



Rutland
County Council



Adult Social Care Annual Complaints Report

April 2018 - March 2019



Purpose of Report

This report provides information on complaints for Rutland County Councils Adult Social Care Service for the period 1st April 2018 to 31st March 2019, that were dealt with through the statutory social care complaints procedure.

The complaints process provides us with the opportunity to monitor performance, improve the quality of services and to learn from complaints made by adults within our community. We achieve this by capturing a range of complaint information including, the nature of the complaint, any actions taken to resolve it, outcomes of the complaints and whether we met the required timescales for response.

Under statutory regulations, we are required to prepare an annual report about the previous year that examines how well we dealt with adult social care complaints, including the numbers received and how many we upheld. We hope this report also demonstrates our commitment to transparency and our positive approach to dealing with and learning from complaints.

Background

There is a statutory duty to have a complaints process in place for Adult Social Care. The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, effective from 1 April 2009, introduced a two stage process with flexible investigation methods and timescales to suit the nature and complexity of the complaint. If the complainant is unhappy with the outcome after stage one, they can ask the Local Government and Social Care Ombudsman (LGO) to investigate.

The regulations provide a framework for those handling a complaint relating to a local authority's social care functions - this includes directly provided services and independent services provided through commissioning.

The actions, omissions, or decisions of the local authority in respect of social care functions are covered; the regulations do not, however, apply more generally to independent providers.

Complaints not covered by the Adult Social Care Complaints process will be dealt with under this Council's Compliments, Comments and Complaints Policy and Procedure.

Key Findings:

In 2018 we received 5 Complaints.

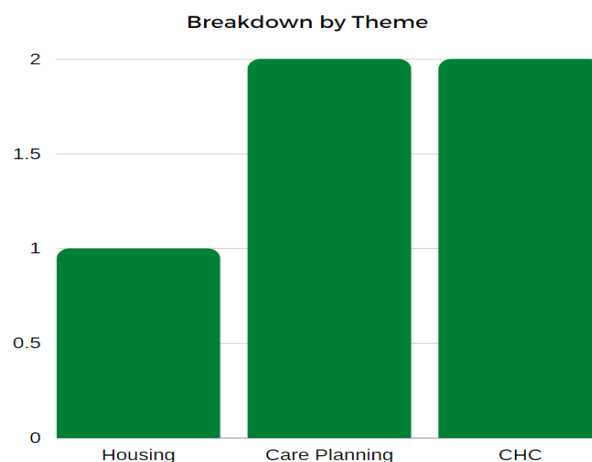
- Out of the 5 complaints received, 1 progressed to Stage 2
- No complaints progressed to Ombudsman level within 2018-19
- We responded to 100% of the complaints within the agreed Stage 1 timescale of 10 working days
- We responded to 100% of the complaints within the agreed Stage 2 timescale of 20 working days

- The main complaints reasons related to 'Care Planning' because the complainants felt the services they received were not to the standard they expected
- Eighty percent of the total complaints received were 'Not Upheld'
- Twenty percent of the total complaints received were 'Partially Upheld'

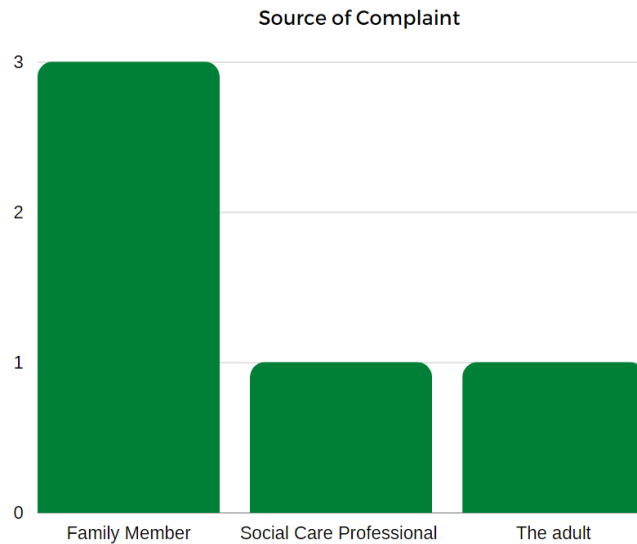
Analysis of Complaints

All of the 5 complaints received in 2018-19 were regarding women, with 80% of the complaints regarding women over the age of 75. All were recorded within our internal systems as White British. Sixty percent of the complaints referred to people who remained living in their own home, the other 40% for adults living in residential/nursing care settings.

