



Rutland
County Council



Adult Social Care Annual Complaints Report

April 2020 - March 2021



Purpose of Report

This report provides information on complaints for Rutland County Councils Adult Social Care Service for the period 1st April 2020 to 31st March 2021, 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 2020/21 we received 15 Complaints.

- Out of the 15 complaints received, 5 progressed to Stage 2
- One complaint progressed to Ombudsman level within 2020/21
- 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 complaint reasons related to ‘Housing’, ‘Care Planning’ and ‘Safeguarding’: the complainants felt the support or services, they received within those areas were not to the standard they expected
- 67% of the total complaints received were ‘Not Upheld’
- 33% of the total complaints received were ‘Partially Upheld’
- No complaints received in 2020/21 were ‘Upheld’ or ‘Withdrawn’

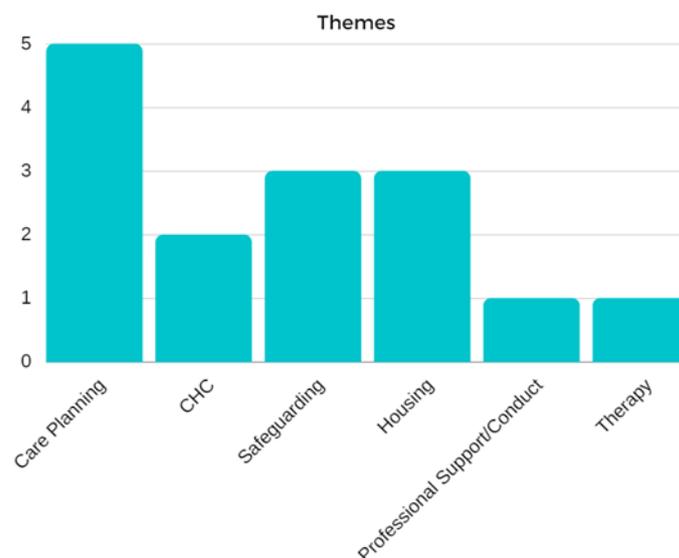
Analysis of Complaints

Of the 15 complaints received in 2020/21, 47% were regarding women, 53% men. This is in somewhat in line with last year’s figures where 40% of complaints were regarding women to 60% men.

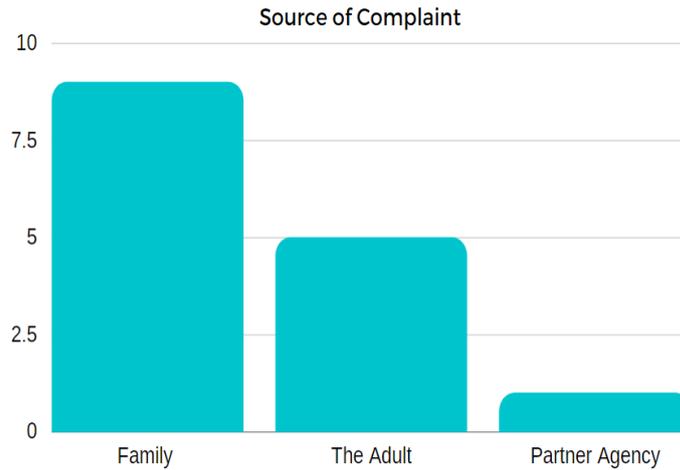
47% of the total complaints this year were regarding an adult over the age of 75 which is an increase compared to last year’s report where 30% of the complaints referred were regarding adults over the age of 75. 53% of the complaints were regarding under 75s (average age of complainant being 38 years old).

All were recorded within our internal systems as White British. 78% of the complaints referred to people who remained living in their own home, the other 22% for adults living in residential/nursing care settings.

The table below reflects the themes of all the complaints received. Care Planning: involving dissatisfaction with the way support was offered or provided, is the primary category of complaint this year. Followed by complaints relating to dissatisfaction with the safeguarding adults process and Housing Options support receiving 3 complaints each this year.

