

Adult Social Care Compliments and Complaints

Annual Report 2019-2020



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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 2019 - 31 March 2020. 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 20 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 20 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**



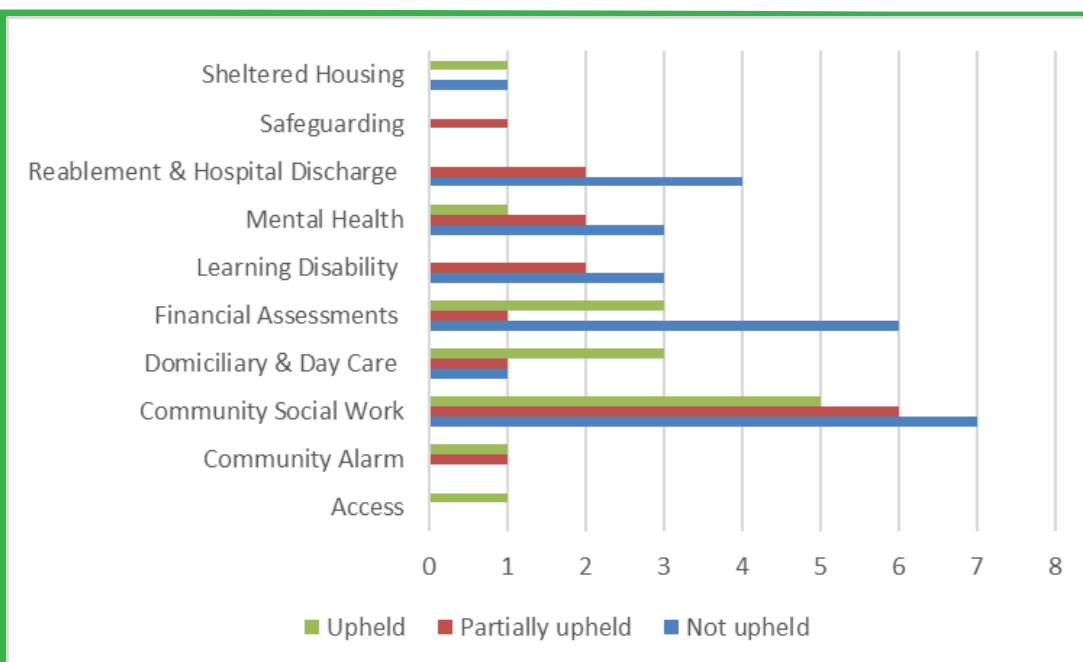
3. Summary Data 2019-20:

- 67 complaints were received, compared to 98 complaints in 2018-19.
- 82% of complaints were resolved at Stage 1 compared to 88% during 2018-19.
- 12 complaints were escalated to Stage 2 compared to 12 during 2018-19.
- 10 enquiries were made to Milton Keynes Council by the Local Government Ombudsman. 10 decisions were received of which 3 were upheld, 1 was not upheld and 4 were referred to us for local resolution and 2 were closed after initial enquiries. 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.
- 39 compliments were received, compared to 31 during 2018-19.

Outcomes

Of the complaints that we received 45% were not upheld, 27% were upheld and 28% 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 2019-20 the key areas of feedback received through complaints related to:



- 32% Professional Decision Making
(50% not upheld, 39% partially upheld, 11% upheld)
- 61% Service Failure
(41% not upheld, 24% partially upheld, 35% upheld)
- 3.5% Staff Conduct
(50% not upheld, 50% upheld)
- 3.5% Contractor Related
(50% not upheld, 50% partially upheld)

84% of complaints closed within 2019-20 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.