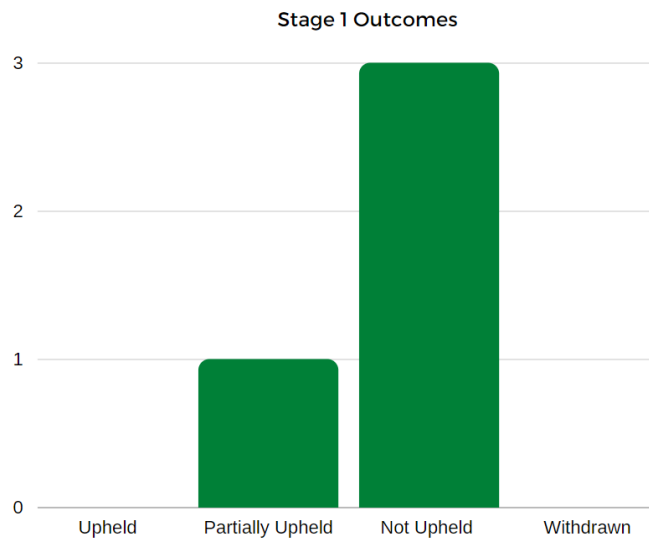
The graph below reflects the themes of all complaints received. Care planning, involving dissatisfaction with the way support was offered or provided, is the primary category of complaint. There were 2 complaints regarding Social Care involvement in the Continuing Health Care (CHC) process, this number includes a Stage 1 and Stage 2 response to the same complainant. One complaint was received regarding the quality of support offered by RCC Housing Options Service.

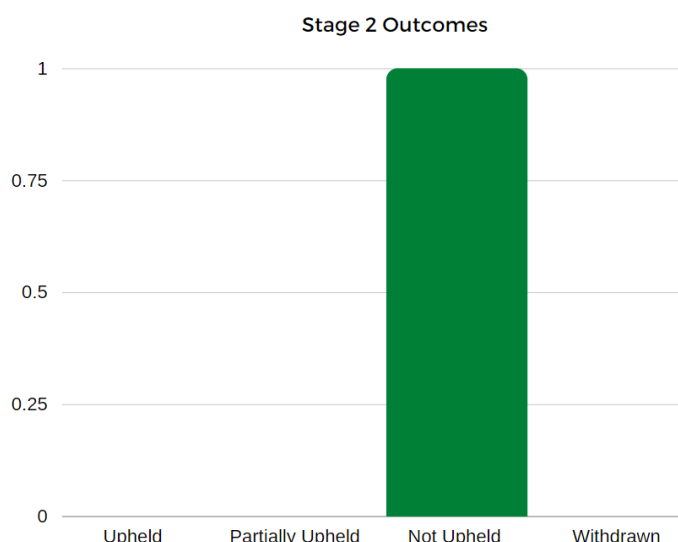


The graph below shows the source of complaint; this includes adults who make a complaint on behalf of themselves or someone else. The highest number of complaints came from family members, in this case children of adults supported by RCC. One came from an external Social Care professional and the last was a complaint made by the adult themselves.



The graphs below focus on the outcome of complaints, separated into Stage 1 and Stage 2. The possible outcomes include upheld, partially upheld, not upheld or withdrawn. For 2018-19, 75% of the Stage 1 Complaints were not upheld. One was partially upheld. The one complaint that progressed to Stage 2 was not upheld. In the case of the Stage 2 complaint, the decision outcome from Stage 1, was upheld at Stage 2.





Ombudsman

For the period of 2018-19, RCC Adult Social Care did not have any complaints which progressed to the Local Government and Social Care Ombudsman.