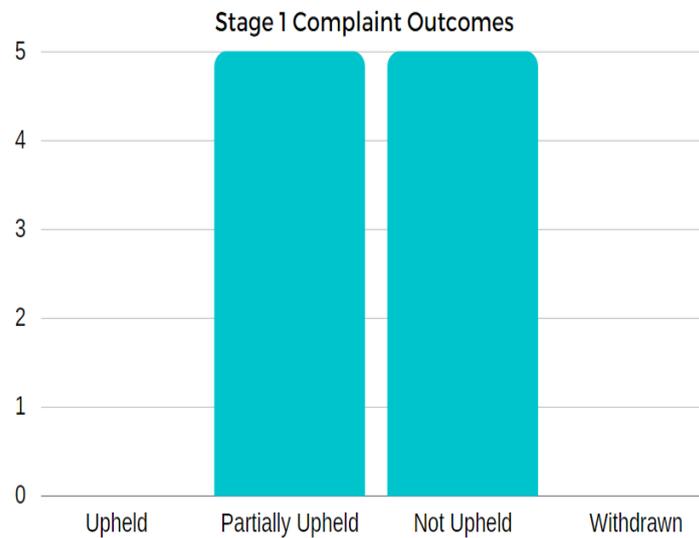


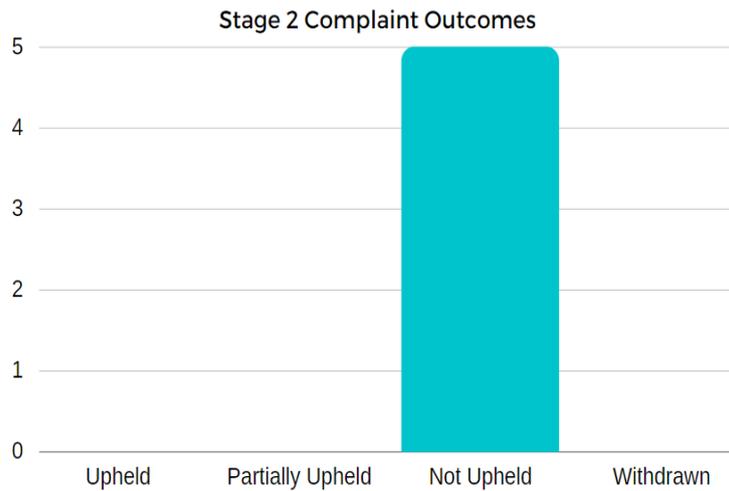
The table below shows the source of complaint; this includes adults who make a complaint on behalf of themselves or someone else. The highest number of complaints came from family members, in this case either children, parents or the spouses of adults supported by RCC. Five came from the adult themselves and one came from an external partner agency.



The tables 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 2020/21, 50% of the Stage 1 complaint were partially upheld, the other 50% were not upheld. This is a slight increase compared to last year's report in which 63% of complaints at this stage were not upheld. We did not have any Stage 1 complaints which were upheld or withdrawn.

The five complaints that progressed to Stage 2 were all recorded as not upheld.





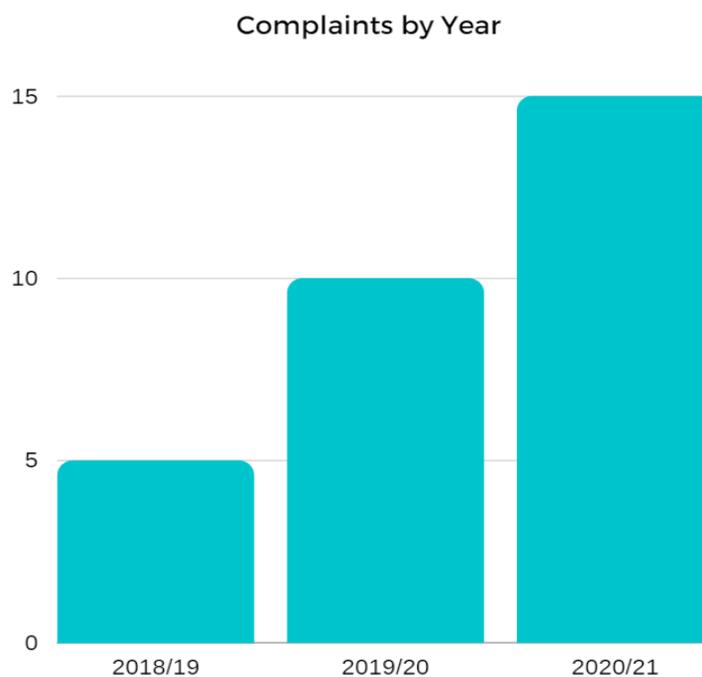
Ombudsman

For complaints within the period of 2020/21, RCC Adult Social Care had one complaint which progressed to the Local Government and Social Care Ombudsman. The outcome was recorded as upheld and can be accessed in more detail via <https://www.lgo.org.uk/decisions/adult-care-services/safeguarding/20-008-656>.

RCC confirmed the actions were completed within the agreed 1 month timescale and provided evidence of compliance to the Ombudsman.

