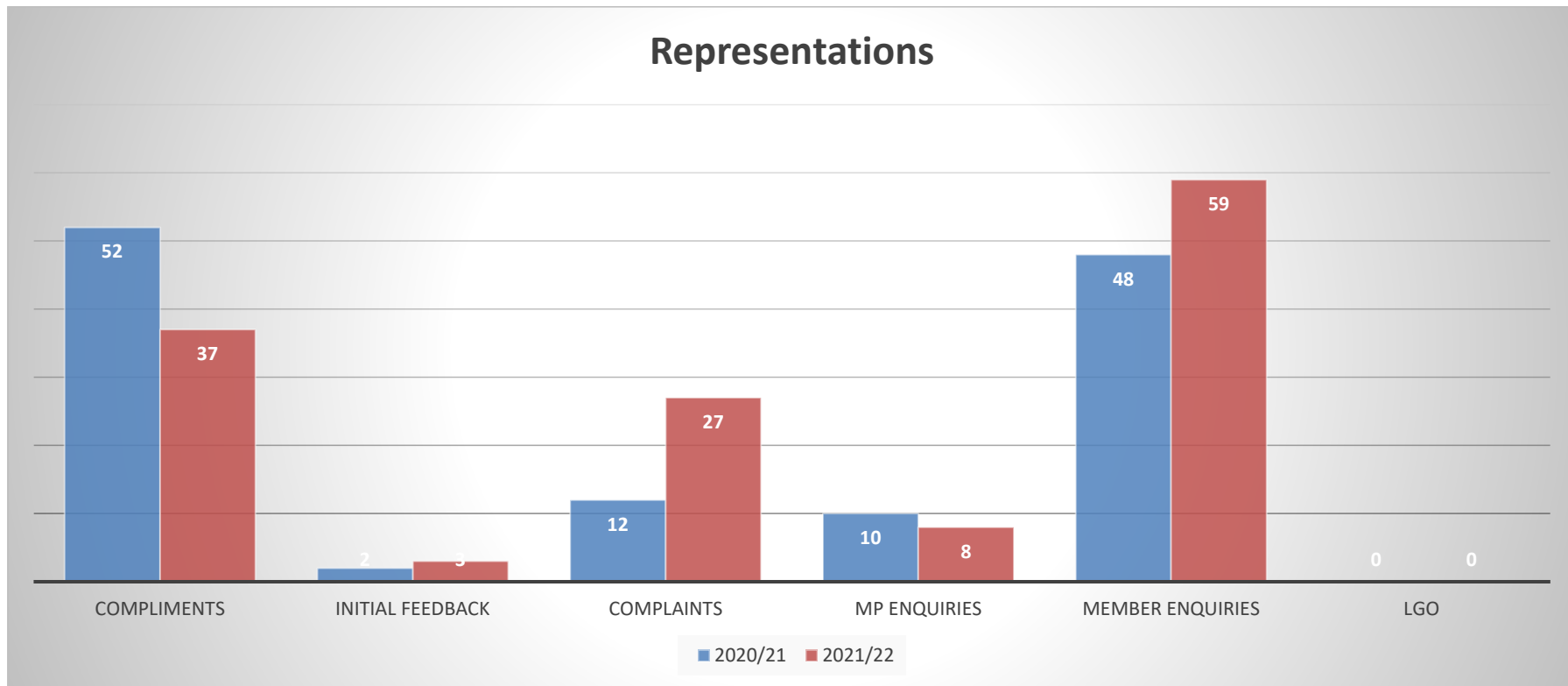


## Appendix 2 – 2021/22 - Adult Social Care Complaints & Representations Report

### Volume of Representations 2021/22 vs 2020/21

Below is a comparison of representations received for both years. During **2021/22**, **134** representations were received, compared with **124** for **2020/21**.



## 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Feedback:	Initial Feedback	Low Intervention	Medium Intervention	High Intervention	No. withdrawn / Cancelled	Total to be investigated	Cases closed in period*	% of complaints upheld in period	% timeliness of response for those due in period*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 2021/22	3	27	0	0	1	26	21	71%	84%
Apr –Sept 2020/21	2	12	0	0	0	12	11	45%	100%
Difference	+1	+15	0	0	+1	+14	+10	+26%	-16%

### \*For 2021/22:

- 27 complaints were received in the reporting period. Of these 27 received 1 was cancelled.
- 19 complaints were due a response in this period. 16 of these were responded to within timeframe.
- 21 cases were responded to within the reporting period (Note – This differs from the 19 that were due a response, as some responses included cases that were due in a different reporting period). Of the 21 complaints responded to 15 were upheld.

