



**Rutland**  
County Council



# Adult Social Care Annual Complaints Report

**April 2019 - March 2020**



## **Purpose of Report**

This report provides information on complaints for Rutland County Council's Adult Social Care Service for the period 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020, 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 2019/20 we received 10 Complaints.

- Out of the 10 complaints received, 2 progressed to Stage 2
- No complaints progressed to Ombudsman level within 2019/20
- 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 two main complaint reasons related to 'Housing' (because the complainants felt the support or services, they received from RCC Housing

Options service were not to the standard they expected) and 'CHC' (regarding Adult Social Care's involvement in the Continuing Health Care process)

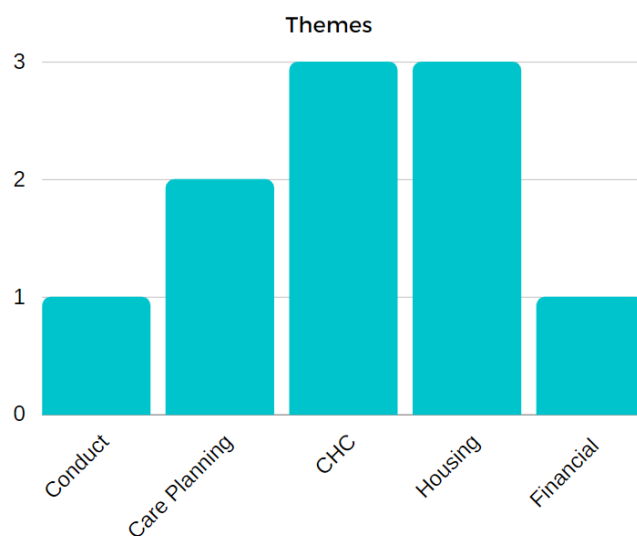
- Sixty percent of the total complaints received were 'Not Upheld'
- Twenty percent of the total complaints received were 'Partially Upheld'
- Ten percent of the total complaints received were 'Upheld'
- Ten percent of the total complaints received were 'Withdrawn' from the complaints process by the referrer

### **Analysis of Complaints 2019-20**

Of the 10 complaints received in 2019-20, 40% were regarding women, 60% men. Compared to last year's figures this is a substantial change as all complaints made in 2018-19 were regarding women. Only 30% of the total complaints this year were regarding an adult over the age of 75. This is a significant change from last year's report where 80% of the complaints referred were regarding adults over the age of 75. Seventy percent of the complaints were regarding adults under the age of 75 (average age of complainant being 41 years old).

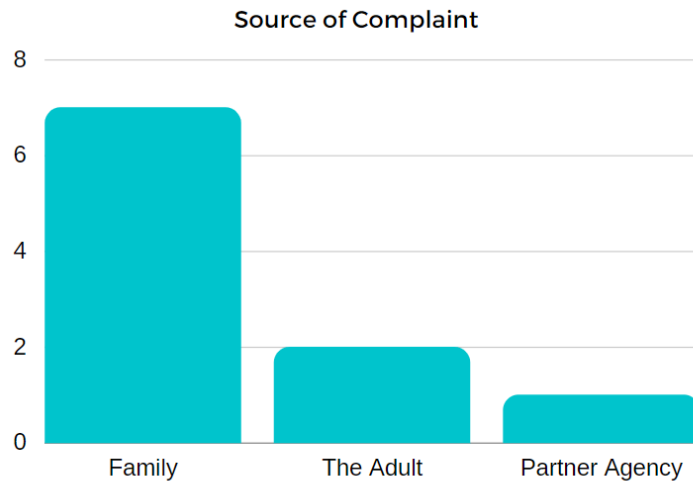
All complainants were recorded within our internal systems as White British. Seventy percent of the complaints referred to people who remained living in their own home, the other 30% for adults living in residential/nursing care settings.

The table below reflects the themes of all complaints received. Housing: involving dissatisfaction with the way support was offered or provided, is the primary category of complaint this year. Within this category there is a Stage 1 and Stage 2 response to the same complainant. Dissatisfaction involving Care Planning and Social Care involvement in the Continuing Health Care process received 2 complaints each this year. One complaint was received about the process of financial assessment or fairer charging and finally 1 complaint was received which related to the conduct and/or professionalism of staff working within Adult Social Care.

