

Adult Social Care Compliments and Complaints

Annual Report 2018-2019



Contents page

1. Introduction	4
2. The complaints process	5
3. Summary Data	6 - 7
4. Customer Data	8 - 10
5. Positive Feedback	11
6. What have we learnt from your feedback	12
7. Monitoring for 2019-20	13

1. Introduction

Our annual report on comments, compliments and complaints, is a detailed breakdown of all feedback received by Adult Social Care from 1 April 2018 - 31 March 2019. This report details the complaints process and also explains the difference that feedback has made to the service that we provide to all Adults using our Social Care Services in Milton Keynes.

It is a statutory requirement under section 18 of the Local Authority Social Services and National Health Service Complaints (England) regulations 2009; to produce this annual report. The report must review the effectiveness of the comments, compliments and complaints procedures and provides a summary of all feedback received over the previous financial year.



2. The complaints process

To give everyone an equal opportunity to tell us if something is wrong, it is possible to make a complaint online, in writing, by phone or in person.

Stage 1- Investigation

Complaints at Stage 1 can be made to a support worker, social worker or directly to the Customer Service Team. All complaints are acknowledged within 3 working days and responded to within 15 working days.

Stage 2 – Review

Complaints that have not been resolved at Stage 1 can request that the matter be reviewed at stage 2 of our complaints process. To request a review the complainant is asked to contact the Council within 20 working days of the Stage 1 response, setting out their reasons for dissatisfaction with the outcome at Stage 1. This information will then be reviewed, taking in to consideration what has been investigated at Stage 1 and the complainant's reasons for why this has not fulfilled their expectations. If it is deemed that the Council's response will stay the same we may confirm a final decision at Stage 1, however if we agree that a more detailed review is required then the matter will be escalated to Stage 2. The appropriate senior manager will review and reply within 15 working days. If additional time is needed for more complex complaints, we will discuss this with the person making the complaint and agree a date for our response.

If you still feel your complaint has not been resolved, you can contact the **Local Government & Social Care Ombudsman, PO BOX 4771, Coventry, CV4 0EH**



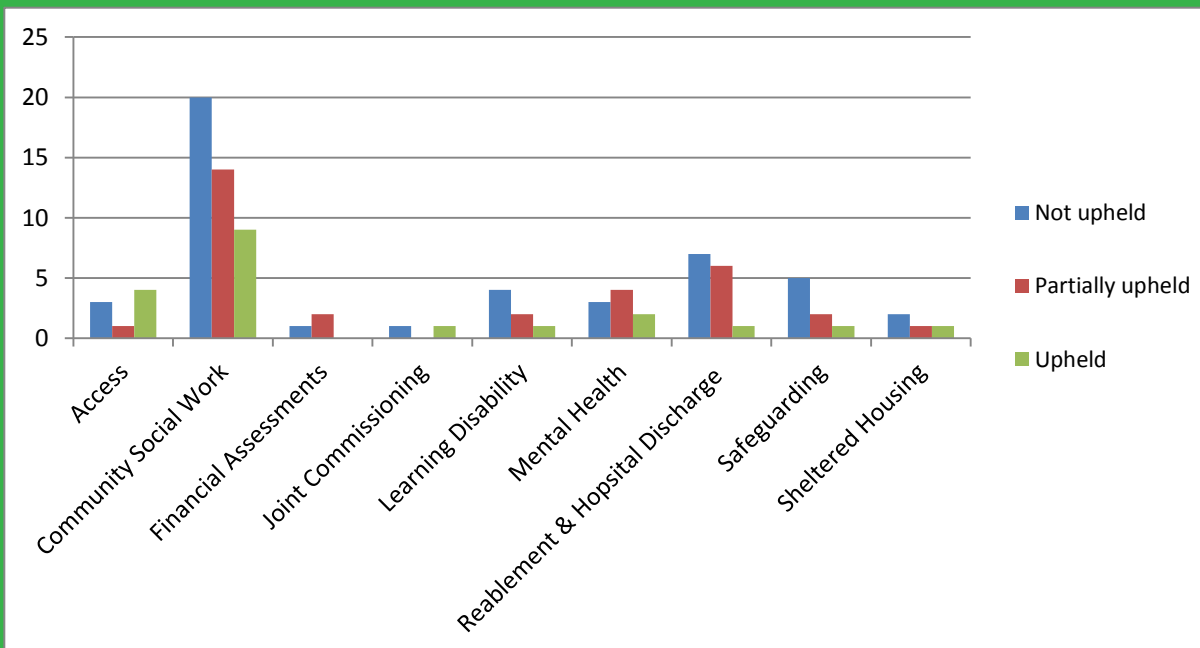
3. Summary Data 2018-19:

- 98 complaints were received, compared to 57 complaints in 2017-18.
- 88% of complaints were resolved at Stage 1 compared to 91% during 2017-18.
- 12 complaints were escalated to Stage 2 compared to 5 during 2017-18.
- 7 enquiries were made to Milton Keynes Council by the Local Government Ombudsman. 4 decisions were received of which 1 was not upheld and 3 were dealt with as 'premature complaints' which were referred back to the Council to be investigated through our complaints procedure. A number of cases will have been received and decided in different business years, this means that the number of enquiries received will not always match the number of decisions made.
- 31 compliments were received, compared to 54 during 2017-18.

Outcomes

Of the complaints that we received 47% were not upheld, 20% were upheld and 33% were partially upheld. We recognise the value of customer complaints and welcome them as an important source of feedback on our services. We use the information from complaints to learn from and drive forward improvements to respond positively to our customers' needs and expectations.

During 2018-19 the key areas of feedback received through complaints related to:



- 31% Professional Decision Making
(68% not upheld, 20% partially upheld, 12% upheld)
- 46% Service Failure
(43% not upheld, 35% partially upheld, 22% upheld)
- 13% Staff Conduct
(40% not upheld, 50% partially upheld, 10% upheld)
- 10% Contractor Related
(37.5% not upheld, 25% partially upheld, 37.5% upheld)

93% of complaints closed within 2018/19 were responded to within the response timescale, the complaints that were responded to outside of the timescale were due to additional time that was required for complex complaints or due to key staff being absent from work and service pressures which caused a delay in the investigation. In these cases the person making the complaint was contacted with an explanation for the delay. Where there have been unavoidable delays in investigating complaints we ensure that everyone is kept informed of the delay and the revised timescale for a response.

