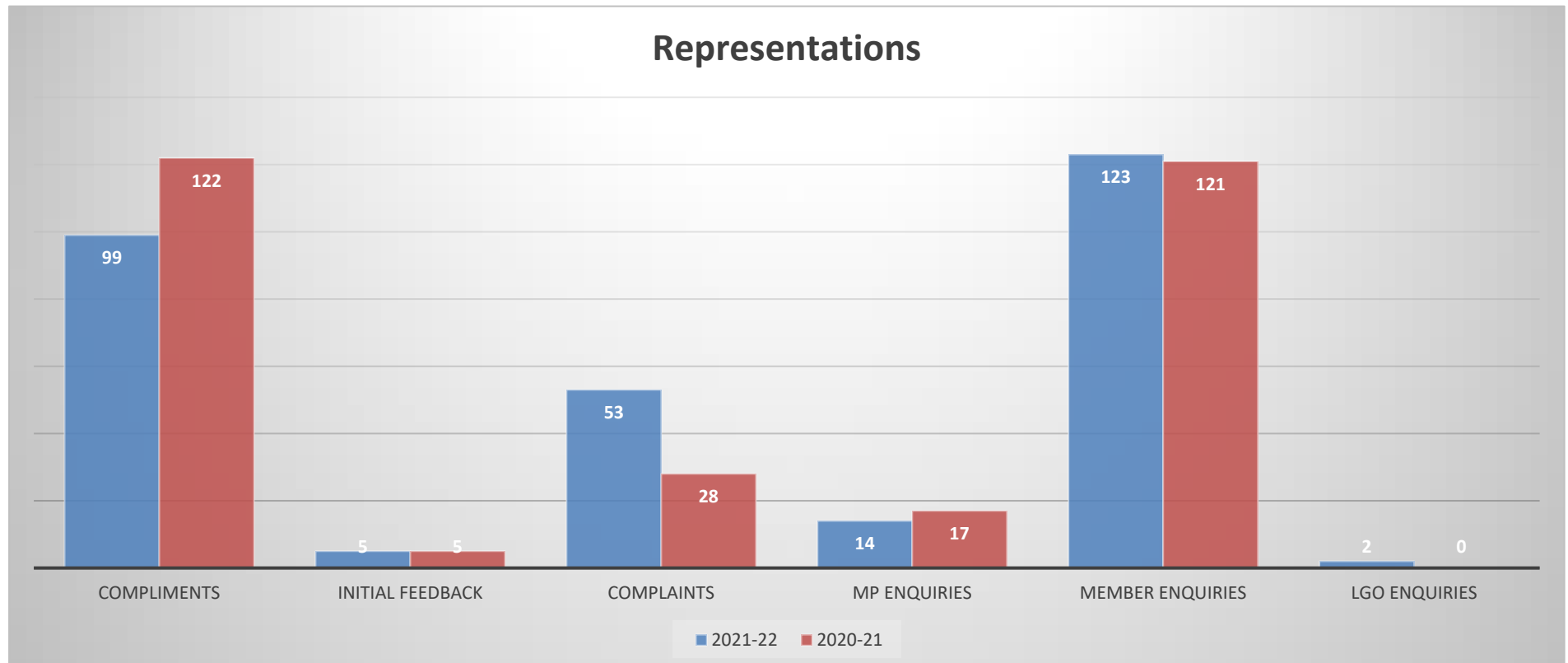


Appendix 2 – 2021/22 - Adult Social Care Complaints & Representations Report

1. Volume of Representations 2021/22 vs 2020/21

Below is a comparison of representations received for both years. During **2021/22**, **296** representations were received, compared with **293** for **2020/21**.



2.Complaints – 2021/22 vs 2020/21

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Feedback:	Initial Feedback	Low Intervention	Medium Intervention	High Intervention	No. withdrawn / Cancelled	Total to be investigated	Cases closed in period*	% of complaints upheld in period	% timeliness of response for those due in period
2021/22	5	53	0	0	1	52	44	66%	84%
2020/21	5	27	1	0	0	28	28	57%	81%
Difference	0	+26	-1	0	+1	+24	+16	+9%	+3%

For 2021/22:

- 53 complaints were received in the reporting period. Of these 53 received 1 was cancelled. These are shown within section 4 (pages 14-15)
- 45 complaints were due a response in this period. 38 of 45 (84%) were responded to within timeframe.
- 44 complaints were responded to within this period. These are shown in section 5 (pages 16-17).
- 29 of 44 complaints responded to (66%) were upheld. These are shown in section 5 (pages 16-17) and the learning is detailed within section 3 (pages 3-13).

