



**People Directorate**

# **Compliments, Complaints and Concerns**

## **Adult Social Care**

### **Annual Report**

**1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2023**

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## 1. Background and Context

This report sets out information regarding compliments and complaints made by, or on behalf of, people who receive support or services from the Local Authority's Adult Social Care teams.

It is a statutory requirement to produce an annual report which will be published on the Council's website. Monitoring and preparing an annual report are set out in *the Local Authority Social Services and National Health Service Complaints Regulations 2009* (as amended).

The current legislation requires local authorities to appoint a 'responsible person' with responsibility for ensuring compliance with the following arrangements:

- Managing, developing, and administering the complaints procedure
- Giving assistance and advice to those who wish to complain
- Liaising with services regarding the investigation of complaints where appropriate
- Supporting and training existing and new members of staff
- Monitoring and reporting on complaints activity

Staff will always try to resolve problems or concerns before they escalate into complaints, and this ensures that investigations are kept to a minimum.

Bracknell Forest Council has set procedures for resolving complaints to ensure that: -

- The views and experiences of people who use the services are heard
- Positive feedback is used to develop services and highlight good practice
- We continually learn as an organisation and resolve matters/issues
- We can sustain a quality focus on our customers

Our aims are to:

- Resolve complaints quickly and where possible using informal measures
- Offer early resolution of complaints
- Learn lessons from complaints

## 2. Statutory Adults Social Care Complaints Procedure

The complaints process aims to be as accessible as possible. Complaints can be made by telephone, in writing, by email or using our online complaints form on the Bracknell Forest Council website.

All complaints received are acknowledged within 3 working days and we aim to respond within 10 working days. More complex complaints may be responded to within 20 working days, with the complainant being kept informed during the process.

- Our principles for responding to complaints in adult social care are that all complaints are dealt with efficiently.
- Complaints are properly investigated.
- Complainants receive a timely and appropriate response.

- Complainants are told the outcome regarding the investigation of the complaint.
- An apology is given if required.
- Appropriate response is taken where necessary.

The Adults Statutory procedure starts with an internal investigation. A response will be sent from the manager within the service area. If no resolution is achieved a further investigation will be carried out, this can sometimes involve an external investigator being appointed and a report will be sent to the complainant of the findings.

In most cases, if a complaint is upheld or partially upheld, an apology will be offered, and information will be given to the complainant outlining actions the service will take to ensure the situation does not arise again for the complainant or individuals in the future. The apology is made by the manager on behalf of the service area complained about.

If the complainant is not happy with the outcome of their complaint, they may refer the matter to the Local Government and Social Care Ombudsman (LGSCO) for consideration. Representations may be made to the LGSCO at any time and any member of the public is able to complain to the Ombudsman if they feel there has been maladministration or injustice, however, the LGSCO will not normally accept the complaint until the Council has had a chance to complete the investigation internally first.

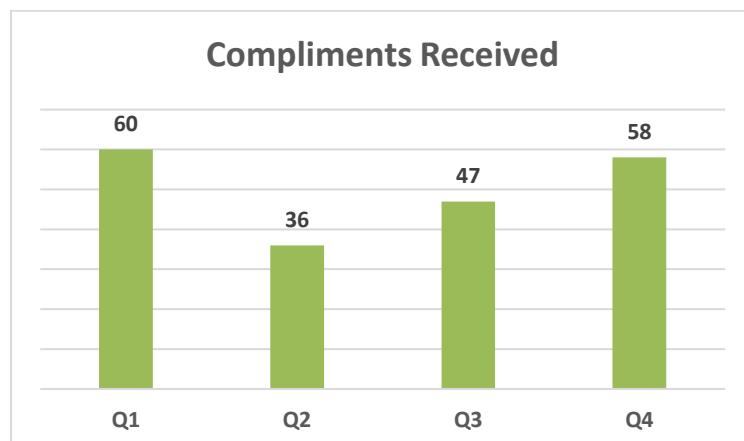
### 3. Adult Social Care Compliments

Compliments are received from a wide range of sources via surveys, feedback forms and directly to the staff involved.

