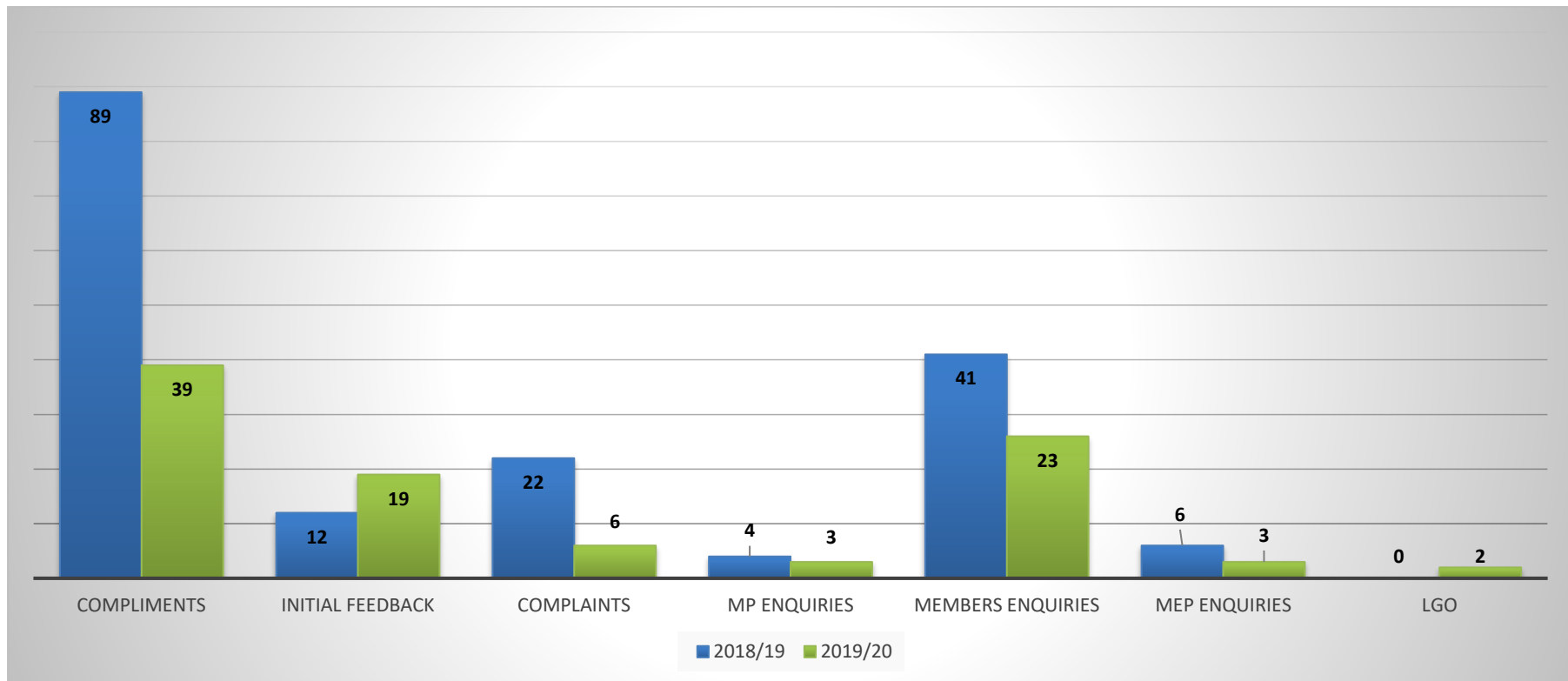


Appendix 2 – 2019/20 - Adult Social Care - Complaints & Representations Report

Volume of Representations – April – September 2019/20 vs 2018/19

Below is a comparison of representations received for both years. During 2019/20, **95** representations were received, compared with **174** for 2018/19



Complaints – 2018/19 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Feedback:	Initial Feedback	Low Intervention	Medium Intervention	High Intervention	No. withdrawn / Cancelled	Total to be investigated	Cases closed in period*	% of complaints upheld in period	% timeliness of response for those due in period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 2019/20	19	5	1	0	0	6	7	57%	86%
Apr-Sept 2018/19	12	20	2	0	2	20	17	65%	94%
Difference	+7	-13	-1	0	0	-14	-10	-8%	-8%

* For 2019/20, of the 7 closed complaints, 6 relate to the period 2019/20 and 1 relates to 2018/19 (but was closed in 2019/20). 4 from 7 complaints were upheld (3 for 2019/20 and 1 for 2018/19).

