

TITLE: **Adult Social Care and Public Health - Annual Report on Services Complaints, Compliments and Representations - April 2018 to March 2019**

REPORT OF: Alison Routledge, Complaints Manager

SERVICE: Health & Social Care Commissioning and Quality Assurance. Care, Wellbeing and Learning

SUMMARY

The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 came into force on 1 April 2009. This legislation sets down the procedures that Adult Social Care Services and National Health Services, (NHS), must follow when complaints or representations are made.

As part of the responsibilities set out in the Act, local authorities must produce an annual report on all complaints and representations received. This report fulfils Gateshead Council's obligations and provides information on all representations received about the Council's Adult Social Care Services from 1 April 2018 – 31 March 2019.

1.0 The Statutory Complaints Process

- 1.1 There are two steps to the Statutory Complaints Process;
- Step 1 - Informal (Local) resolution by the Council;
 - Step 2 - Independent consideration by the Local Government & Social Care Ombudsman, (LGO).
- 1.2 Once received, all complaints are assessed and given a grading. Categories of complaint are:
- Green, which are low-level or minimal risk for either the service user or the Council;
 - Amber, which are assessed as a moderate or medium risk;
 - Red, a serious complaint which is graded as high risk.
- 1.3 There are no prescribed timescales for resolution as the quality of the investigation and outcome is significantly more important than attempting to adhere to a stipulated period for response. However, it is very important that all investigations are proportionate to the issues complained about and that the complainant is always kept up to date on the progress of investigation.

2.0 Publicity and Information

- 2.1 Publicity on how to complain can be provided in several formats, encouraging and facilitating easy access to the complaints process. All new service users receive a complaints leaflet in their information pack. A leaflet is also provided when a service user receives the outcome to an assessment / reassessment of need. Adult Social Care feedback cards are also provided to service users and their carers after an assessment or review of social care needs.

3.0 Independent Element

3.1 The Council operates an internal investigation procedure. Complaints administration must be fully independent of any form of Adult Social Care service delivery to ensure fairness and impartiality and to prevent any conflicts of interest.

4.0 Advocacy and Special Needs

4.1 Vulnerable people receiving an Adult Social Care services are encouraged and supported to express their views and to access the complaints procedure if they wish. An easy read complaints leaflet is also available for people with a learning disability.

4.2 In all cases advocacy is offered if it is felt that the complainant would benefit from this service.

4.3 Individuals who wish to complain about a Public Health or other Health service can obtain free independent advocacy support. The advocacy is Government funded and is exclusively for Health Service complaints.

5.0 Training and Employee Development

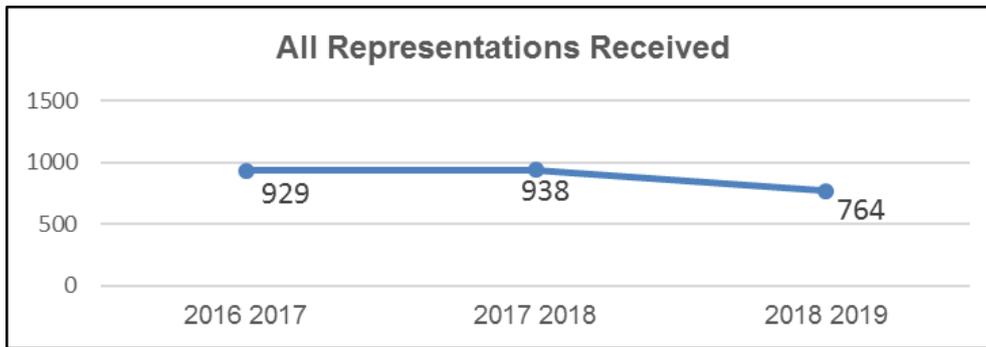
5.1 Training for Investigating Officers is provided on a regular basis. All Adult Social Care Team Managers / Service Managers are expected to have undergone investigating skills training.

5.2 The Investigating Skills Training Course is facilitated by the Local Government & Social Care Ombudsman, (LGO). The training concentrates on defining, investigating and resolving complex complaints. It also emphasises the need to identify any improvements that may be necessary as a direct result of individual complaints.