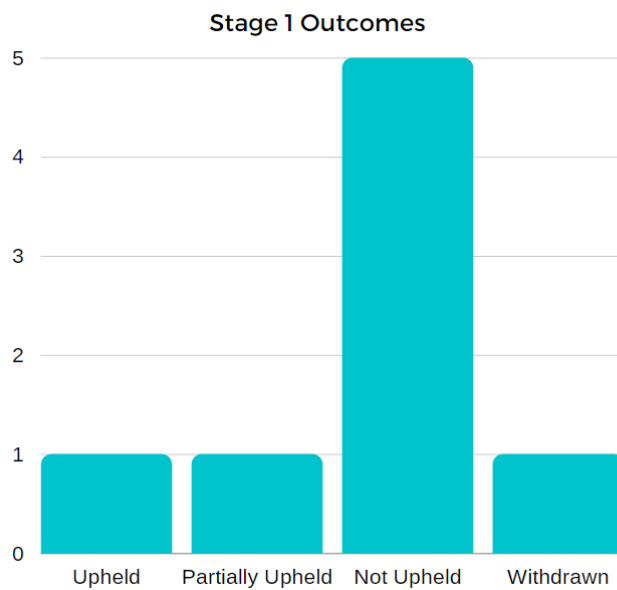


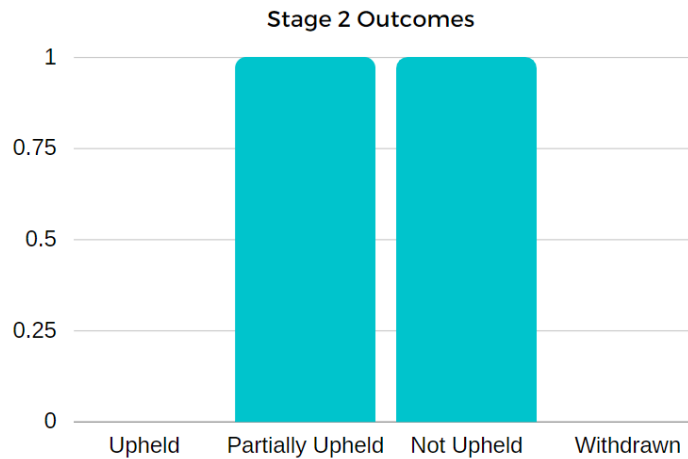
The graph below shows the source of complaint; this includes adults who make a complaint on behalf of themselves or someone else. The highest number of

complaints came from family members, in this case either children, parents or the spouses of adults supported by RCC. Two came from the adult themselves and one came from an external partner agency.



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 2019-20, 63% of the Stage 1 Complaints were not upheld. One was partially upheld, one withdrawn and one upheld.





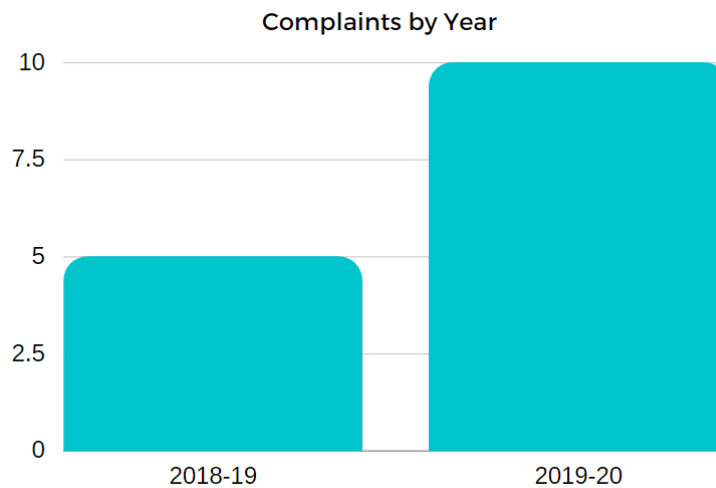
Two complaints progressed to Stage 2. One complaint that progressed to Stage 2 was subsequently partially upheld, the other Stage 2 complaint remained not upheld.

### **Ombudsman**

For the period of 2019-20, RCC Adult Social Care did not have any complaints which progressed to the Local Government and Social Care Ombudsman.

### **Comparison to previous years data**

This section will consider our complaints comparatively year on year. The below table looks at the number of complaints received:



Compared to last year's figures we received an increase in the number of complaints; from 5 to 10.

