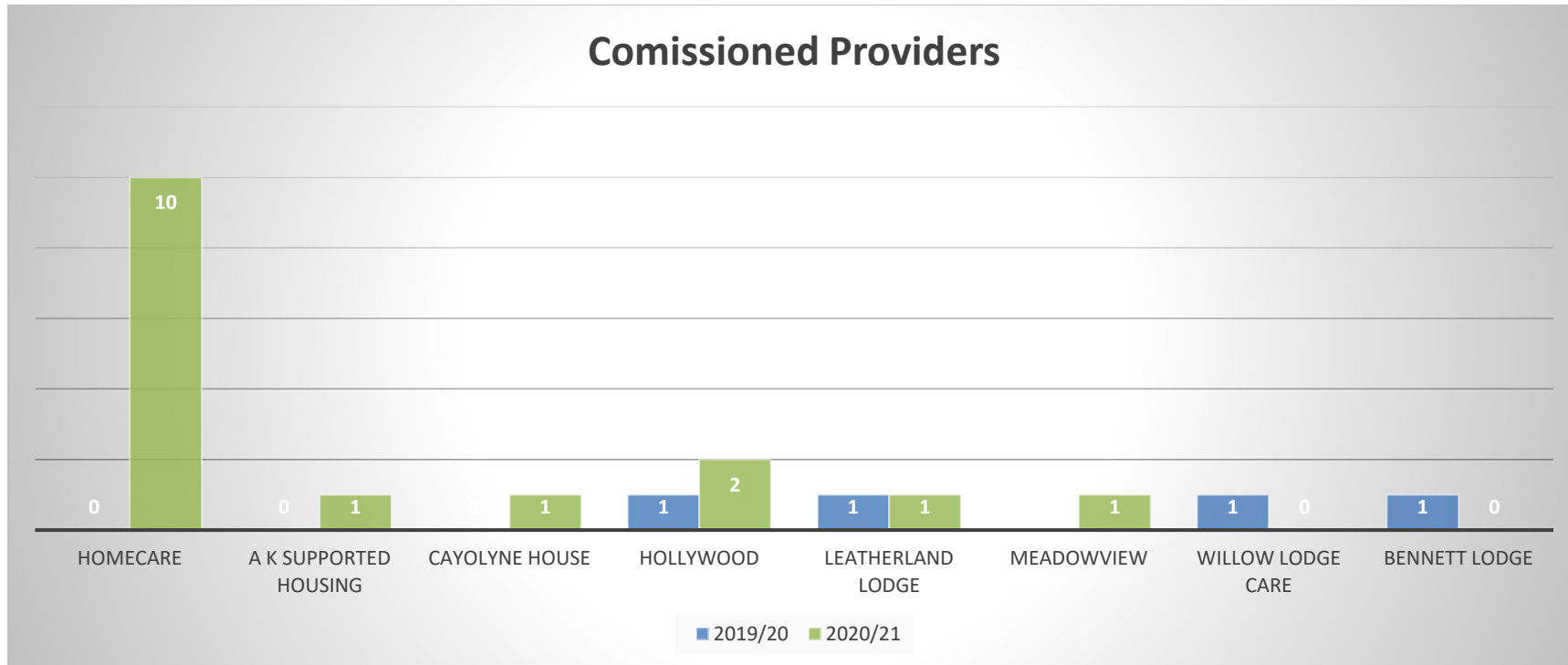
12 of 28 complaints responded to within this period are for internal teams/services. This compares with 14 of 18 during 2019/20.

Note – From 1 April 2020, complaints data is also 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:**

**16 of 28** complaints responded to within this period are for commissioned providers. This compares with **4 of 18** 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 for those received and closed in period.

| Complaint Area               | Volume 2020/21 | % Upheld | Volume 2019/20 | % Upheld |
|------------------------------|----------------|----------|----------------|----------|
| Homecare                     | 10             | 40% (4)  | 0              | N/A      |
| Thurrock Care at Home        | 5              | 100% (5) | 3              | 100% (3) |
| Contracts & Commissioning    | 2              | 50%(1)   | 0              | N/A      |
| Hollywood Rest Home          | 2              | 0%       | 1              | 0%       |
| Collins House                | 1              | 100%(1)  | 4              | 100% (4) |
| Leatherland Lodge            | 1              | 100%(1)  | 1              | 100% (1) |
| Complex Care                 | 1              | 0%       | 1              | 100% (1) |
| Community Led Support Team 4 | 1              | 100%(1)  | 0              | N/A      |
| Community Led Support Team 3 | 1              | 100%(1)  | 0              | N/A      |
| Thurrock First               | 1              | 0%       | 0              | N/A      |
| AK Supported Housing         | 1              | 100% (1) | 0              | N/A      |
| Carolyne House               | 1              | 100% (1) | 0              | N/A      |
| Meadowview House             | 1              | 0%       | 0              | N/A      |
| Hospital Team                | 0              | N/A      | 2              | 0%       |

|  |   |     |   |          |
|--|---|-----|---|----------|
| <b>Willow Lodge Care Home</b>              | 0 | N/A | 1 | 0%       |
| <b>Thurrock Healthy Lifestyle</b>          | 0 | N/A | 1 | 0%       |
| <b>Bennett Lodge</b>                       | 0 | N/A | 1 | 100% (1) |
| <b>Finance</b>                             | 0 | N/A | 1 | 100% (1) |
| <b>Early Intervention &amp; Prevention</b> | 0 | N/A | 2 | 0%       |

#### **Local Government and Social Care Ombudsman (LGSCO) Complaints:**

There were no enquiries from the Local Government and Social Care Ombudsman (LGSCO), where they reached a final decision on any cases within the reporting period. This is positive and shows that the council are effective at dealing with complaints at the first point of contact.