5.3 A LGO Investigating Skills Training Course specific to Adult Social Care took place on 2 November 2018. Fifteen Managers across Care, Wellbeing & Learning attended the training course, which was facilitated by two senior LGO Investigators. The feedback from the course was extremely positive and it is hoped to arrange another course for all new managers in October 2019.

All Representations Received over the Past Three Years

All Formal Contacts	2016 2017		2017 2018		2018 2019	
Statutory Adult Services Complaints	5.72%	53	30.66%	65	51.47%	105
Appeals Processes	Na	2	0.94%	2	0.00%	0
Comments re Adult Social Care	Na	Na	0.47%	1	3.92%	8
Complaint Related Queries	2.48%	23	8.02%	17	17.16%	35
Commissioned Service - Own investigation	0.22%	2	1.89%	4	1.96%	4
Commissioned Services Issues	11.87%	110	50.94%	108	16.18%	33
Corporate Complaints	0.11%	1	0.47%	1	0.00%	0
Data Breach	0.00%	0	0.00%	0	0.00%	0
Health & Social Care Joint Investigations	0.43%	4	2.83%	6	1.47%	3
Insurance Claim	0.00%	0	0.94%	2	0.49%	1
Inter-Agency Concerns	0.43%	4	0.00%	0	1.47%	3
Local Government Ombudsman	0.00%	9	1.42%	3	1.47%	3
MP / Councillor Responses	0.97%	1	0.00%	0	1.96%	4
Safeguarding Alerts	0.11%	0	0.00%	0	2.45%	5
Whistle Blow	0.00%	0	1.42%	3	0.00%	0
All Dissatisfaction		209		212		204
Compliments	77.67%	720	77.32%	726		560
Total		929		938		764



6.0 Statutory Adults Services Complaints

Complaint Categories	2016 2017	2017 2018	2018 2019
Green	7	10	11
Amber	45	55	94
Red	1	0	0
All	53	65	105

6.1 Key Points of Interest

- During 2018/19, 105 complaints were received regarding Adult Social Care Services.
- This is a 62% increase on complaints received during 2017/18, **(65)**.
- The number of complaint related queries (Crqs) has also risen. 2018/19 saw a 106% increase on the number received during 2017/18, (35 from 17).
- Complaint related queries are low-level representations that must be resolved within one working day after receipt.
- The majority of low-level issues were dealt with directly by the services concerned and resolved to the customer's satisfaction.
- The number of complaints assessed as Green (minimal risk to the Council or service user) accounted for 10% (11) of the total number of complaints received.
- Amber complaints, which are medium risk to the Council or the service user, accounted for almost 90% (94) of all complaints received. Amber complaints often include a number of issues which are deemed as moderate risk to either the service user or the Council.
- There were no Red complaints received during 2018/19. Red complaints are assessed as high risk to either the Council or the service user and are often extremely complex and generally contain a large number of sensitive issues.
- Eleven complaints received were in respect of attitude or behaviour of staff, of which ten of the complaints received were about Assessment & Personalisation.
- 73% of representations made during 2018/19 were compliments and only 27% were concerns or formal complaints.

6.2 Themes of Complaints Received

6.2.1 There were two main themes of complaints received during 2018/19

1. Delays

During 2018/19, 34% (36) of complaints were received about delays in receiving a service. After consideration of the complaints received, it was found the issues raised were regarding two main areas.

1.1 Social Work Allocation Delays

During 2018/19 Adult Social Care received twenty one complaints about delays in allocating either a social worker or an assessing officer to individual cases.

After investigation, 95% (19) of complaints about allocation delays were either fully or partially upheld. As an outcome, 63% (12) complaints responded to resulted in care fees being either waived either in full or in part.

To consider how allocation times can be improved, Adult Social Care are currently undergoing a review of the social work allocation process.

1.2 Delays Identifying a Care Package

Four complaints were received which cited issues around delays in sourcing a care package for individual service users.

One complaint received included issues around delays to hospital discharge due to the unavailability of a suitable care package. The complaint was investigated by the Commissioning Service Manager and found to be partially justified.