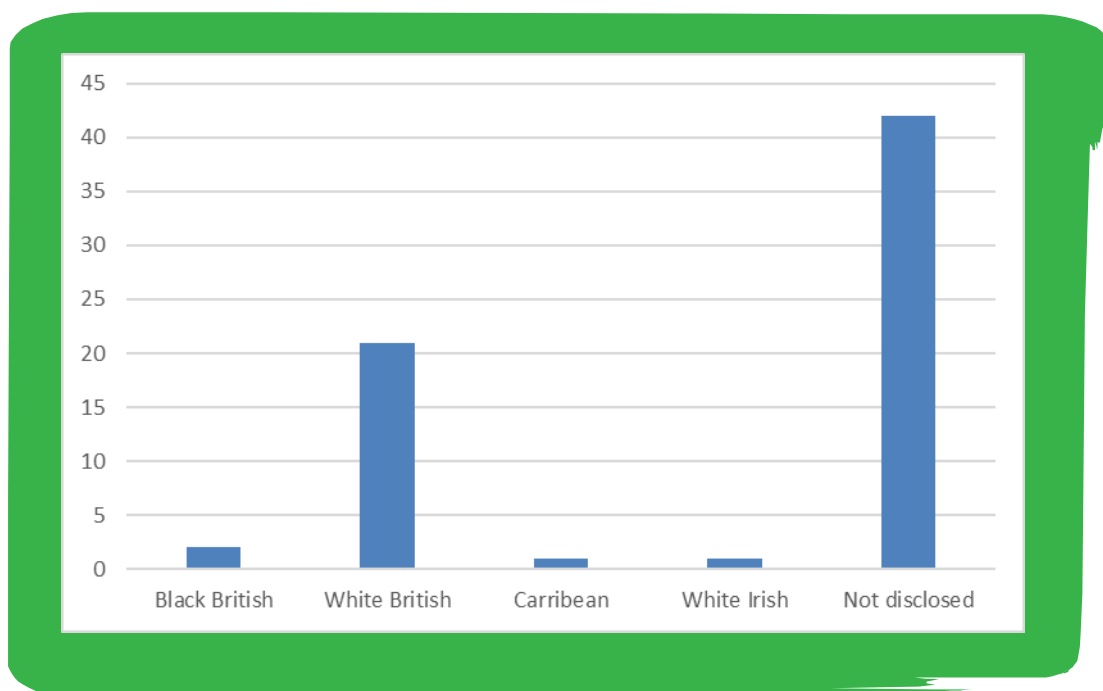
4. Customer Data

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.

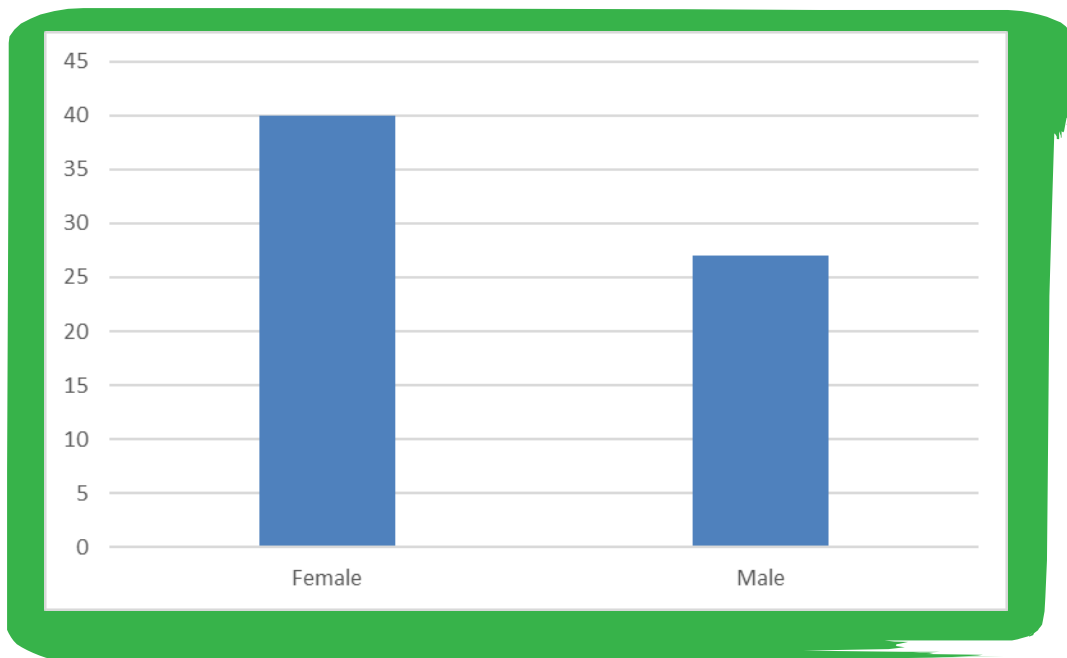
Ethnic Background:

Of the complaints received by Adult Social Care during 2019-20 the chart below shows that 63% of individuals chose not to disclose their ethnic background. 31% were from individuals who described themselves as White British background and 3% were from individuals who described themselves as Black British background. The remaining 3% were from individuals who described themselves as Caribbean and White Irish.