Learning from Complaints

Feedback from adults who experience social care services offers important insights into what we do well and what we can improve on. RCC considers the learning from complaints and compliments as an integral part of our Quality Assurance process. Dependant on the learning points identified, we operate several different methods for developing and sharing improvement to our practice across the services. These may include, but are not limited to, the following:

- Development of new guidance and practice updates
- Shared in supervision, team meetings or learning forums
- Provision of training
- Integration within the audit process

For 2018-19 the key areas of learning included the following:

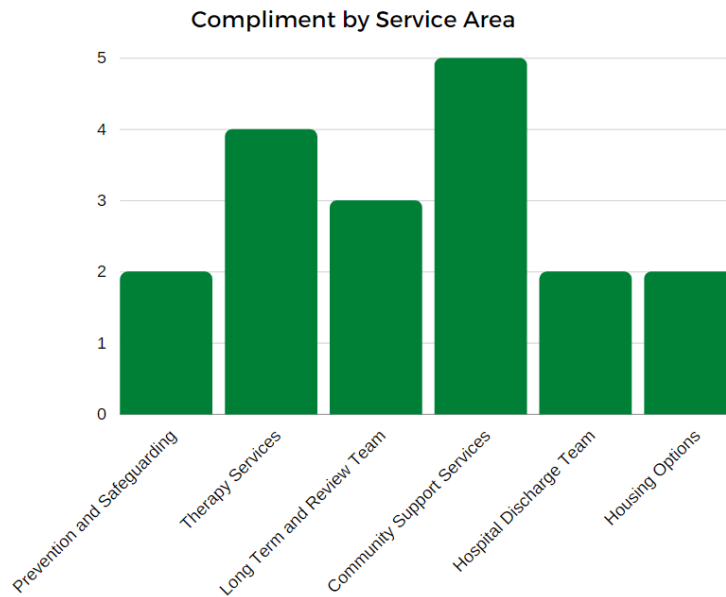
- Challenges when working out of county with the CHC process
- Challenges when not undertaking face to face visits

We are of the view that both learning outcomes have been resolved via discussions in Team Meetings with all staff and addressed directly with those professionals involved with the individual complaints.

Compliments

In total Adult Social Care received 18 compliments in 2018-19. They varied across the services but included recognition of positive experiences of support, empathy from social care professionals and adults achieving positive outcomes with social care support.

The below table breaks down compliments by service area:



Prevention and Safeguarding:

"X was thanking all staff involved in the care of her husband, for the provision of equipment and adaptations. She wished to express how this intervention had impacted on both of their lives positively, stating 'I am overwhelmed with all the support and help that we have been given'."

"We would like to give our thanks to your social services departments for all the help we have received regarding my wife's dementia. This help was all offered freely by yourselves giving services that we were mostly unaware of and have proved invaluable as the dementia has progressed. Without your help I am sure to have had serious troubles. Thanks again so much for everyone involved invaluable service and staff."

Therapy Services:

"I'm writing to say how impressed I have been over recent weeks by the Rutland Adult Social Care team. Sarah first visited only a few weeks ago and has provided excellent support and guidance to us, supported by others in the team."

Yesterday a long and complex, demountable ramp was installed at our home. The ramp was commissioned by Sarah and delivered by contractors. The project was well organised and delivered as per the spec. I am very pleased by the renewed accessibility that I have to the outside world, which will be of benefit to us all."

It is not common for a difficult little project like this to be delivered so efficiently, but I would also like to applaud Sarah for being both sensitive, and flexible with whilst also providing a quality solution that can be taken apart and used elsewhere in the County in the future."

Long Term and Review Team:

"Thank you Tina for being so kind to us and making us laugh. Hope you know that it was appreciated"

"Thank you for all you have done for us. You truly are a very special person."

Community Support Services:

"Thank you for all your hard work, determination and support. You (Tammy) and your team are an inspiration and have truly changed our lives for the better".

"Thank you for the wonderful care and kindness you gave X during his short illness, we really appreciated it. We couldn't wish for a better Care Team."

Hospital Discharge Team:

"The daughter of X, wanted to thank you (Alexandra) very, very much for the care and all you have done for her Mum. She is very grateful for everything you and the team have done for her."

Housing Options:

"I will never forget how much you have helped us out x"".- Flowers given by service user thanking Charmaine help for a sensitive case to a family experiencing challenging circumstances."



Rutland County Council
Catmose, Oakham, Rutland LE15 6HP

01572 722 577
enquiries@rutland.gov.uk
www.rutland.gov.uk