One complaint about delays also included communication issues. It was found that the service user had not been informed of the additional PRIME costs whilst waiting for a care package to be sourced. As an outcome, the complaint was fully upheld, and the care fees were partially waived.

One complainant had disputed the fees for an extended stay within a Promoting Independence Centre. It was alleged that the delay in discharge was due to the lack of availability of a care package to allow the service user to return home. However, after investigation, it was found that, although there were issues around communication, the family of the service user had been offered care packages but had disagreed with the details of the support that could be provided.

One complaint about delays in sourcing a care package remains outstanding.

2 Quality of Service

Quality of service remains one of the main themes of complaint received over the past three years. During 2018/19, quality of service accounted for 38% (40) of all complaints received. From the complaints received there were three main areas of concern.

2.1 Disputes to Care Charges

20% (8) of complaints were disputes to care charges, of which one complaint was about the charging for a commissioned home care service. After investigation, this complaint was found to be partially upheld. As an outcome, the charges for care were readjusted.

All other complaints received were regarding Council provided services.

After investigation, five complaints were found to be either fully or partially upheld and three complaints were found to be unjustified.

2.2 Quality of Home Care Services

25% (10) of complaints were about the quality of home care services. Eight complaints were regarding the care and support provided to individual service users and two complaints were about the quality of the overall support from an extra care living facility.

In respect of the care and support provided to individuals, seven complaints were about commissioned home care and one complaint was about the quality of the support provided by council home care workers.

After investigation two complaints about commissioned home care were not upheld, three complaints were partially upheld, and two complaints were found to be fully justified. In all cases, Contract Management Officers were aware of the issues raised and subsequently ensured that additional visits took place to monitor the implementation of any service improvements that had been identified.

The complaint about Council care staff within an extra care living facility was found to be partially upheld. The complaint did identify several areas for improvement which have been taken forward by the Council's Provider Services.

2.3 Quality of Communication

22% (9) complaints were in respect of the quality of communication by either individual workers or services.

However, two of the complaints received were from the same person. One of these complaints was in respect of consultation documentation that had been sent out to the service user by Adult Social Care. The second complaint was about the annual carer survey. The complainant had been dissatisfied that information had been sent to the service user rather than to the next of kin. Both complaints were investigated and found to be partially upheld.

6.3 Specific Areas of Complaint

Service Area	2016 2017		2017 2018		2018 2019	
Assessment & Personalisation	40.63%	36	80.00%	52	75.24%	79
Care Call	7.81%	2	9.23%	6	7.62%	8
Commissioning & Quality Assurance	23.44%	4	4.62%	3	8.57%	9
Provider Services	15.63%	11	6.15%	4	5.71%	6
Other Services	0.00%	0	0.00%	0	2.86%	3
Total		53		65		105

- During 2018/19, 75% (79) of complaints were about the Assessment & Personalisation service.
- This is a 52% increase on the number received during 2017/18 (52).
- However, as Assessment & Personalisation is the first service to become involved, dissatisfaction and disputes can often be anticipated, in particular during times of increased demand for services.
- 44% (35) of complaints received by Assessment & Personalisation were about delays.
- From these, 60% (21) were regarding delays in allocating either a social worker or an assessing officer to individual cases.

- 30% (24) of complaints about Assessment & Personalisation were regarding the quality of services provided. Of which 33% (8) of quality complaints were about the quality of communication by either individual workers or by the service concerned.
- After investigation, 36% (27) of complaints about Assessment & Personalisation were upheld, 33% (25) were partially upheld and 28% (21) were found to be completely unjustified.
- Almost 9% (9) of complaints received were regarding the Commissioning & Contract Management Services, of which 78% (7) were about the quality of care services provided to individuals. One complaint was about the delay in identifying a package of care and one complaint was about a dispute to care charges.
- Almost 8% (8) of complaints were regarding the Care Call Service. All complaints received were disputes to the implementation of the Council's new Care Call charging policy. All complaints were investigated and found to be unjustified.
- Six complaints were received by the Council's Provider Services. 67% (4) of the complaints received were regarding quality of services provided to service users, of which 6% (2) were about disputes to the charging for care. After investigation, both complaints about care charges were found to be justified. There were no other themes of concern identified from the Provider complaints received.
- After investigation, 80% (4) of Provider complaints were either fully or partially upheld.