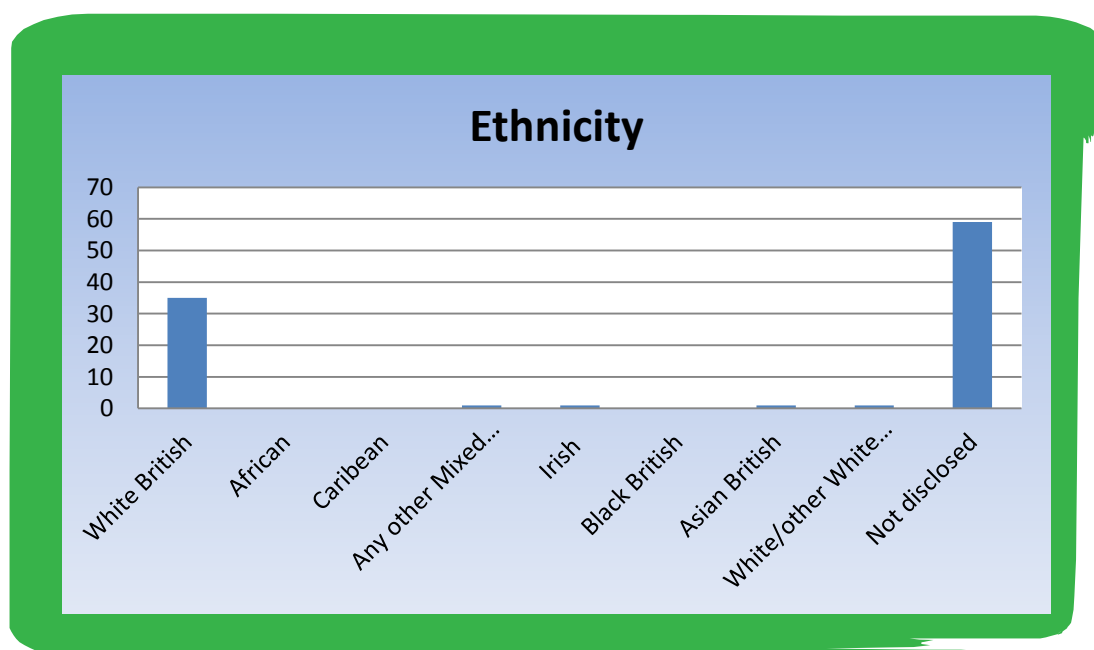
4. Customer Data

We ask everyone to provide some optional personal information when making a complaint. This information is treated confidentially and helps us to monitor if everyone is able to give us feedback. This information also enables us to provide additional support where required, such as through providing an interpreter or providing information in braille or another format. The sections titled 'not disclosed' indicate that the person making the complaint chose not to give us this information.

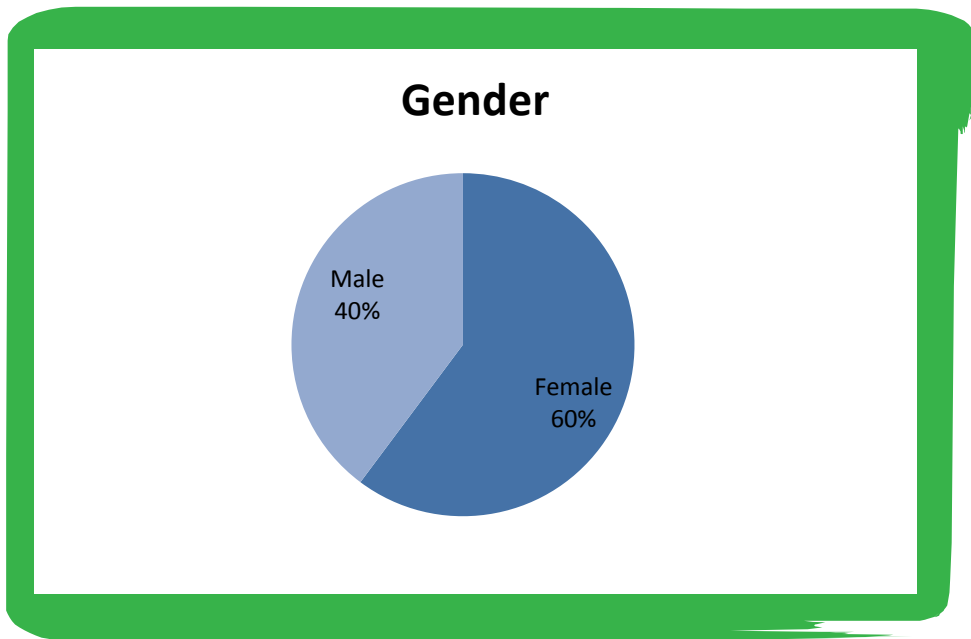
Ethnic Background:

The chart below shows that thirty-five complaints received by Adult Social Care during 2018-19 were from individuals who described themselves as White British background. Four were from other ethnic groups and fifty-nine individuals chose not to disclose their ethnic background.

(The Ethnic Groups above comply with the Ethnic Groups recommended by the Office for National Statistics)