All compliments received are sent to the individual's line manager to support the appraisal process and personal development of employees.

During 2022/2023 there were 201 compliments received across Adult Social Care service areas, compared to 261 received during 2021/2022. This is a decrease of 30%.

The decrease is reflected across the People Directorate.

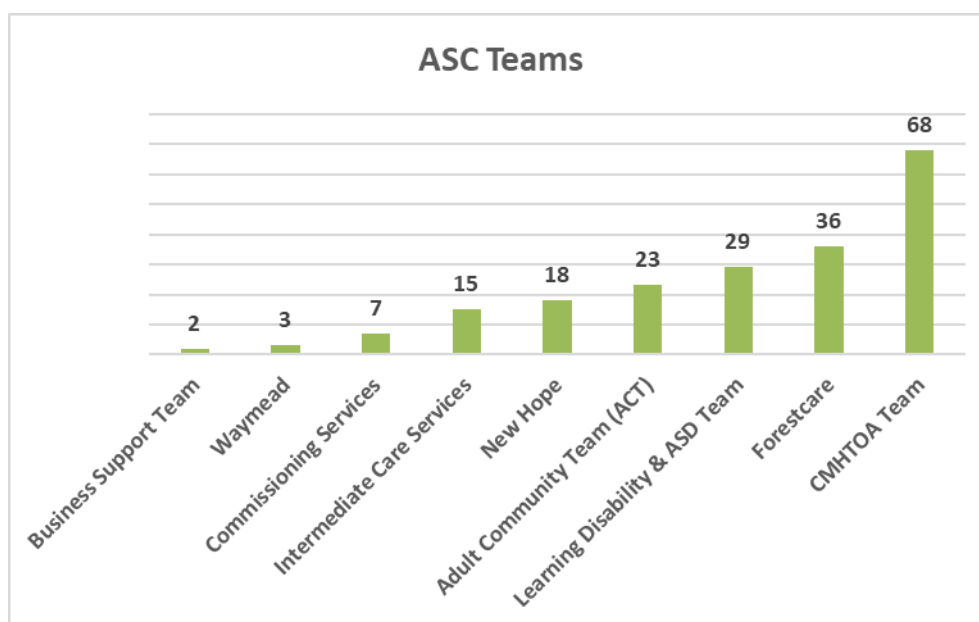


	Number of compliments
2018/19	73
2019/20	197
2020/21	207
2021/22	261
2022/23	201

This table shows who the compliments have come from.



This table shows the numbers of compliments for individual services within Adults Social Care.