**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><b>Learning</b></p>	<p><b>Complaint 2:</b></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><b>Learning:</b></p> <p>Care plan updated to ensure that specified requests are clear to all care workers.</p> <p><b>Complaint 3:</b></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><b>Learning:</b></p> <p>To ensure that new staff are fully aware of any care plans that are in place for a service user.</p>	<p><b>Complaint 7</b></p> <p>Complaint that the care worker left bedroom lights, hob and the fan on (Homecare).</p> <p><b>Learning:</b></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><b>Complaint 11:</b></p> <p>After showering, the showerhead fell and hit the service user on their arm (Collins House).</p>	<p><b>Complaint 1:</b></p> <p>The family was not immediately informed about the service user being unwell (Leatherland Lodge).</p> <p><b>Learning:</b></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><b>Complaint 9:</b></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><b>Complaint 4:</b></p> <p>Complaint regarding:</p> <ul style="list-style-type: none"> <li>No Activities Coordinator in post</li> <li>Food served cold (Willow Lodge Care)</li> </ul> <p><b>Learning:</b></p> <ul style="list-style-type: none"> <li>Activities Coordinator post will be advertised</li> <li>Staff reminded to ensure that plates are warm prior to serving</li> <li>The temperature of food will be spot checked by the manager of the service</li> </ul> <p><b>Complaint 5:</b></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><b>Learning:</b></p> <ul style="list-style-type: none"> <li>The member of staff was advised to be more careful when placing the showerhead back into its holder and to ensure it is secure.</li> <li>An incident report was completed and forwarded to Health &amp; Safety</li> <li>The incident report has been placed on both the service user's and member of staff's file</li> </ul>	<p><b>Learning:</b></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><b>Complaint 12:</b></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><b>Learning:</b></p> <ul style="list-style-type: none"> <li>Carer was asked to return to complete the call later that day</li> <li>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</li> </ul>

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><b>Learning:</b></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><b>Complaint 6:</b></p> <p>The service user had requested no male carers, however male carers were allocated (Homecare).</p> <p><b>Learning:</b></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><b>Complaint 8:</b></p> <p>Complaint regarding a service user not being provided with their medication (Homecare).</p>		<p><b>Complaint 14:</b></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><b>Learning:</b></p> <p>Training provided to staff to ensure that families are informed of sickness or wellbeing matters in a timely manner.</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><b>Learning:</b></p> <ul style="list-style-type: none"> <li>• The medication error was investigated and retraining has been provided to the staff involved with this matter</li> <li>• Monthly audits are carried out to identify any repeat issues</li> </ul> <p><b>Complaint 10:</b></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><b>Learning:</b></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>		

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><b>Complaint 13:</b></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><b>Learning:</b></p> <p>Regular monitoring has been put in place, to ensure that the required standards for wearing appropriate PPE are being followed at all times.</p> <p><b>Complaint 15:</b></p> <p>Complaint from service user's son regarding a missed lunchtime call (Thurrock Care at Home).</p>		

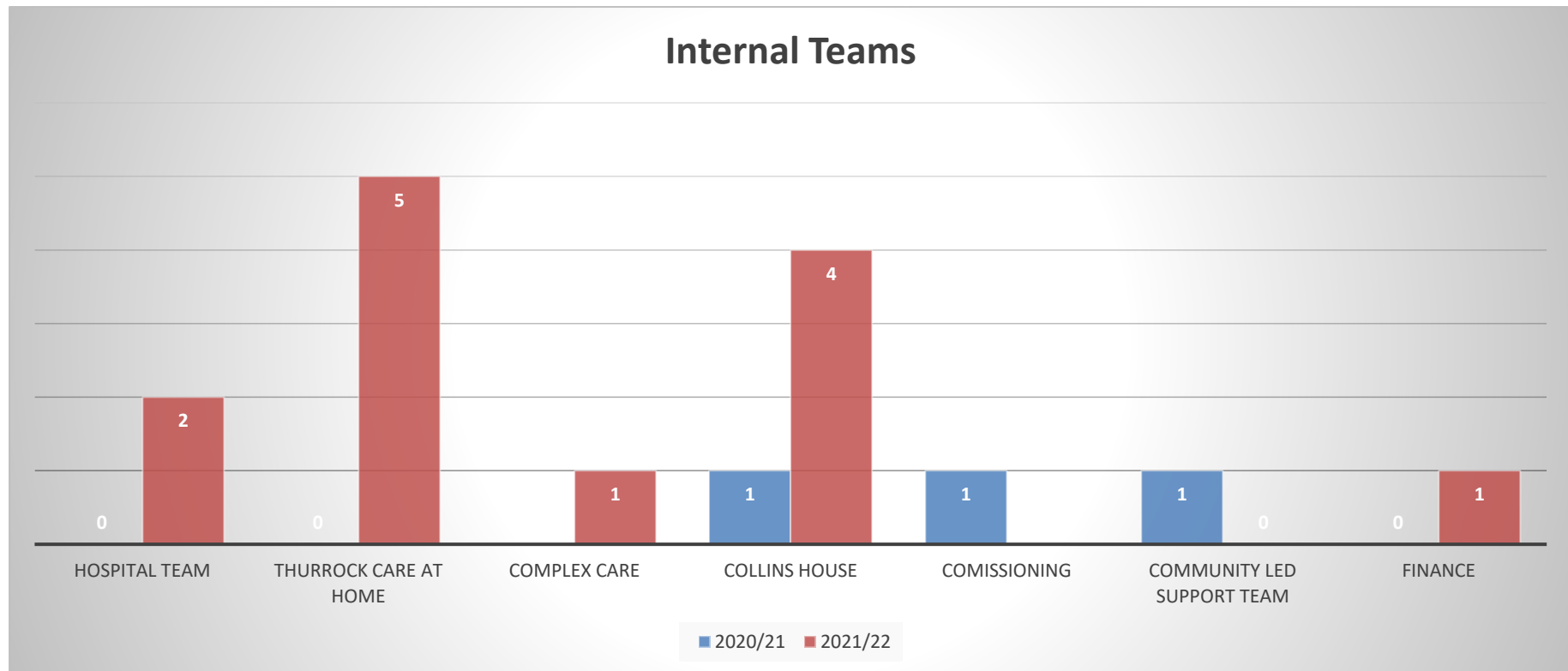
Root cause analysis and learning from upheld complaints:	Root Cause 1 and associated learning	Root Cause 2 and associated learning	Root Cause 3 and associated learning
	Quality of Care	Potential Safety Concerns	Communication
	<p><b>Learning:</b></p> <p>The missed call was due to a system error, causing calls due that day to not be displayed correctly to the care worker.</p> <p>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>		