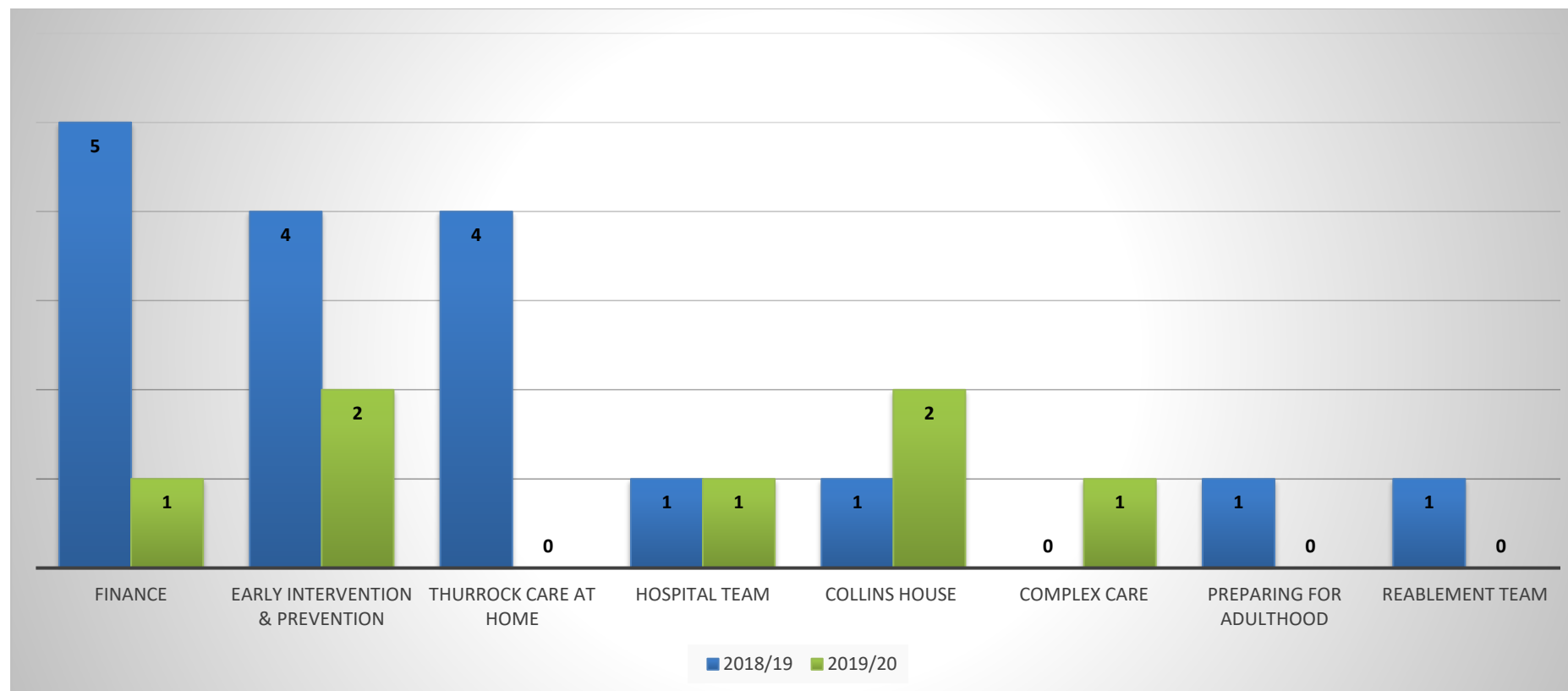
Root cause analysis and associated learning:

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		
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
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 Staff to ensure that all available contacts for clients are documented and are regularly checked and 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:

All 7 complaints responded to within this period are for internal teams/services. This compares with 17 of 20 during 2018/19.



Commissioned Providers:

During the reporting period for 2019/20, there were no (nil) complaints responded to for external commissioned providers. This compares with 3 from 20 during 2018/19.

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 2019/20	% Upheld	Volume 2018/19	% Upheld
Finance	1	100% (1)	1	100% (1)
Early Intervention & Prevention	2	0% (0)	4	50% (2)
Thurrock Care at Home	0	N/A	4	100% (4)
Hospital Team	1	0% (0)	1	0% (0)
Collins House	2	100% (2)	1	100% (1)
Complex Care	1	100% (1)	0	N/A
Preparing for Adulthood	0	N/A	1	0% (0)
Reablement Team	0	N/A	1	0% (0)
Guardian Homecare	0	N/A	1	0% (0)
Lodge Care Group	0	N/A	1	100% (1)
Cedar House	0	N/A	1	100% (1)
Older People Mental Health	0	N/A	1	100% (1)

Outcomes:

All **3** complaints upheld for 2019/20 related to Quality of Care provided.

Local Government Ombudsman (LGO) Complaints:

2 funding issue complaints have been received from the LGO during the reporting period. Decisions are unknown at this stage.

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:

- 3 MP Enquiries
- 23 Member Enquiries

Members Enquiries	Count by Team
Thurrock First	8
Safeguarding	4
Extra Care	3
Local Area Coordination	2
Finance	1
Early Intervention & Prevention	1
Thurrock Care at Home	1
Older People Mental Health	1
Catering	1
Preparing for Adulthood	1

MP Enquiries	Count by Team
Blue Badges	1
Complex Care	1
Finance	1

External Compliments:

A total of **39** compliments have been received during this period.

Service Area	Number of Compliments
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