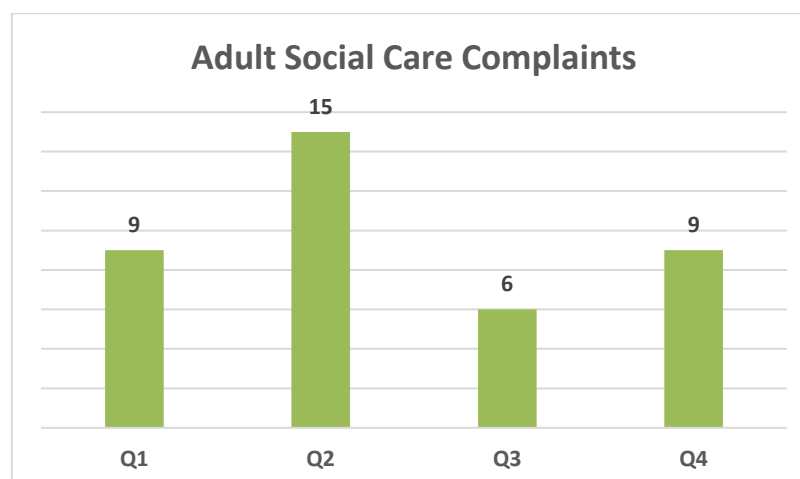


## What are compliments saying?

- **Individual** – I just wanted to say a big thank you for dealing with my Blue Badge renewal - I received it yesterday – amazing
- **Individual** - Thank you to SW for all her help getting her get on the physio waiting list so she can rebuild her life and start using her walking stick and returning to work etc. She has been amazing to get all this help in place. She is very grateful
- **Individual** - The Intermediate Care team were brilliant, so caring in every way. I don't really know what I would have done without them, my morning rays of sunshine
- **Other Professional** - Thank you all again. Your interest, belief, passion and continuing to share honestly makes the difference in rebuilding and continuing to ensure care services are good places to live and work
- **Family Member** - All of the team are so friendly and willing to help in any way they can. The support services available are amazing and I feel like I could call the Advisors with any query, and they would be very happy to help
- **Individual** - Client called to engage with service, explained that has a lot of social anxiety. Thanked RW at the end of the call for talking through the process and eliminating some of the anxiety about calling New Hope
- **Other Professional** - I thank the admin team for their endless work, their tolerance, and patience. You are a rare gem; you all are amazing. Also, special thanks again to all the social workers in CMHTOA you guys are amazing. Thanks for all your support and encouragement.

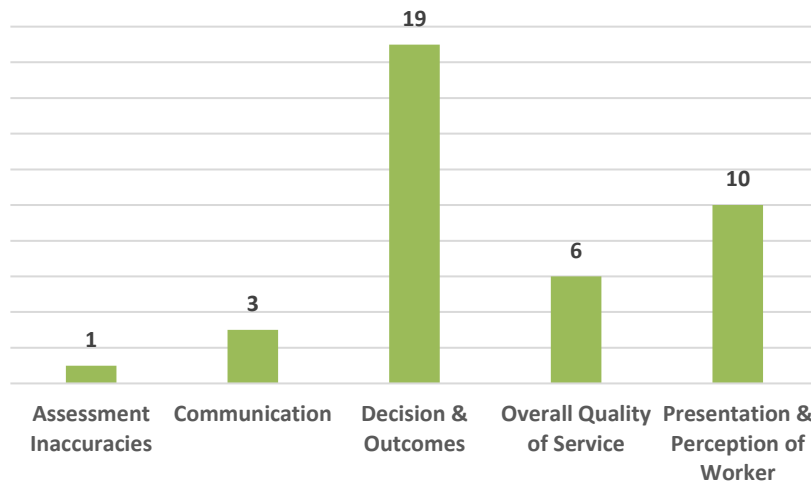
## 4. Complaints Received for Adults Social Care

During 2022/23 there were 39 complaints received across Adult Social Care service areas, compared to 49 received during 2021/22. This is a decrease of 26%.



	Number of complaints
2018/19	41
2019/20	47
2020/21	36
2021/22	49
2022/23	39

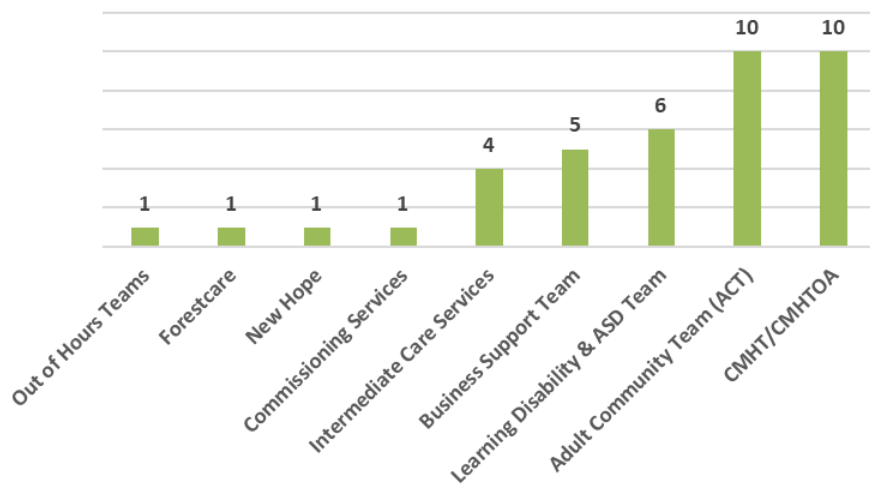
### Principle Theme of Complaint



In 2021/22 “Decisions & Outcome” had the most complaints, in this reporting year this is still the most common reason for complaints.