6.4 Issues linked to the complaint

Issues of Complaint	2016 2017		2017 2018		2018 2019	
Appeal Changes after Care Needs Review	20.75%	11	0.00%	0	0.00%	0
Attitude of Staff	18.87%	10	12.31%	8	10.48%	11
Council Policy	5.66%	3	10.77%	7	7.62%	8
Delay	3.77%	2	9.23%	6	34.29%	36
Lack of Service	9.43%	5	23.08%	15	6.67%	7
Quality of Service	41.51%	22	41.54%	27	38.10%	40
Refusal of Service	0.00%	0	3.08%	2	2.86%	3
Total		53		65		105

- During 2018/19, delays accounted for 34% (36) of complaints received.
- From this, 58% (21) were regarding delays in social work / assessing officer allocation to an individual's case. After investigation, 60% (12) of complaints about allocation delays were found to be justified.
- Almost 14% (5) of complaints about delay were in respect of the wait for an individual to be financially assessed for care charges and almost 11% (4) were about delays in identifying appropriate care packages.
- 38%, (40), of complaints were around the quality of services received.
- Quality of service can include straightforward issues, such as:
 - Missed or delayed social work visits / appointments;
 - Non return of telephone calls;
 - Poor communication;
 - Poor or no response after a request for service.

However, quality of service can also include service failure issues for example, failure to safeguard the welfare or finances of a vulnerable adult.

- 20% (8) of complaints around quality were in respect of disputes to care charges. After investigation, 37% (3) were upheld, 25% (2) were partially upheld and 37% (3) were not upheld.

- 12% (5) complaints were regarding the quality of worker support provided. However, after investigation, 60% (3) of these complaints were not upheld.
- 22% (9) of complaints around quality were the quality of poor communication by either individuals or the service. However, after investigation, only two complaints were found to be justified.
- 10% (11) complaints received were regarding the conduct of individual workers. All complainants cited staff attitude as their main issue.
- From the eleven complaints received, ten were about staff within the Assessment & Personalisation service.
- After investigation, 40% (4) of all complaints about staff attitude or conduct were not upheld and 40% (4) were fully upheld. 20% (2) of staff complaints were later withdrawn.
- Three staff complaints received were about the same member of staff and highlighted similar issues. Therefore, the service took immediate action to ensure that the concerns were fully investigated. All three complaints were found to be justified and proportionate action was taken with the member of staff concerned.

6.5 Outcomes

Outcomes of complaints	2016 2017		2017 2018		2018 2019	
Outstanding		5		4		4
Not upheld	52.08%	25	44.26%	27	33.66%	34
Partially upheld	18.75%	9	14.75%	9	31.68%	32
Upheld	29.17%	14	29.51%	18	32.67%	33
Other Resolution / Withdrawn	0.00%	0	11.48%	7	1.98%	2
Total		48		61		101

- Almost 34%, (34), of all complaints were not upheld after investigation;
- 32% (32) of complaints were found to be partially justified;
- 33% (33) of complaints were found to be fully justified;
- All improvements identified a result of complaints that were either partially or fully justified are included within this report.

6.6 Timescales

- Although there are no statutory timescales for response, the Council expects all Adult Social Care complaints to be completed within 30 working days of receipt.
- Adult Social Care complaints often include several areas of concern, some may also include issues about other agencies, such as health or housing. Therefore, it can be difficult to provide a full and thorough response within this timescale. However, if the complainant is provided with regular updates on the progress of the investigation, any extended timescales are generally agreed by the complainant.
- 23 working days was the average time to investigate complaints during 2018/19. This is a 36% improvement on the response times during 2017/18, (36 working days).