Outcome	2018-19	2019-20
Upheld	0%	10%
Partially Upheld	20%	20%
Not Upheld	80%	60%
Withdrawn	0%	10%

We saw an increase in complaints being upheld or partially upheld this year and a decrease overall in complaints not upheld. Whilst partially and upheld outcomes have increased, a review of the complaints did not identify any patterns or themes which would suggest wider organisational concerns.

### **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 2019-20 the key areas of learning included the following:

- Challenges regarding the terminology used within standard letters
- Improvements in communication between Adult Social Care and other agencies
- Communication between Adult Social Care and adults we support

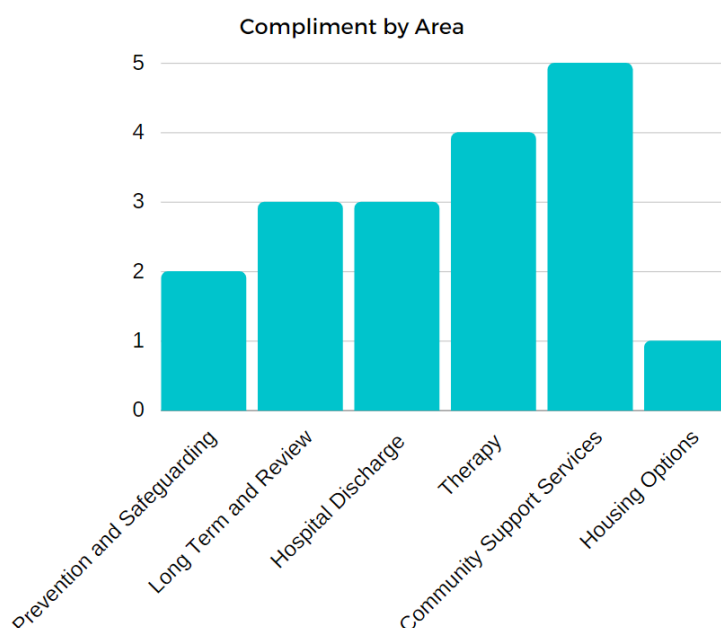
For 2019/20 the learning outcomes have been resolved via:

- Direct discussion with those professionals involved with the individual complaints
- Amendments made to reflect feedback regarding terminology
- Review of standard letters relating to the financial assessment process
- Provision of a named point of contact/named professional in specific cases to improve communication between Adult Social Care and adults using our services

### **Compliments**

In total Adult Social Care received 18 compliments in 2019-20. They varied across the services but included recognition of positive experiences of support, empathy and professionalism from social care practitioners and evidenced adults achieving positive outcomes with support from Adult Social Care.

The graph below breaks down compliments by service area:



#### **Prevention and Safeguarding:**

*"Words cannot express our gratitude for the help and time that you gave us. You brought happiness to Dad at a time when he was sad, and he loved you. You made his eyes twinkle again".*

#### **Therapy Services:**

*"The service and support we have received from RCC really has been amazing and have helped us to aid Mum to maintain independent living! We really do appreciate everything you (Margaret Hallam) have done not only for my Mum but also for me".*

#### **Long Term and Review Team:**

*"I just wanted to write you a short note, on behalf of my dad and sister, to say Thank You, Thank You, Thank You for you amazing support to us all. What a rollercoaster this year has been! You were always there for us when we needed help and we won't ever forget your kindness."*

#### **Community Support Services:**

*"I would like to pass on my compliments and thanks to the Rutland Reach team, physio and OT who I have been supported by recently.*

*I would particularly like to pass on my thanks to Bev and Steph who had to call an ambulance and act in my best interests for me when I had seizures and wasn't well enough to make my own decisions. I am so grateful for Bev and Steph's actions despite them knowing how much I was against going into hospital - this action was a very positive step in helping me to move forward in the management of my condition after a stay on the neurological ward. I am also aware of Bev and Amy's efforts and*

*kindness to help raise awareness and understanding of my neurological condition and I cannot express how much this meant to me".*

**Hospital Discharge Team:**

*"My very best wished to all the Adult Social Services Team for a Happy Xmas & New year. I hope you have a well-deserved rest and I thank you for all the help you have given to my late husband during the last 2-3 years. You shouldered all the responsibility for his care until his death. For all your help I am eternally grateful. My good wishes to you all".*

**Housing Options:**

*"Everything's gone great, I got my keys yesterday, it's such a tranquil place and I'm looking forward to the new project! Kindest regards and thank you Emma, so much for all of your help you have no idea what this means to me I'm so nervous but so excited and I actually have a home".*





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