This table shows the numbers of complaints for individual services within Adults Social Care.

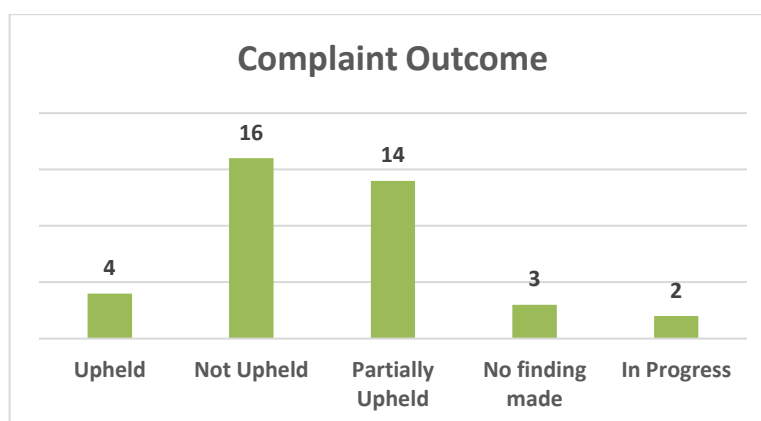
### Adult Social Care Teams



## 5. Analysis of Complaints

In total 10% of complaints during 2022/23 were upheld which is a decrease from 16% during 2021/22. A further 36% of complaints were partially upheld compared to 41% during 2021/22. 41% of complaints received were not upheld compared to the 31% in 2021/22.

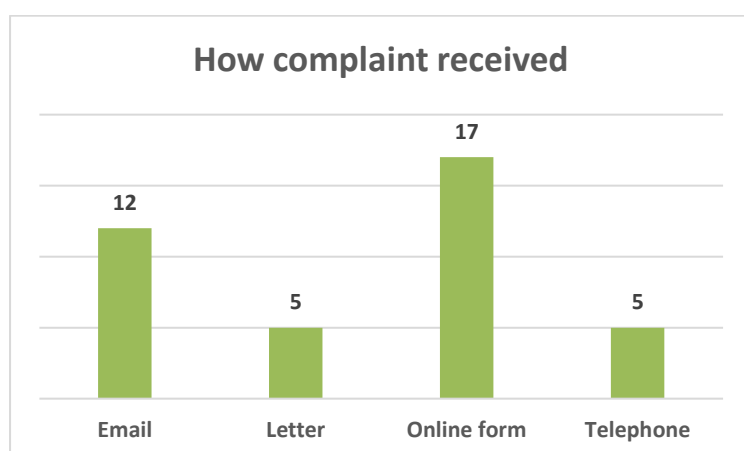
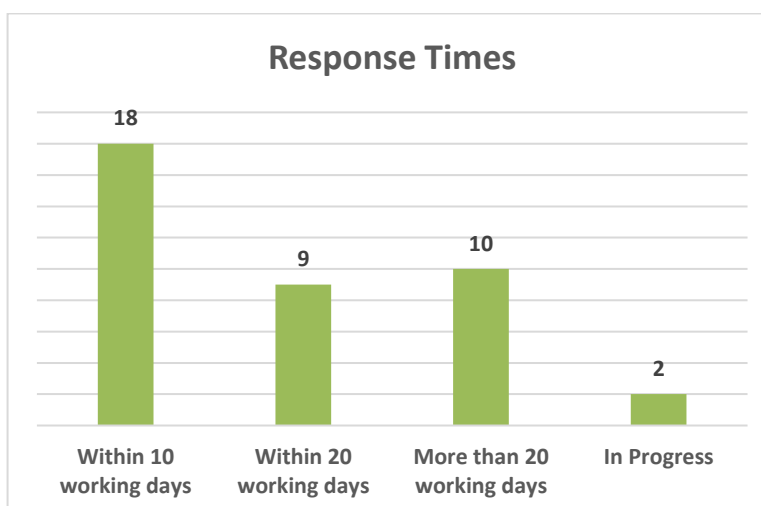
These outcomes reflect the improvement dealing with complaints in ASC with less complaints being upheld or partially upheld and more complaints being not upheld during 2022/23.