#### **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:

- 17 MP Enquiries
- 121 Member Enquiries

| <b>MP Enquiries</b>        | <b>Total</b> |
|----------------------------|--------------|
| Community Development      | 5            |
| Public Health              | 3            |
| Catering                   | 1            |
| Collins House              | 1            |
| Local Area Coordination    | 1            |
| Merrie Loots Farm          | 1            |
| Older People Mental Health | 1            |
| Preparing for Adulthood    | 1            |
| Thurrock Care at Home      | 1            |
| Thurrock First             | 1            |
| Willow Lodge Care          | 1            |

| <b>Members Enquiries</b>               | <b>Total</b> |
|--|--------------|
| Public Health                          | 54           |
| Thurrock First                         | 16           |
| Community Development                  | 12           |
| Blue Badges                            | 7            |
| Local Area Coordination                | 6            |
| Safeguarding                           | 6            |
| Collis House                           | 2            |
| Community Led Support Team 1           | 2            |
| Contract Compliance                    | 2            |
| Early Intervention & Prevention (East) | 2            |
| Thurrock Care at Home                  | 2            |
| Willow Lodge Care                      | 2            |
| Bluebell Court                         | 1            |
| Early Intervention & Prevention (West) | 1            |
| Finance                                | 1            |
| Hospital Team                          | 1            |
| Joint Reablement Team                  | 1            |
| Leatherland Lodge                      | 1            |
| Oak House                              | 1            |
| Preparing for Adulthood                | 1            |

### External Compliments:

A total of **122** compliments have been received during this period compared to **106** within the same period last year. A breakdown of the areas that these relate to is shown below.

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

| <b>Service Area 2019/20</b>            | <b>Number of Compliments</b> |
|--|------------------------------|
| 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                            |

| <b>Service Area 2020/21</b>       | <b>Number of Compliments</b> |
|-----------------------------------|------------------------------|
| Disabled Facilities Grant         | 30                           |
| Thurrock First                    | 24                           |
| Hospital Team                     | 7                            |
| Joint Reablement Team             | 7                            |
| Community Led Support Team 1      | 6                            |
| Barn & Coach House                | 5                            |
| Blue Badges                       | 5                            |
| Day Care                          | 5                            |
| Extra Care                        | 5                            |
| Local Area Coordination           | 5                            |
| Collins House                     | 3                            |
| Rapid Response Assessment Service | 3                            |
| Careline                          | 2                            |
| Catering                          | 2                            |
| Community Development             | 2                            |
| Older People Mental Health        | 2                            |

|                              |   |
|------------------------------|---|
| Safeguarding                 | 2 |
| Bennett Lodge                | 1 |
| Commissioning                | 1 |
| Community Led Support Team 2 | 1 |
| Complex Care                 | 1 |
| Grays Court Care Home        | 1 |
| Hollywood                    | 1 |
| Public Health                | 1 |

A small sample of compliments received for 2020/21 are captured below:

- Hollywood Care Home** - I just want to add how amazing Hollywood Care Home have been with Mr B. They were firstly, the only care home that would consider him on discharge from hospital. They managed his aggressive outbursts and basically took care of him. They are always helpful when I or the Dementia Crisis Team or Memory Assessment Service were going in.
- Thurrock First** - I emailed requesting a referral for my parents. My family and I cannot thank you enough for your speedy and helpful response. We would like to thank the member of staff who contacted me the same day. Today I attended whilst the rails were fitted. My sister and I were contacted prior to any visit so that one of us could be there. We really appreciate all of the support and help - especially in these times of the pandemic. Could you please pass on our sincere thanks to all that have assisted our parents, also to everyone at Thurrock First who do an outstanding job pointing people in the right direction.

- **Disabled Facilities Grant (DFG)** - It's not too much to say that my new shower has changed my life. Before I had to rely upon a family member to pick me up once or twice a week to take me to her house to use her adapted shower and now I can have a shower whenever I want to. The builders fitted everything to suit my needs and I can't fault it. The DFG Service also helped me to seek advice to apply for disability benefits which has really helped. Very impressed, the service is superb!
- **Careline** – Mrs B called and at the end of our conversation she said she has used Care Line so much in the last 2 weeks that she is extremely grateful that you “always come up trumps”. She expressed her gratitude for your help saying she couldn't have done without it.
- **Joint Reablement Team** - I visited Mrs B today to see how she has been managing. Mrs B said that when we first started care she was very anxious and nervous, but since having the support she is feeling more confident and feels that she can manage independently. She wanted to thank everyone for their help and that they were all lovely and kind, and supportive.
- **Community Led Support Team 2** - I'd just like to let you know how fantastic the staff have been in supporting me. I have worked in depth professionally with social workers through Thurrock and I want say through my experience they are a credit to the system. My case or rather my parents' case has been complicated and tiresome for all parties but the staff have always been supportive of our plight. Social workers like this encourage me to finish my social worker degree. I'm sure you are always made aware of the negative so wanted to let you know of some positives.
- **Thurrock First** - I had a conversation with a service users wife this evening, she would like me to pass on her appreciation to the whole team who have helped her husband, telling me he has been treated 'wonderfully' that everyone is 'Brilliant' and she is 'very grateful'. The lady informed me the help they have received has been life changing and has given her husband some independence back