

Adult Social Care Annual Complaints Report

April 2023 - March 2024



Purpose of Report

This report provides information on complaints for Rutland County Councils Adult Social Care Service for the period 1st April 2023 to 31st March 2024, 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 2023/24 we received 2 Complaints.

- Out of the 2 complaints received, 1 progressed to Stage 2
- 1 progressed to Ombudsman level within 2023/24
- 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 Application' and 'Deferred Payment'
- All Stage 1 and Stage 2 complaints were upheld
- The Ombudsmen Complaint was not investigated by them – they were satisfied with the Councils response and action
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Analysis of Complaints

Of the 2 complaints received in 2023/24, 100% were regarding women.

All were recorded within our internal systems as White British.

Both complaints that were raised in 2023/24 were raised by the complainant themselves.

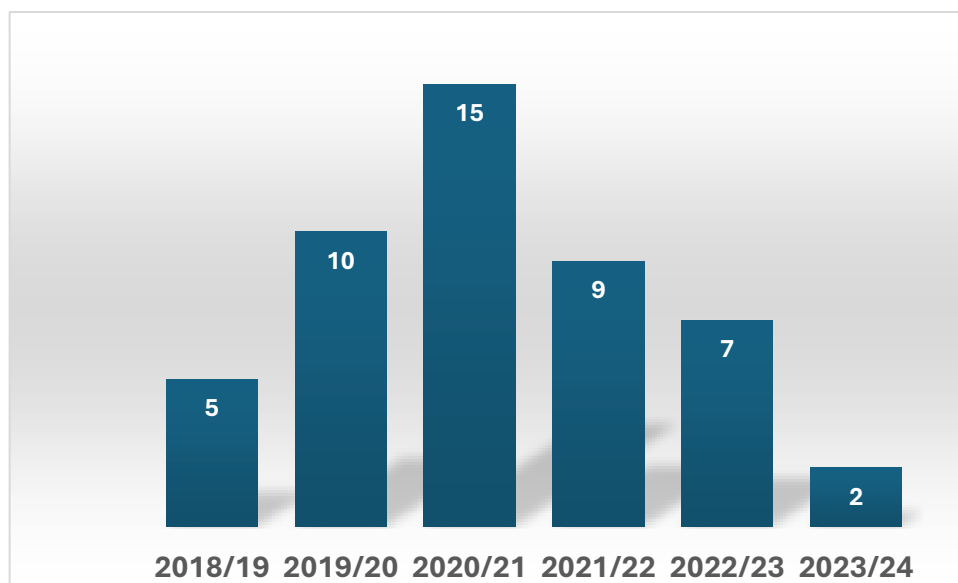
Ombudsman

For complaints within the period of 2023/24, RCC Housing Options Team (ASC) 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 [23 015 190 - Local Government and Social Care Ombudsman](#)

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:



Year on year we have seen a dramatic decrease in the number of complaints. There has been a lot of investment in dealing with our client concerns in a preventative approach which has led to less formal complaints being made.

Learning from Complaints

Feedback from adults who experience adult 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:

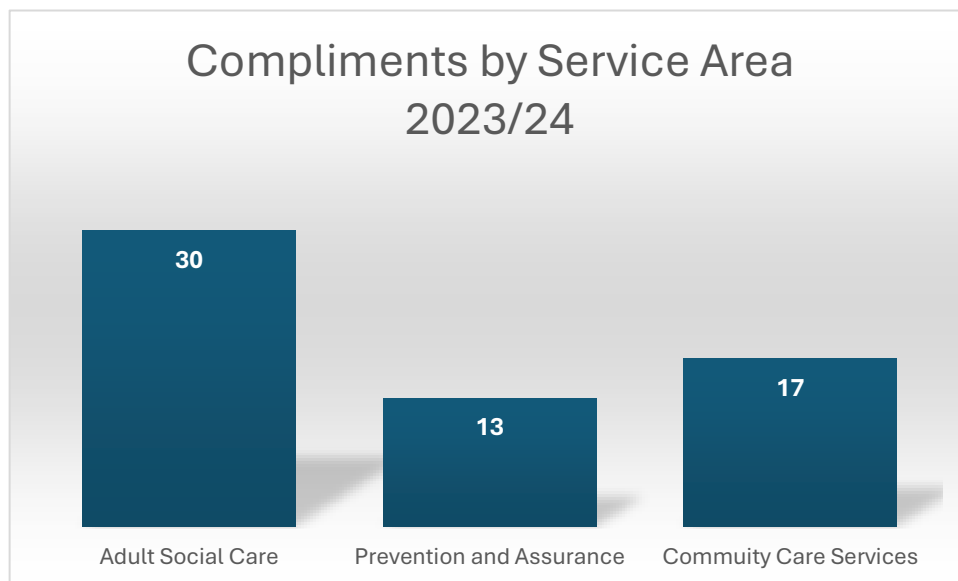
- Development of new guidance and practice updates
- Shared in supervision, team meetings or learning forums
- Provision of training

- Integration within the audit process
- Better customer satisfaction processes
- Case audits

Compliments

In total Adult Social Care received 60 compliments in 2023/24. 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:



Below is a sample of team specific compliments from across the year

Therapy Services:

"X wanted to record how sympathetic and helpful (staff member) had been in response to her enquiry to Therapy Duty last week.....X also expressed thanks that Therapy Duty had taken the time to contact her and check that the commode was in situ and meeting Mr XXXXX needs."