6.7 How complaints were received

Method of Complaint	2016 2017		2017 2018		2018 2019	
Service Feedback Form	1.89%	1	3.08%	2	0.00%	0
Complaints Form	0.00%	0	0.00%	0	5.71%	6
Email	24.53%	13	33.85%	22	30.48%	32
In Person	1.89%	1	6.15%	4	2.86%	3
Letter	32.08%	17	36.92%	24	31.43%	33
Telephone	39.62%	21	20.00%	13	29.52%	31
		53		65		105

- Letters and emails continue to be the main method of referral accounting for 62%, (65), of all complaints received.
- Personal visits are now rare, with complainants preferring to either submit written complaints or complain by telephone.
- Complaints received by telephone are generally in response to immediate issues, such as missed care visits or disputes regarding invoices for care.
- Relatives, including relative carers, continue to make the most representations, and accounted for 80%, (84) of complaints made.
- During 2019/20 the service will be exploring opportunities for members of public to submit and track their complaints and compliments through our website, to make the process more efficient.

7.0 Equalities Monitoring

7.1 Gateshead Council recognises that equality monitoring of service delivery is crucial for effective planning and scrutiny of the services that it provides. This monitoring can identify which groups are using services and gauge their level of satisfaction. The information can then be used to highlight possible inequalities, investigate their underlying causes and address any unfairness or disadvantage.

7.2 Information about the complaints process can be made available in key languages and formats. Information for customers with sight, hearing or learning difficulties can also be provided.

7.3 During 2018/19;

- Three formal complaints, two complaint related query and eight compliments were raised by members of the BAME community.
- None of the complaints received related to discrimination issues, all were regarding general provision of adult social care services.
- All compliments were regarding the quality of the services provided by either individual workers or teams within Adult Social Care.
- Complaint information can always be provided in various formats to facilitate easy access to the complaint's procedure.
- Access to interpreters can be provided if necessary.
- 61% (64) of complainants were female and 37% (39) were male.
- 80% (84) of all complaints were referred by relatives of those receiving a service.

8.0 Commissioned Care Services – All issues received

Commissioned Services	2016 2017	2017 2018	2018 2019
Formal Complaints	4	3	9
Commissioned Service - Own Response	2	4	4
Complaint Related Queries	2	3	4
Commissioned Services Issues	110	108	33
Local Government Ombudsman Referrals	0	0	1
Moved to Safeguarding	0	0	3
Whistle Blows	0	2	0
Compliments	6	1	12
Total	124	121	66

- During 2018/19 representations regarding commissioned services decreased by 45%, (66 from 121).

- However, positive feedback about the service did increase, with twelve compliments being received, nine of which were about the Council's Travel Care Team.
- Nine formal complaints about commissioned care services were received, which were all investigated by staff within the Commissioning & Contract Management Service.
- Seven of the complaints received complaints were about the care and support provided by home care services and two complaints were regarding the overall support offered by an Extra Care Living Facility.
- The main issues raised about quality of home care included; short or missed calls, hygiene concerns, such as bathing or continence management and inconsistency of carers. Three complaints also included issues about the administration of prescribed medication.
- Investigations into the standard of home care were undertaken by Contract Management Officers where it was found that three complaints were partially justified, three complaints were fully justified, and one complaint was unjustified.
- Contract Management Officers have ensured that any improvements to service have been taken forward with the care service concerned.

8.1 Commissioned Service issues are concerns received by other professionals on behalf of service users, which are shared with the care providers. The care providers are then responsible for looking into the issues and providing effective and proportionate resolution for the service user concerned.

- During 2018/19, thirty three commissioned service issues were received. This is a decrease of 69% on the number received during 2017/18, (108).
- 22% (12) of concerns were about late, missed or short home care visits and remains the main theme of issues received.
- 18% (10) were regarding the support or conduct provided by individual care workers;
- 11% (6) were around medication issues, either missed medication or other medication errors.

8.2 Once a completed response is received from the care providers, it is shared with the relevant Contract Management Officer who is requested to ensure that all issues have been fully addressed.

8.3 Once concerns are resolved, Contract Management Officers are expected to ensure that any proposed actions or improvements to service are carried out and fully monitored. Any feedback, which includes dissatisfaction, is helpful to inform the Commissioning Team of how the current care services are operating and how they could be commissioned in the future.