During 2022/23, 3 complaints had no findings made and 2 complaints were still being investigated by the Adult Social Care Teams.

### Timeliness of Complaints

The majority of complaints were responded to within 10 working days during this reporting year. Whilst it is the aim to respond to most complaints within 10 working days, 20 working days are allowed for more complex complaints. Sometimes the response can go over 20 working days if this involves meeting with complainants or further investigations are required.



Although the online form was a popular avenue for complainants during 2022/23, a number of complainants have opted to email the Adults Social Care mailbox directly at [ASC.Complaints@bracknell-forest.gov.uk](mailto:ASC.Complaints@bracknell-forest.gov.uk) as shown in this table.



## 6. Concerns

During 2022/23 we received 10 complaints which were not the responsibility of the Local Authority, these included NHS trusts and Care Homes outside of the borough. These were forwarded to the relevant bodies and logged as concerns.

## 7. Cost of Complaints Service & Investigations

Most investigations within Adult's Social Care are dealt with internally so no costs were incurred during investigating complaints this reporting year.

## 8. Learning from Complaints

During the past year we have improved our processes for learning from complaints, and these continue to develop within Adults Social Care.

Below is a collection of learning that has been implemented during 2022/23.

- *All ICS staff visiting individuals at home to make sure they sign in and out of the residence, so the family know who and when their relative has been visited*
- *A new process is in place to ensure nutritional needs are appropriately met*
- *Advise people clearly how to revise, amend or correct information contained in the assessments*
- *New workers are inducted as to our standards of recording in relation to care reviews to ensure constant quality of recording*
- *Following complaints regarding the Blue Badge application process, a new process is being implemented to improve the process which includes an online new application process and a renewal process*

The Complaints and Compliments Manager is working with our Adults Social Care teams to ensure complaints are dealt with in a timely manner and that learning from complaints is taken forward across all of Adults Social Care. Complaint's themes and learning from them are presented at the Adults Social Care Learning Events which takes place yearly.

The Complaints Manager is on hand to offer procedural advice and guidance when required and is regularly accessed by staff in Adult Social Care.

## 9. Update on forward plan from 2022/23

Unfortunately, reflective/learning sessions have not been held for the four upheld complaints received during 2022/23. The complaints manager will ensure reflective/learning sessions are held during 2023/24 for all upheld complaints.

The complaints manager has met with the ASC teams during 2022/23 to present the quarterly reports.

The complaints manager and the Head of corporate complaints has also met with Head of Services for ASC to explain our roles within the People Directorate in handling the

complaints received. Although this is a statutory process the Head of corporate complaints would deal with any complaints escalated to the LGSCO.

The Adults complaints policy was not updated during 2022/23 and this will be taken forward to our plans for 2023/24. The complaints manager will work with the Principal Social Worker to ensure this is actioned.

## 10. Forward plan for 2023/24

<b>Learning from complaints</b>	Reflective/learning sessions to take place with the relevant team involved to capture and agree a specific learning plan	After each upheld complaint
	Work closely with the Adults Principal Social Worker to capture the learning points to support workforce improvements	Through the year
	Attend team meetings to discuss compliments and complaints received for individual teams	1 team meeting per team for 2023/24
<b>Governance</b>	Provide quarterly reports to Assistant Director, Head of Service and Team Managers during the year	Every quarter
<b>Policy update</b>	Update complaints policy for Adults Social Care	30.7.2023
<b>Timeliness</b>	Ensure responses to all complaints are within the required timescales	Within 20 days of receipt of complaint

End