3. Learning from upheld complaints:

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
	Quality of Care	Potential Safety Concerns	Communication
<p>Learning</p>	<p>Complaint 2:</p> <p>Complaint that the care worker is not following care plan. Examples provided were not making the bed or not closing the curtains (Thurrock Care at Home).</p> <p>Learning:</p> <p>Care plan updated to ensure that specified requests are clear to all care workers.</p> <p>Complaint 3:</p> <p>Concerns that the care worker had not followed the care plan, as the service user's washing had not been undertaken (Leatherland Lodge).</p> <p>Learning:</p> <p>To ensure that new staff are fully aware of any care plans that are in place for a service user.</p>	<p>Complaint 7</p> <p>Complaint that the care worker left bedroom lights, hob and the fan on (Guardian Care).</p> <p>Learning:</p> <p>Care staff reminded to ensure that prior to leaving the property, they must check everything is turned off and that the service user is happy.</p> <p>Complaint 11:</p> <p>After showering, the showerhead fell and hit the service user on their arm (Collins House).</p>	<p>Complaint 1:</p> <p>The family was not immediately informed about the service user being unwell (Leatherland Lodge).</p> <p>Learning:</p> <p>Change of procedure to ensure that in the event of any sickness, the family is informed with immediate effect and that this is documented and recorded.</p> <p>Complaint 9:</p> <p>Concern raised by the service user's daughter that there has been a breakdown in communication, and she is not provided with updates regarding her mother's care (Hospital Team).</p>

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
	Quality of Care	Potential Safety Concerns	Communication
	<p>Complaint 4:</p> <p>Complaint regarding:</p> <ul style="list-style-type: none"> No Activities Coordinator in post Food served cold (Willow Lodge Care) <p>Learning:</p> <ul style="list-style-type: none"> Activities Coordinator post will be advertised Staff reminded to ensure that plates are warm prior to serving The temperature of food will be spot checked by the manager of the service <p>Complaint 5:</p> <p>Concern that the service user's call times are inconsistent and are sometimes after the agreed time of 9am (Thurrock Care at Home).</p>	<p>Learning:</p> <ul style="list-style-type: none"> The member of staff was advised to be more careful when placing the showerhead back into its holder and to ensure it is secure. An incident report was completed and forwarded to Health & Safety The incident report has been placed on both the service user's and member of staff's file 	<p>Learning:</p> <p>Staff have been spoken to and reminded of the importance of ensuring that family members are kept updated on any changes to care plans.</p> <p>Complaint 12:</p> <p>Complaint that the care worker's call time was too early, and the service user was concerned their appointment had been missed as a result (Collins House).</p> <p>Learning:</p> <ul style="list-style-type: none"> Carer was asked to return to complete the call later that day Ensure that in the event of any changes to AM call times, the care coordinators will ring the service user to ensure that they are made aware of the change

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
	Quality of Care	Potential Safety Concerns	Communication
	<p>Learning:</p> <p>An alert has been placed on the service user's care plan, to ensure all calls take place prior to 9am.</p> <p>Complaint 6:</p> <p>The service user had requested no male carers, however male carers were allocated (Homecare).</p> <p>Learning:</p> <p>Going forward, if any client is unable to accept a carer of a certain gender, this must be communicated to all staff and/or individuals involved.</p> <p>Complaint 8:</p> <p>Complaint regarding a service user not being provided with their medication (Homecare).</p>		<p>Complaint 14:</p> <p>The daughter of a service user complained that her father had a black eye and that she had not been informed. Checks by a GP confirmed that it was not a black eye, but instead an infection. (Leatherland Lodge).</p> <p>Learning:</p> <p>Training provided to staff to ensure that families are informed of sickness or wellbeing matters in a timely manner.</p> <p>Complaint 16:</p> <p>Complaint that a service user had received an injury that had not been reported by a social worker (Homecare).</p> <p>Learning:</p> <p>Staff reminded that all incidents/accidents are to be reported immediately and that all home visit notes must be updated with all details. Family members are also to be</p>