9.0. Health & Social Care Joint Investigations

9.1 The statutory complaints process covers NHS and Social Care Services. All complaints that are received which are about services provided by both Health and Social Care are co-ordinated by either the Council's Complaints Manager or the Complaints Manager responsible for the Health Service area subject to the complaint. The organisation responsible for the majority of the complaint will take the lead in the investigation and will ensure that a combined response letter is sent to the complainant within the agreed timescales.

9.2 During 2018/19, the Queen Elizabeth Hospital received three complaints which included concerns about services provided by Gateshead Council's Adult Social Care. This is a decrease of 50% (6), since 2017/18.

- 9.3 All three investigations were led by colleagues at the Queen Elizabeth Hospital in conjunction with Managers within Adult Social Care.
- 9.4 Two joint complaints received included queries around the Safeguarding Adult's process. The Safeguarding Adults Manager investigated the issues raised and responded direct to the Queen Elizabeth Hospital. Both concerns were found to be unjustified.
- 9.5 One joint complaint included issues about inappropriate conduct from a member of the Hospital Social Work Team. However, after consideration of these issues, it was found that the complainant had raised these direct with the Council the previous year and as such, no further action was required.

10.0 Local Government Ombudsman Investigations

- 10.1 During 2018/19, three complaints were considered by the Local Government & Social Care Ombudsman, which is equal to the number received 2017/18, (3).
- 10.2 Two of the referrals received had been previously considered through the statutory complaint's procedure. One complaint had been responded to via the Council's Corporate Complaint Procedure.
- One referral was from a representative from a commissioned care home who had raised concerns about alleged inappropriate conduct of Council staff during a monitoring visit.

Information was provided to the LGO to allow the consideration of the complaint. The LGO later judged that the issues raised were outside the jurisdiction of the Local Government Ombudsman.

- One referral was about allegations of theft by staff working for a commissioned home care service. The complainant had alleged that Council staff were aware of the issues and did not take any action.

The LGO considered the evidence provided and was satisfied that Council staff had acted appropriately, and as a Police investigation had also been carried out, the LGO judged that the allegations were outside their jurisdiction.

- One referral was in respect of how a service user's estate had been administered by the Financial Protection Team and the Safeguarding Adults Team. The LGO considered the information provided to them by the Council and made a judgement of no injustice caused.

11.0 Public Health Complaints

- 11.1 During 2018/19, there were no formal representations received about the Council's Public Health Services.
- 11.2 All services commissioned by Public Health are legally required to have their own complaints and representations procedure. Therefore, individual services are responsible for the management of their own complaints along with any other representations that they may receive.

12.0 Learning from Complaints: Examples of Service Improvements

- 12.1 Learning from complaints is critical to prevent recurrence of the cause(s) of the original complaint. It is important that we make sure that people's experiences help the Council to improve services where possible. Changes can include policy, procedure or employee development.
- 12.2 Complaints about individual practice or failure to follow procedures are dealt with by reinforcement of processes and reiterating customer care standards through service / team meetings or individual supervision sessions.
- 12.3 In all cases, any justified issues regarding attitude or conduct of staff are dealt with in line with the Council's internal employment procedures.

Improvements after a complaint include:

Assessment & Personalisation

- When workers request financial assessments, they should always identify beforehand whether a service user has someone who acts as their financial representative. This will then ensure that the financial assessment forms are sent to the person responsible for managing the service user's financial affairs.
- So that key safes can be installed in time for a service user's discharge from hospital, the Assessing Officer / Social Worker should, where possible, identify the landlord or owner of the service user's property beforehand. This will enable the worker to place a formal request in to the landlord to ask their permission to carry out the work. This will then minimise the risks of any unnecessary delays in installing a key safe.
- To ensure that cases are reallocated in the event of staff sickness, the matter is now raised within Adult Social Care Senior Management Meetings. This will remind Team Managers of their responsibilities to reallocate cases when the key worker is unavailable. It is also recommended that this matter will be monitored to minimise the risk of cases "drifting" when workers are on sick leave.
- To ensure clarity around the hospital discharge process, Adult Social Care have developed a suite of standard documents which can be given to the patient or their representative. This documentation gives clear information on what care and support can be offered once the patient is fit for discharge along with options on how this care can be provided.