**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.

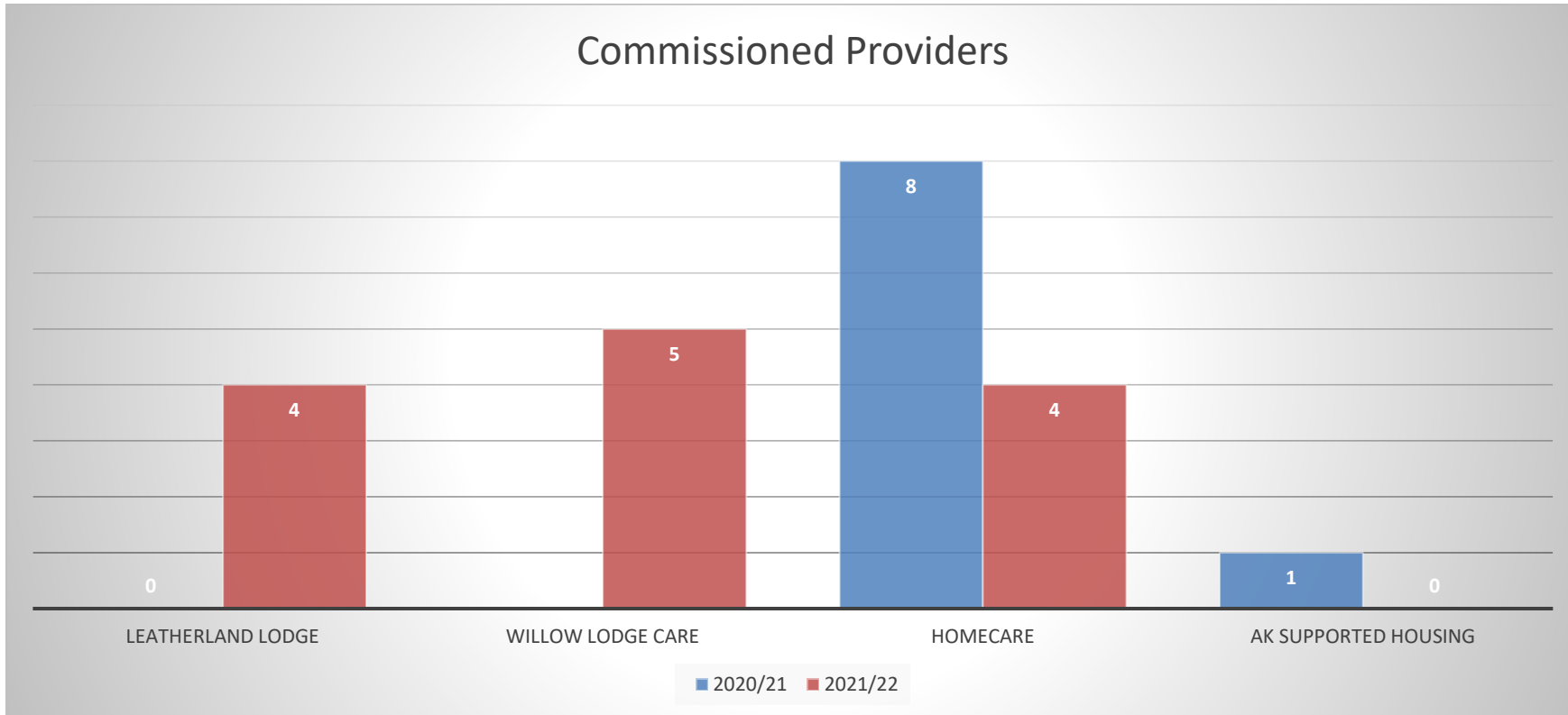
**14 of 27** complaints received within this period are for internal teams/services (**1** was cancelled and this related to the Hospital Team). This compares with **3 of 12** during 2020/21.