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
	Quality of Care	Potential Safety Concerns	Communication
	<p>Learning:</p> <ul style="list-style-type: none"> • The medication error was investigated, and retraining has been provided to the staff involved with this matter • Monthly audits are carried out to identify any repeat issues <p>Complaint 10:</p> <p>Call times were agreed to take place early morning and late evenings; however, this is not being followed (Thurrock Care at Home).</p> <p>Learning:</p> <p>When taking on a new care package, the service must ensure that all parties are clear on the agreed times to avoid any confusion.</p>		<p>contacted as soon as practicably possible. Photos are to be taken at the initial incident for family and medical information purposes.</p> <p>Complaint 17:</p> <p>Concerns that the service user received correspondence relating to outstanding money owed and that this was incorrect (Finance).</p> <p>Learning:</p> <p>Ensure that social care cases are reviewed on an annual basis by social workers, to ensure that service users are receiving the correct care packages and that these are invoiced correctly.</p> <p>Complaint 21:</p> <p>Concerns that the family have had difficulty in contacting the service user and have to wait to be connected by the Care unit (Willow Lodge Care).</p> <p>Learning:</p>

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
	Quality of Care	Potential Safety Concerns	Communication
	<p>Complaint 13:</p> <p>Concern that the care worker did not follow appropriate PPE guidance by not wearing gloves in the property (Thurrock Care at Home).</p> <p>Learning:</p> <p>Regular monitoring has been put in place, to ensure that the required standards for wearing appropriate PPE are being always followed.</p> <p>Complaint 15:</p> <p>Complaint from service user's son regarding a missed lunchtime call (Thurrock Care at Home).</p> <p>Learning:</p> <p>The missed call was due to a system error, causing calls due that day to not be displayed correctly to the care worker.</p>		<p>A new telephone system has been implemented to assist with ensuring that all calls to or from family members are recorded. This will help facilitate contact and minimise difficulties.</p> <p>Complaint 22:</p> <p>Concerns that the cost of the package of care had not been communicated to the service user and that a letter stated that Thurrock Council would handle the funding (Finance).</p> <p>Learning:</p> <p>Amendments have been made to letters issued upon the arrangement of a care package, to ensure that they are more clearly worded with regards to the costs of the package and responsibility for those costs.</p> <p>Complaint 27:</p> <p>Concerns that the service user was registered to a different GP</p>

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
	Quality of Care	Potential Safety Concerns	Communication
	<p>Monitoring measures have been put in place, to ensure any system errors are identified and addressed promptly in the future. This will include ensuring that the individual monitoring the system, only has monitoring set as their task for the day, to ensure full attention can be focused on this task.</p> <p>Complaint 18:</p> <p>Concerns that care calls are being attended to by different carers each time (Thurrock Care at Home).</p> <p>Learning:</p> <p>Schedulers are to ensure that where possible calls are being arranged with the same carer for consistency.</p> <p>Complaint 19:</p> <p>Concerns that care calls are not long enough for carers to read the care plan and undertake required tasks (Thurrock Care at Home).</p>		<p>than usual without their consent. (Collins House).</p> <p>Learning:</p> <p>Collins House office staff members have been informed that they must request a signature of consent from the service user or their next of kin if registration with a local GP is required.</p>

Root cause analysis and learning from upheld complaints:	Root Cause 1 and associated learning Quality of Care	Root Cause 2 and associated learning Potential Safety Concerns	Root Cause 3 and associated learning Communication
	<p>Learning:</p> <p>Care calls have been extended by 15 minutes as per the commissioning plan to allow for all tasks to be completed fully.</p> <p>Complaint 20:</p> <p>Concerns that night staff did not offer assistance to the service user (Grays Court Care Home).</p> <p>Learning:</p> <p>Ensure that any new Night Staff read the care plans for any service users so that they fully understand the service user's needs.</p> <p>Complaint 23:</p> <p>Concerns that the service user's care plan is not being followed by the carer (Thurrock Care at Home).</p> <p>Learning:</p>		