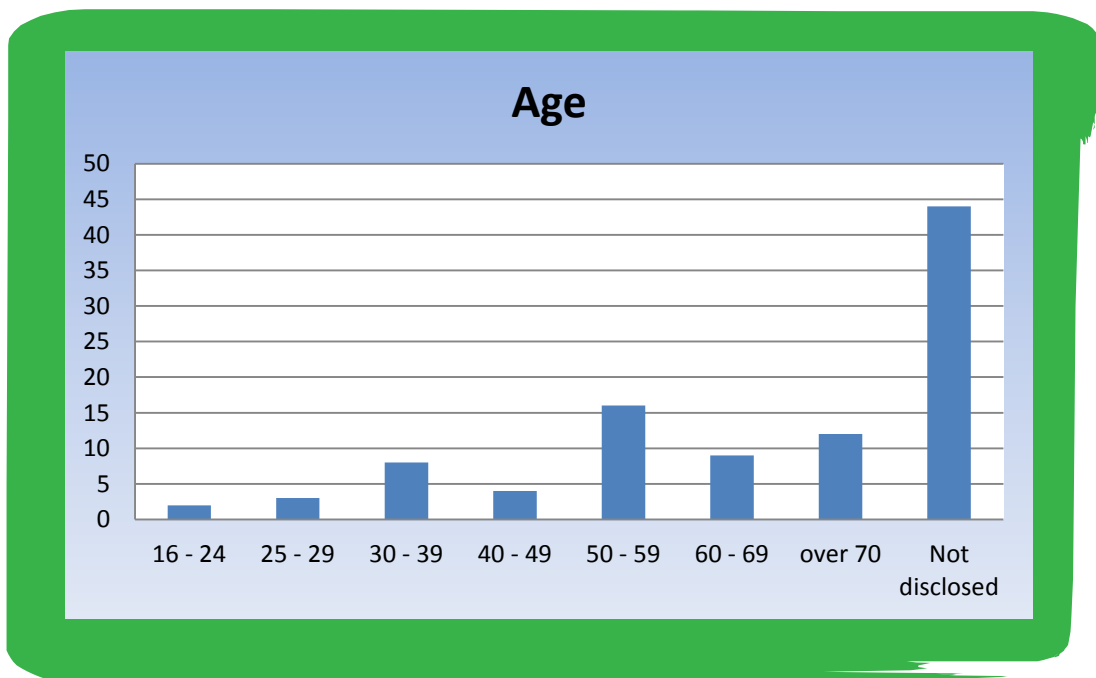


Gender:



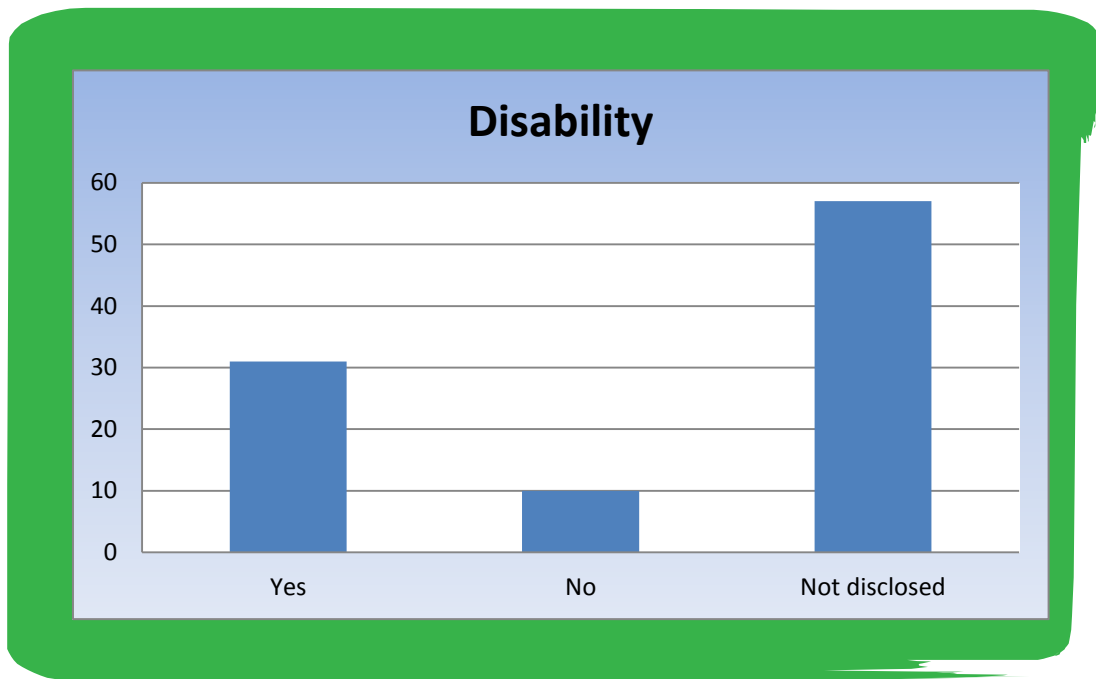
There were fifty-nine complaints from females and thirty-nine from males.