Comparison to previous year's Annual Audits

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



We continue to see an increase year on year with complaints increasing by 5 from last year's figures.

Outcome	2019/20	2020/21
Upheld	10%	0%
Partially Upheld	20%	33%
Not Upheld	60%	67%
Withdrawn	10%	0%

We saw a slight increase in complaints being partially upheld this year however a decrease in upheld complaints at Stage 1 or 2 level. We also saw an increase overall in complaints not upheld.

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 2020/21 the key areas of learning included the following:

- A need to improve aspects of communication between Adult Social Care and partner agencies
- A need to improve aspects of communication between Adult Social Care and adults we support
- A need to review and refresh the safeguarding adults processes, guidance, forms and letters.

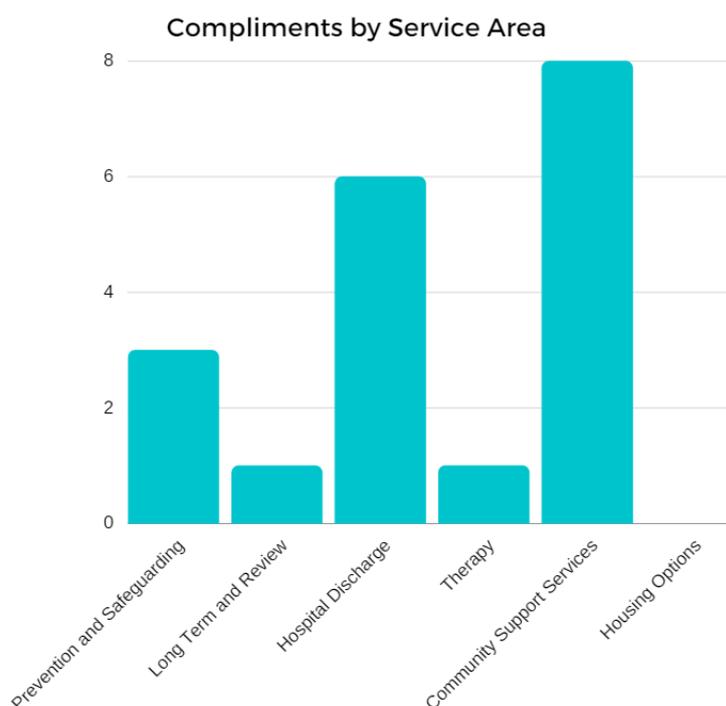
For 2020/21 the learning outcomes have been resolved via:

- Internal processes have been amended to ensure that RCC have increased contact with Housing Providers to better monitor progress for the housing adaptations they are contracted to provide and identify any potential issues in a timelier fashion.
- Improvements to documentation regarding Adult Safeguarding including letters, information, and advice for the public.
- Direct discussion with those professionals involved with the individual complaints
- Interactive learning sessions via RCCs internal Continuous Professional Development forums.

Compliments

In total Adult Social Care received 19 compliments in 2020/21. 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:

"I wish to send you my sincere thanks for all the hard work the council is doing during the COVID-19 crisis. Please convey my grateful thanks to council staff and councillors."

Therapy Services:

"My husband is in the last stage of terminal cancer and a ramp was recommended to enable him to access our garden. The case officer assigned for this was Deborah Burton and I want to bring to your attention the excellent service she provided. She showed all the attributes you would wish for in a service provider dealing with someone in our situation. She was professional and client focussed. She was careful to ensure she understood my husband's needs, the urgency of our situation given his prognosis, empathetic and responsive. The ramp was installed within days and I was kept informed of progress every step of the way. I could not have asked for a better experience in dealing with one of your officers".

Long Term and Review Team:

“May I take this opportunity of thanking the Adult Social Services Department for all their support to me throughout. Over the years you have assisted me with the care and support needs of my late father in law and my mother in law, XX. You have guided me and supported me to enable the correct care and assistance for both members of my family. Everyone who has helped has been amazing and the residents of Rutland are lucky to have this incredible service”.

Community Support Services:

Re Shielding Wellbeing List - "Mrs X wanted to say how nice it was to talk to the person who phoned her and she thinks that it is a great initiative that the council are carrying out by doing this".

Hospital Discharge Team:

“I want to praise the care I received from a team of visitors after I suffered a stroke recently I do not know the designation of the team who visited me. My point of contact was Mirek. They struck a balance between care and over caring which I found very reassuring. The team all of whom worked with him showed professionalism and tact and above all they 'cared' and it is to the Council's credit that such a wonderful team exists. Thank you".



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