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
	Quality of Care	Potential Safety Concerns	Communication
	<p>To ensure more consistent care is provided, spot checks will be undertaken on a regular basis with notes then added to the system.</p> <p>Complaint 24:</p> <p>Concerns regarding missing items (Merrie Loots Farm).</p> <p>Learning</p> <ul style="list-style-type: none"> • Staff reminded that all belongings must be entered on the full inventory, along with photographs of items if necessary for the purpose of identification. • For items of monetary or sentimental value, it should be considered if these items should remain with the individual due to risk of loss or damage and for alternative options to be considered. 		

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
	Quality of Care	Potential Safety Concerns	Communication
	<ul style="list-style-type: none"> • Breakages/damages to any personal items will be documented and family/friends/advocate to be informed immediately. <p>Complaint 25:</p> <p>Concerns that the carer did not follow the care plan, as evening sandwiches were not prepared, and worktops were not wiped down (Thurrock Care at Home).</p> <p>Learning:</p> <p>Carers have been reminded to follow the tasks in the care plan and to complete tasks accordingly. Carers have also been informed to continue to use the system put in place (Mobizio) so that visit can be monitored for any issues.</p> <p>Complaint 26:</p> <p>Concerns that the carer is not following care plan (Thurrock Care at Home).</p>		

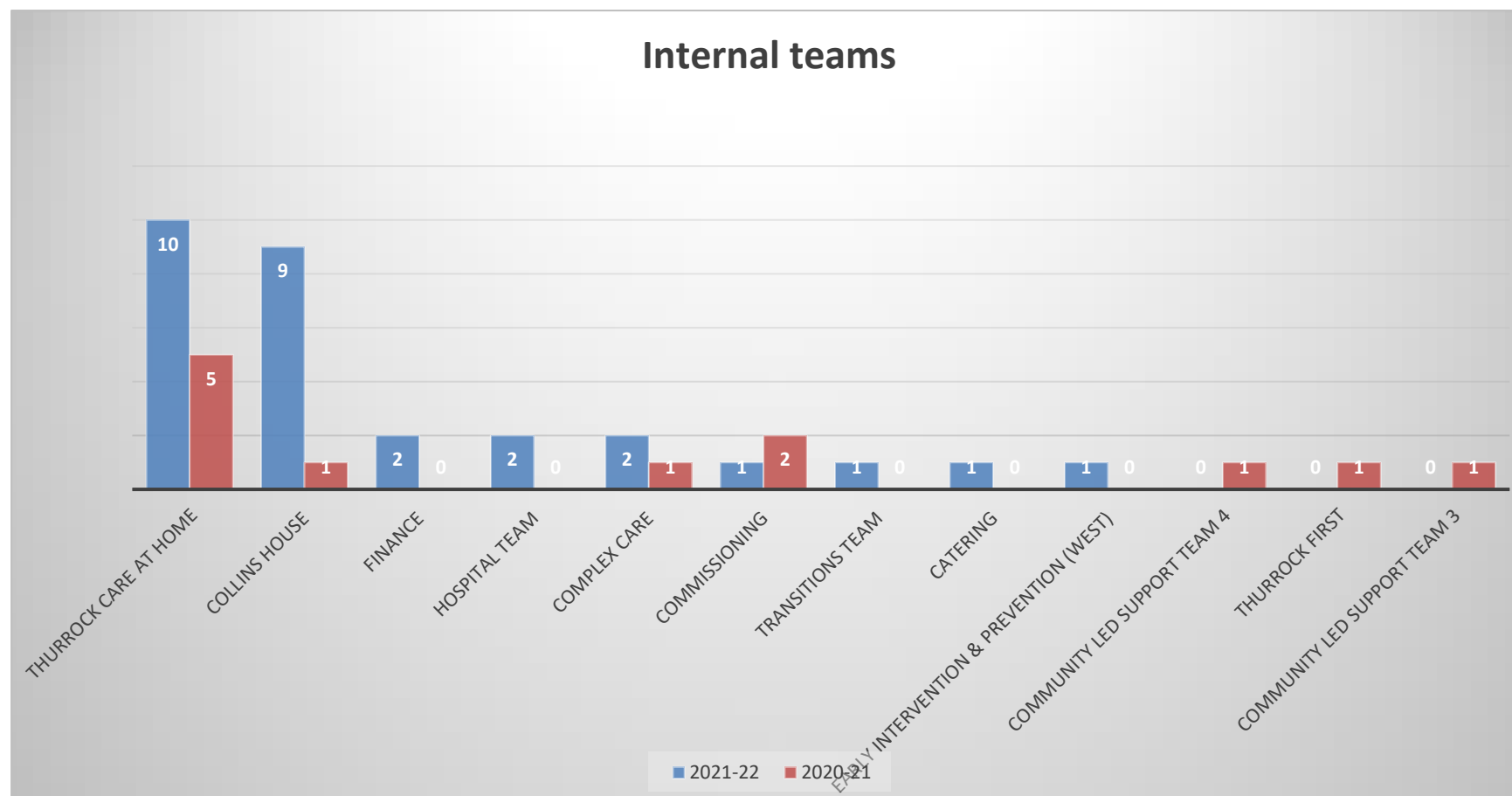
Root cause analysis and learning from upheld complaints:	Root Cause 1 and associated learning	Root Cause 2 and associated learning	Root Cause 3 and associated learning
	Quality of Care	Potential Safety Concerns	Communication
	<p>Learning:</p> <p>Carer reminded of expected standards when it comes to care visits.</p> <p>Complaint 28:</p> <p>Concerns that the carer did not prepare service user's evening sandwich or leave it in the correct location (Clarity Homecare).</p> <p>Learning:</p> <p>Care staff reminded that they need to prepare the sandwich and not just prepare the ingredients. Staff also reminded that the sandwich should be left on the kitchen worktop and not on the hob.</p> <p>Complaint 29:</p> <p>Concerns that the carer was completing written visit notes before the visit had begun (Clarity Homecare).</p>		