"Just a line to thank you (staff member) so much for all your help and hard work in organising and following through our home adaptations. Life has been so much easier! Your professionalism and kindness throughout, has been greatly appreciated by both of us".

Admiral Nurse Team

"Thank you (staff member) so much for coming to see my Mum, everything you said really struck a chord and I'm excited by all the possibilities that you have outlined. Thank you very much for taking the time to follow up with your email. My Mum came to the Memory Joggers yesterday and my husband tells me that it did exactly that, jogged her memory. Fantastic! I've spoken to her this morning, and she'd like to

come to your Tuesday group but starting next week since she attended yesterday's activity. Thank you very much for your support and everything that you do. See you next week when I drop my Mum off".

"Thanks for your email. I am sure you are aware that your Council hosts and excellent Admiral Nurse Service, supporting people living with dementia and their carers, covering the whole county. This is one of the few Admiral Nurse hosted by a local authority. Having been a CQC Registered Manager in healthcare, I am certain that your Admiral Nurse Service would help provide some useful evidence for you."

Housing Options, Homelessness and Resettlement Team

"The family have settled in well despite feeling a bit isolated and hoping for other Afghans to arrive in the area. Luckily a school place has been found at Edith Weston Academy where their daughter started this Monday. I would like to say a big thank you to (staff member), (staff member) and (staff member) on what we have achieved so far with the family since their arrival. I must say, this is the first time I have seen a child starting school in their second week of arrival"

"Just a quick email to say thanks so much for all your (staff member) help with our housing & homelessness issues. You've been so kind & understanding of our complex family life & our various needs, and I couldn't have asked for a more supportive housing officer to look after us. I'm so grateful & we are so so happy with the property we've been given, we move in next week & are so relieved to get out of London finally. So, thank you so much".

RISE Team

"That's thanks to you (staff member), and all re the Wellbeing Peer Group. Team X. Hooyah! The reason I ask is that I like the thought of a written document of some sort, typed out that I can mount in a homemade glassed frame, hand crafted by me that I can put on the wall at the bottom of the stairs. So that each day I wake up and start a new day that is the 1st thing I see to motivate me forwards...it's a nudge of encouragement, a reminder of sorts that new beginnings do exist, they aren't just talk.... they are a journey of possibilities. Basically, a talisman of a kick up the backside "Get back out there kid, do good things, help others, make good what went wrong, but A1 look after yourself so you can look after others going forward. Your no good to anyone dead".

"Just a note to say how much the work you (staff member) and Dr X put into the group is appreciated. The benefits derived from being included the group have been legion for me, meeting new people, including our latest member has been such a joy. It makes moving on in life feel do-able now. Thank you so very much".

Hospital Discharge Team

"Thank you (staff member) for replying to me I will make a note of the phone Number, thank you for all your help with mum over the past few months it was nice to have the support from yourself and your colleges when I needed it."

“Good afternoon, Thank you so much for your email and the information! Thank you also for all your help and support with Mum it has been very greatly appreciated”.

Adult Social Care Community Team

“I thought I should share this piece of feedback I have received from a resident. She has just lost her husband, but she wanted to say just how grateful she was to our ASC team: practical help and support was provided so she could manage her husband’s palliative care at home – he died well. The swiftness of response by the team meant that there was no chasing for help and the help provided was spot on. So, a huge “thank you””.

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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".

Mi-Care

“I cannot recommend the MiCare service enough. They are all marvellous and have given me the confidence to become independent again. I am extremely grateful to have stayed on a safety net a little longer as my arm and shoulder are healing nicely and is getting stronger every day.”

Safeguarding and DoLS Team

“This case has now concluded. The sealed order will follow in due course. Thank you (staff member) for all your hard work with this case, especially for keeping me updated with developments as they happened. I think we filed seven statements in the case, and all of these were completed on time and to a high standard. Your management of the case and the quality of your work creates a very good impression with the court and the Official Solicitor and reflects well on RCC and its professionalism”.

“HI team I’ve got to say, the thoroughness in which you lot work through these outcomes and recommendations is great!”.



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