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

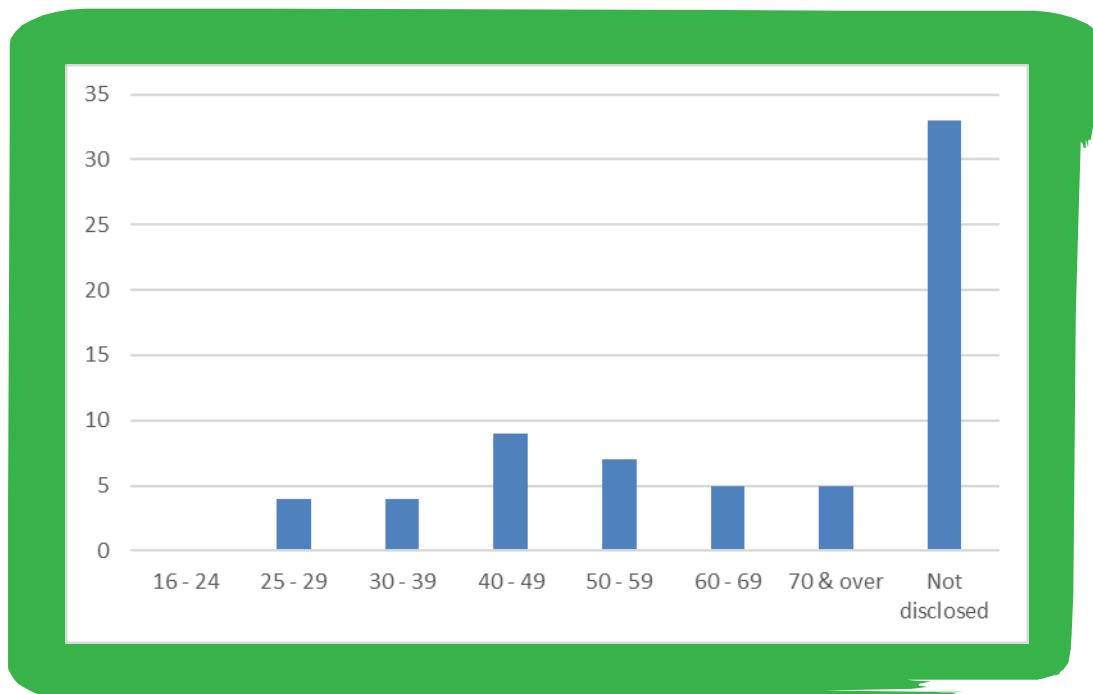


Gender:



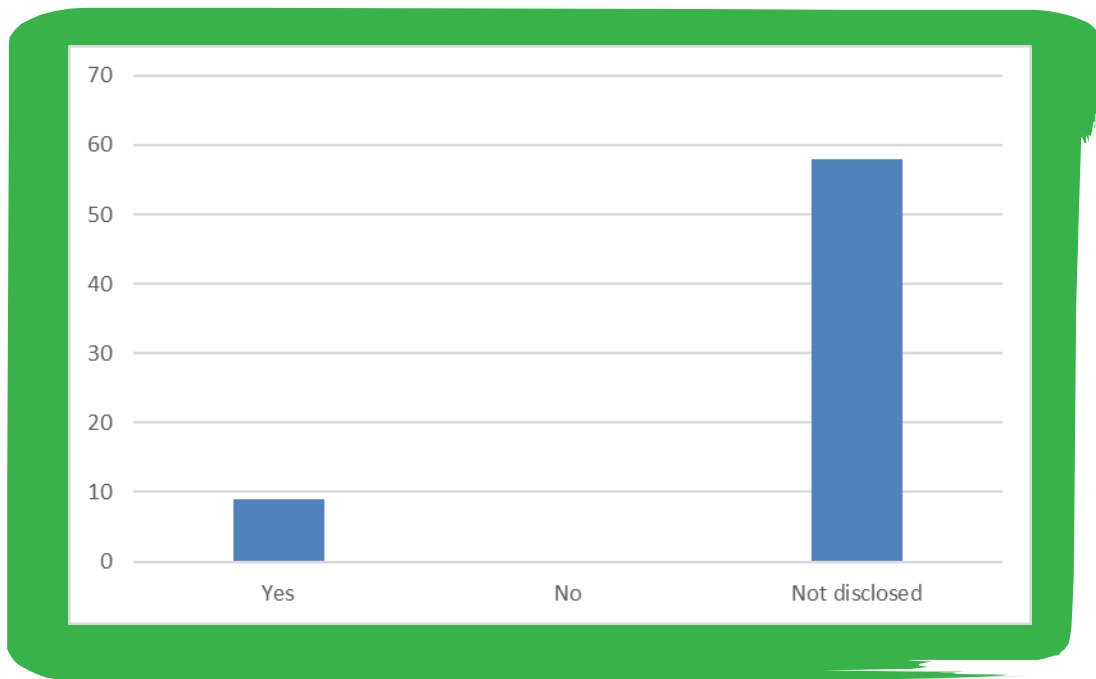
There were forty complaints from females and twenty-seven from males.