**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.

**13 of 27** complaints received to within this period are for commissioned providers. This compares with **9 of 12** during 2020/21.



### 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
Homecare	3	3	8	2
Commissioning	0	N/A	1	1
A K Supported Living	0	N/A	1	1
Collins House	3	2	1	1
Thurrock Care at Home	5	5	0	N/A
Willow Lodge	4	1	0	N/A
Hospital Team	2	1	0	N/A
Leatherland Lodge	3	3	0	N/A
Complex Care	1	0	0	N/A

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

There were nil/zero 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 0 ADR cases in the reporting period.

## Enquiries:

In the reporting period the following was received:

- 8 MP Enquiries
- 59 Member Enquiries

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

Member enquiries	Feedback total
Public Health	24
Community Development	16
Safeguarding	4
Thurrock First	3
Joint Reablement Team	2
Local Area Coordination	2
Complex Care	1
Thurrock Healthy Lifestyle	1
Thurrock Care at Home	1
Community Led Support Team 1	1
Hospital Team	1
Contract Compliance	1
Blue Badges	1
Finance	1

## External Compliments:

A total of **37** compliments have been received during this period compared to **52** 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
<b>Thurrock First</b>	<b>12</b>	<b>Thurrock First</b>	<b>11</b>
<b>Disabled Facilities Grant</b>	<b>6</b>	<b>Hospital Team</b>	<b>6</b>
<b>Joint Reablement Team</b>	<b>4</b>	<b>Extra Care</b>	<b>5</b>
<b>Blue Badges</b>	<b>4</b>	<b>Joint Reablement Team</b>	<b>5</b>
<b>Community Led Support Team 1</b>	<b>3</b>	<b>Disabled Facilities Grant</b>	<b>5</b>
<b>Careline</b>	<b>2</b>	<b>Collins House</b>	<b>3</b>
<b>Hospital Team</b>	<b>1</b>	<b>Local Area Coordination</b>	<b>3</b>
<b>Local Area Coordination</b>	<b>1</b>	<b>Blue Badges</b>	<b>2</b>
<b>Community Led Support Team 2</b>	<b>1</b>	<b>Community Led Support Team</b>	<b>2</b>
<b>Thurrock Care at Home</b>	<b>1</b>	<b>Older People Mental Health</b>	<b>2</b>
<b>Preparing for Adulthood</b>	<b>1</b>	<b>Rapid Response Assessment</b>	<b>2</b>
<b>Community Development</b>	<b>1</b>	<b>Hollywood</b>	<b>1</b>
		<b>Catering</b>	<b>1</b>
		<b>Commissioning</b>	<b>1</b>
		<b>Complex Care</b>	<b>1</b>
		<b>Day Care</b>	<b>1</b>
		<b>Barn &amp; Coach House</b>	<b>1</b>

A small sample of compliments received for 2021/22 are captured below:

- **Joint Reablement Service**

The service user was very complimentary of the support he has received from Joint Reablement Team workers and said the credit for his improvement is down to the support from this team. The service user said he could not speak too highly of them and he will be very sorry when the service ends.

- **Community Led Support Team 1**

Just want to say thank you for all your help regarding my mother. Your help and advice were much appreciated and your support was always prompt. Thanks again for making the transition as easy as it was.

- **Thurrock Care at Home**

Service user called Thurrock Care at Home and said that the woman she had on her morning call was brilliant and could not do enough for her. She said she was very friendly and does her job very well

- **Thurrock First**

Daughter in law telephones regarding her mother-in-law asking for advice and information. At the end of the call, the daughter-in-law said, "Thurrock First is such a good service. I have called before and each time I have called, I have always found you to be so good and so helpful. With some people you phone, you can't get past reception and have a job getting anywhere, but with your service it's always so easy and that is so reassuring."