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
	Quality of Care	Potential Safety Concerns	Communication
	<p>Learning:</p> <p>Carer reminded that they should not start completing their attendance notes before a visit and that going forward, they should only be started and completed when all tasks during a visit are completed.</p>		

4A. Breakdown of complaints received - Internal teams and staff:

This may be different to figures shown within the upheld complaints section below, as the upheld section is based on closed complaints (not complaints received). The figures shown below will also exclude cancelled complaints.

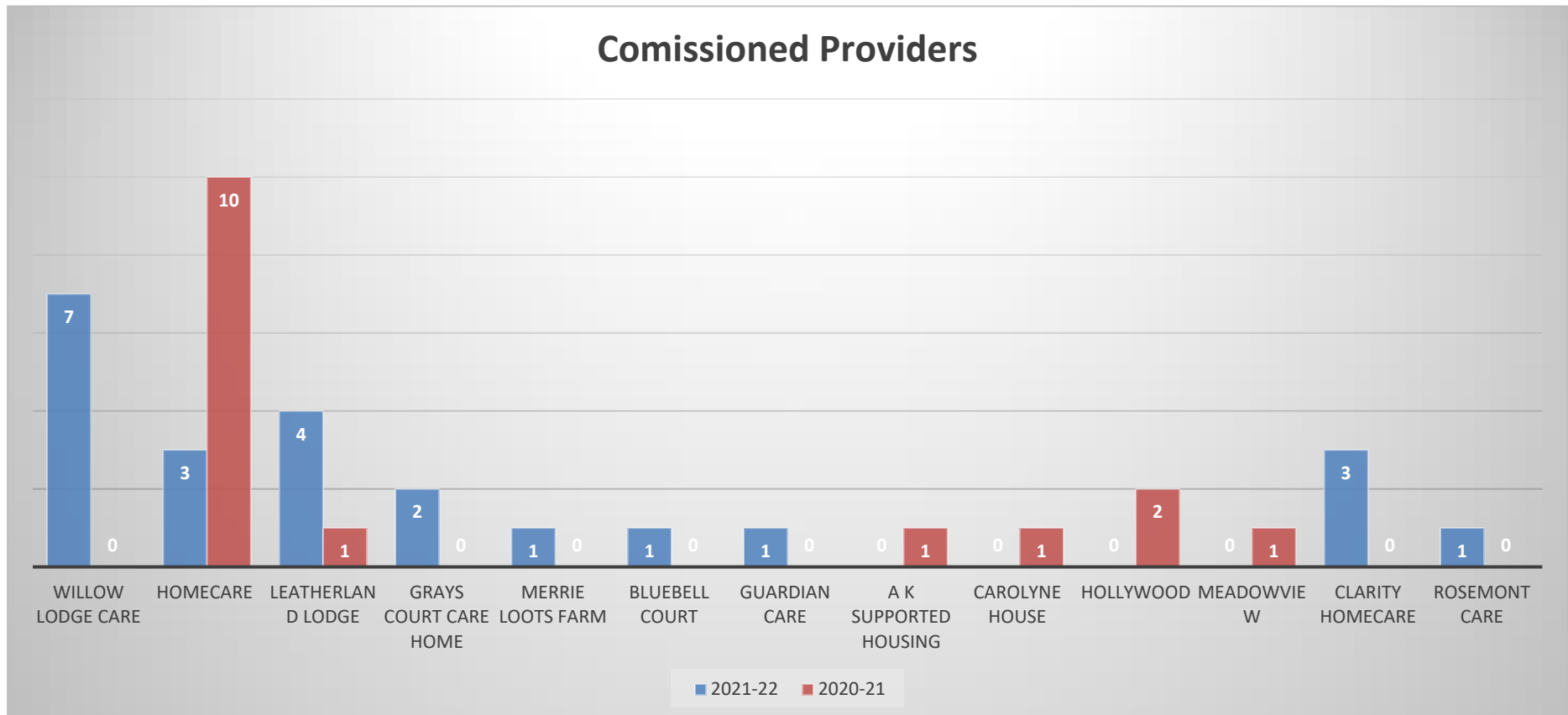
30 of 53 complaints received within this period are for internal teams/services (**1** was cancelled and this related to the Hospital Team). This compares with **12 of 28** during 2020/21.



4B. Breakdown of complaints received - Commissioned Providers:

This may be different to figures shown within the upheld complaints section below, as the upheld section is based on closed complaints (not complaints received). The figures shown below will also exclude cancelled complaints.

23 of 53 complaints received to within this period are for commissioned providers. This compares with **16 of 28** during 2020/21.



5.Upheld Complaints:

This may be different to figures shown above within the complaints received section, as the figures below are based on closed complaints (not complaints received).

Complaint Area	Volume Closed 2021/22	Upheld	Volume Closed 2020/21	Upheld
Thurrock Care at Home	10	10	5	5
Collins House	8	3	1	1
Willow Lodge Care	6	2	0	0
Homecare	3	3	10	4
Leatherland Lodge	3	3	1	1
Clarity Homecare	3	2	0	0
Finance	2	2	0	0
Hospital Team	2	1	0	0
Rosemont Care	1	0	0	0
Commissioning	1	0	2	1
Complex Care	1	0	1	0
Bluebell Court	1	0	0	0

Grays Court Care Home	1	1	0	0
Guardian Care	1	1	0	0
Merrie Loots Farm	1	1	0	0
Hollywood Rest Home	0	0	2	0
Community Led Support Team 4	0	0	1	1
Community Led Support Team 3	0	0	1	1
Thurrock First	0	0	1	0
Carolyne House	0	0	1	1
Meadowview House	0	0	1	0
A K Supported Living	0	0	1	1

6. Local Government and Social Care Ombudsman (LGSCO) Complaints:

There were 2 enquiries from the Local Government and Social Care Ombudsman (LGSCO), where they reached a final decision on any cases within the reporting period.