Age Groups:



The chart above shows that thirty-four individuals chose to disclose their age, with 25% of these being fifty and over. Thirty-three individuals chose not to disclose their age group.

Disability:



Nine individuals stated that they had a disability, fifty-eight 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 39 compliments during 2019-20. Here are some examples of those compliments:

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

"I would like to thank social worker Dawn. She came to visit my mum who is still living on her own with Alzheimer's with my care. Dawn was understanding of my concerns and took my feelings and worries on board. I found her so very caring and helpful, she has even done two follow up phone calls after getting me help for my mum, to check everything was working ok."

From a family whose mother is supported by Day Services:

"I just wanted to let you know that day care is the best activity that mum does. When she comes back and I ask her "how was your day", she always says, "very good" and is always looking forward to going the next day. Thank you and the team so much for all the hard work and for making my elderly mum happy!"

From a family who have been supported by the Home 1st Reablement Team:

"My husband and myself wish to let you know how much we have appreciated the work your Home 1st Team have undertaken with us. We have used your service for 6 weeks following my husband's hospital stay and now we are transferring to another agency. We are sorry to see you go. Your staff have been unfailingly helpful, caring, positive and cheerful. They have been happy to discuss our situation and provide me with reassurance in this very distressing time. They have been prepared to go the "extra mile" when necessary."

From a couple who are assisted by the Community Alarm Service:

"I wish to say what a fantastic job Telecare and the lifeline switchboard do, they are very pleasant and very dedicated team of people. The service they give to the community is second to none and thank god they are there."

From a lady who has been supported by the Financial Assessment Team:

"I thought I would struggle to manage financially but thanks to the help of Maria I now can afford the care I need and rebuild my life after years of serious health problems, thank you Maria and the financial assessment team I have now have hope for my future."

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: there was an unnecessary delay in the Community Occupational Therapy assessment process and in notifying your mother and yourself of the outcome.

We did: ensure we now operate a more thorough triaging system which should enable us to gather all the relevant information required to accurately prioritise requests and ensure that the correct member of the team completes the assessment first time. We are also having designated staff for particular areas which should reduce delays and speed up our processes.

You said: the lack of support you have received from Housing and Adult Social Care when trying to find suitable accommodation has had a detrimental impact on your health and well-being as you were left uncertain with regard to your future accommodation arrangements.

We did: apologise for the failings you experienced and as a Council we are working towards a 'one Council' approach which will see what have been separate Council departments working in a more collaborative manner for the benefit of the people that we serve. As we discussed many people in need of adult social care support will need assistance with their housing, consequently, it is essential that the teams link into one another and develop positive working relationships that help to deliver a holistic approach.

You said: you are worried for a homeless person and request Adult Social Care intervenes so he can receive care and support to prevent further deterioration of his mental and physical health.

We did: look at the care and support this person needed, and as a wider piece of learning we renewed focus on making full use of the joint Vulnerable Adults Risk Management process in order to share information amongst services to secure positive outcomes for people at risk in Milton Keynes. We also organised a joint training initiative with our colleagues in Thames Valley Police focused on frontline officers' understanding and implementing their protective powers under section 136 of the Mental Health Act.

7. Monitoring for 2020-2021

Action	Owner	Deadline for completion
Review of quarterly customer feedback and development of quarterly action plan.	Corporate Customer Feedback Manager	Quarter 1 - July 2020 Quarter 2 – October 2020 Quarter 3 – January 2021 Quarter 4 – April 2021

For more information please visit our website

www.milton-keynes.gov.uk/complaints