Age Groups:



The chart above shows that fifty-four individuals chose to disclose their age, with 38% of these being fifty and over. Forty-four individuals chose not to disclose their age group.

Disability:



Thirty-one individuals stated that they had a disability and ten stated they did not. Fifty-seven individuals declined to give this information and did not disclose any additional needs or request any additional assistance with making their complaint.

5. Positive Feedback

We received 31 compliments during 2018-19. Here are some examples of those compliments:

From a lady who has been supported by the Community Social Work Team:

“When B my new Social Worker was placed on my case she arrived to a home that was broken, hurt and scared. With her patience and understanding and time she understood my worries, concerns and needs. Even when I got distressed and upset she never took this as anything personal she let me have my time and recover.

B is a credit to you and your service, restoring my faith in social services being there to support and assist those that are vulnerable and in need.”

From a family whose mother was assisted by the Community Alarm Service:

“Brilliant service before and after long period of hospitalisation for our mother. Bed and chair alarms gave us peace of mind when she was unstable and although we no longer require those we continue to use their response alarm which has proved invaluable. After care service was amazing and we can't thank the team enough for helping us at such a difficult time.”

From a lady who has been supported by the Community Team for Adults with Learning Disabilities:

“I would like to compliment my Social Worker. I have had many social workers over the years and she is definitely one of the best. She is always helpful and does what she says she will do and very timeously. Following each meeting, or request, she will look into the matters she needs to and will always get things done, or get a response and feedback her actions very quickly. She is a credit to the Council; nothing seems to be too much trouble for her.”

From a family who have been supported by the Community Occupational Therapy Team:

“I am taking this opportunity to write to you and let you know how C an Occupational Therapist has come and very sincerely sorted out many issues which my husband was having. C does what she says, she followed everything very professionally and efficiently, we can't praise her enough, she is very thorough, explained things if we didn't understand, she is patient, has sympathy, she listens, she is someone your team should be proud off.”

From a family whose mother has been supported by the Financial Assessment Team:

“I would like to compliment D a Financial assessment Officer for going above and beyond the call of duty; he has consistently been helpful, patient and proactive in this matter.”

Compliments are an essential part of the feedback that we receive in helping us to improve our service. By telling us when we get things right, we can make sure that we continue to recognise and build on our strengths.

6. What we have learnt from your feedback

The feedback that we have received has made a difference to the service by enabling us to introduce a range of service improvements including:

You said:

It had taken a very long time to initiate and agree an assessment for your daughter whose health had deteriorated. This delay had resulted in her having to continue to struggle without support and this was having an impact on her life and that of her families.

We did:

Agree that there was a delay in completing the Adult Social Care assessment. We apologised for this and worked to reduce the waiting-list for assessments to ensure that we respond to referrals in a more efficient and timely manner.

You said:

Your mother was transferred from hospital to a recuperation bed for further assessment to agree longer term plans and you were advised not to end your mother's tenancy until after the six week review of the placement. You now understand that this was the wrong advise as it had already been accepted that your mother needed a permanent placement as it was not in your mother's best interest to return home due to the high level of care she required.

We did:

Agree the information given to you was incorrect and misleading, as a result we put a written process in place to explain what information should be provided to a person or their representative when moving into a permanent placement and this matter was also addressed as a training need for all staff within adult social care.to ensure correct information is given to families during these situations.

You said:

You were unhappy with planned works to your mother's Sheltered Housing home and the impact this has had on her.

We did:

Agree a number of improvements/replacements for your mother's home following our investigations in to the work carried out and provided ongoing support to ensure the matter was resolved in full.

7. Monitoring for 2019-2020

Action	Owner	Deadline for completion
Review of quarterly customer feedback and development of quarterly action plan.	Corporate Customer Feedback Manager	Quarter 1 -15 July 2019 Quarter 2 – 21 October 2019 Quarter 3 – 20 January 2020 Quarter 4 – 20 April 2020

For more information please visit our website

www.milton-keynes.gov.uk/complaints