Area	Issue Nature	LGO Findings	Financial Remedy	Learning where relevant	Did the council respond to the LGSCO or HO timeframes
ASC – Willow Care Lodge	Complaint that the Care Home failed to allow the complainant to see their mother who was in the home's care due to COVID restrictions	Finding of fault / Service failure	£200	To review the visitors booking system to ensure double bookings are identified to avoid any visits being cancelled	Yes
ASC – Community Led Support Team 4	Complaint that the council did not provide details of a safeguarding referral and those restrictions were not clearly communicated.	Finding of fault / Service failure	N/A	Ensure that when managing any Safeguarding enquiries going forward, the reasons for any restrictions imposed through a safeguarding management plan should be clearly recorded. These restrictions must also be discussed and agreed with the person at risk, where appropriate, and their views should be clearly recorded	Yes

7. 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 0 ADR cases in the reporting period.

8.Enquiries:

In the reporting period the following was received:

- 14 MP Enquiries
- 123 Member Enquiries

MP Enquiries	Feedback total
Thurrock First	3
Blue Badges	2
Community Development	2
Public Health	2
Finance	2
Community Led Support Team 3	1
Day Care	1
Collins House	1

Member enquiries	Feedback total
Public Health	36
Community Development	31
Thurrock First	19
Safeguarding	7
Thurrock Healthy Lifestyle	4
Finance	4
Local Area Coordination	3
Joint Reablement Team	3
Blue Badges	3
Community Led Support Team 1	2
Disabled Facilities Grant	2
Contract Compliance	1
Hospital Team	1
Thurrock Care at Home	1
Catering	1
Collins House	1
Community Led Support Team 3	1
Complex Care	1
Early Intervention & Prevention (West)	1
Day care	1

9.External Compliments:

A total of **99** compliments have been received during this period compared to **122** 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.

Service Area 2021/22	Number of Compliments	Service Area 2020/21	Number of Compliments
Thurrock First	26	Disabled Facilities Grant	30
Joint Reablement Team	20	Thurrock First	24
Disabled Facilities Grant	10	Hospital Team	7
Blue Badges	6	Joint Reablement Team	7
Community Led Support Team 1	6	Community Led Support Team 1	6
Community Development	5	Barn & Coach House	5
Hospital Team	3	Blue Badges	5
Local Area Coordination	3	Day Care	5
Community Led Support Team 3	3	Extra Care	5
Thurrock Care at Home	3	Local Area Coordination	5
Careline	3	Collins House	3
Community Led Support Team 2	2	Rapid Response Assessment Service	3
Collins House	2	Careline	2
Rapid Assessment Service	2	Catering	2
Safeguarding	2	Community Development	2
Extra Care	1	Older People Mental Health	2
Complex Care	1	Safeguarding	2
Preparing for Adulthood	1	Bennett Lodge	1
		Commissioning	1
		Community Led Support Team 2	1

		Complex Care	1
		Grays Court Care Home	1
		Hollywood	1
		Public Health	1

10.Examples of External Compliments

Disabled Facilities Grant

I was helped and the team were so kind and couldn't do enough for me. If I needed to get in touch, they talked to me and gave me their phone numbers, nothing was too much trouble. They have made me safer in my home and given my daughter and son peace of mind about my safety.

Joint Reablement Team

During review visit the service user and her brother was very complementary of reablement service and the support they have received. The service user commented on how pleased she has been with all the support, staff have been cheerful and encouraging, and kept her motivated when she has been feeling low. She said she cannot fault the support she has received, and her brother stated the staff have been brilliant.

Thurrock First

Thurrock First were an excellent starting point as we were introduced to other agencies via them. This is the first time in my life that I have used Social Services and I cannot thank everyone involved in mums care enough. Mum has gone through several health crisis in under a year and the support provided was invaluable, both for mum and me.

Blue Badges

I have received an email informing me that my Mum's Blue Badge has been ordered. I just wanted to say a huge thank you to the staff who were so kind, calm, and knowledgeable and helped me with what I thought was going to be a very stressful complicated process. I really appreciate the help they gave me. Also, thank you to anyone else in the team that may have been involved.

Careline

Just received a lovely call from a husband thanking the ladies who assisted with his wife on Thursday. His words to me were ' he doesn't know what he would of done without you.' His wife had fractured her pelvis and the team called an ambulance, notified the next of kin and helped to keep the husband calm.