Locality Teams / Promoting Independence Centres

- A new process is being trialled within the Locality Teams, in conjunction with Provider Services, whereby anyone admitted to Promoting Independence Centre for an assessment period will be allocated a key worker, who will be specifically assigned to carry out the assessment process.

Locality Teams

- All adult social care workers have been reminded that during the Assessment period, they must always offer the service user, (or their representative), a Direct Payment as soon as care needs have been identified.

This will then ensure the service user is provided with an option to personalise their own care and can choose an alternative care provider should they wish to do so.

Promoting Independence Centres

- Staff within the Promoting Independence Centres have been reminded of the 72-hour policy for holding of beds should a service user, who may be occupying an assessment bed, be admitted into hospital.

This will prevent any confusion regarding hospital admissions and will also assist staff in providing accurate information to service users or family members if they are asked how long an assessment bed will be held open.

- Promoting Independence Staff have been reminded that they must always sign and date the inventory for clothing and personal effects, both on admission and on discharge from the centre.

This requirement will then ensure that all personal clothing and effects are documented and will personally identify a member of staff who had been responsible for completing the inventory.

- In future, all residency agreements will be signed at the same time by the service user (or their representative) and the Manager of the Promoting Independence Centre. This will ensure that any issues regarding fees or placement type are able to be discussed at the time. The service user must also be provided with a signed copy of the agreement when the admission process has been completed.
- Staff within the Promoting Independence Centres have also been reminded that they must always use up to date documentation.

Care Call

- The Care Call service will ensure that they continually explore the latest technological developments, to secure the specific technology which would serve to notify the service when a service user (who may be disorientated and confused) disconnects their Lifeline equipment.
- The Care Call service will actively work with the Council's Customer Services team and Adult Social Care to establish a link with the Council's 'Tell us once' scheme. This will ensure that any necessary action is taken should a service user pass away.

Provider Services

- All line managers have been instructed that it is a mandatory requirement of the Service to inform a service user's next of kin of any unplanned hospital admissions or of any sudden changes in the service users health or wellbeing (where appropriate). This will result in improved customer care and better communication.

13.0 Compliments

- 13.1 Information about compliments is always fed into all Adult Social Care Services, including the Commissioning Team, to highlight good practice and to identify opportunities for improvements to services.
- 13.2 During 2018/19, Adult Social Care received 560 compliments, which accounted for 73% of all representations received.

- 47% (261), of compliments were regarding Assessment & Personalisation;
- 48%, (269) of compliments were about Provider Services;
- 2.5% (14) of compliments were about the Care Call Service;
- 2.8% (16) of compliments were about the Health & Social Care Commissioning & Quality Assurance. Four of which were about the support offered by the Safeguarding Adults Board.
- 29%, (164) of all compliments were about the Single Point of Access Team;
- 5% (23) of compliments were about the Locality Teams;
- 14%, (77) were about the Promoting Independence Centres;
- 15% (86) of compliments were about the Council's home care service;
- 6% (36) of compliments were about Council provided day services;

13.3 Examples of compliments received

Adult Social Care Direct

"I only phoned for advice and was given a good service. The lady was really helpful and it ended up in an assessment. I never knew these services existed, and all this was from P..'s help."

Allsortz Enterprises

"My daughter has told her mother that she loves coming to Allsortz and is full of what she has been doing throughout the day, and always says how much she has enjoyed it."

Care Call

'Highest praise - if Dad presses alarm we are quickly alerted. All staff are very professional, helpful and caring. A huge thank you.'

Day Services

'Thank you for the support and help given while my mother attended Blaydon Centre, she always felt welcome and cared for. I am very grateful for the ongoing support and care given to me since my mother's recent death.'

PRIME

'Thank you for the fantastic service we have received from the PRIME team. We miss the girls - they were all wonderful - kind and caring.'

Learning Disability Team

"Thanks for all your hard work in getting my son to Felling Base, I definitely feel that this was the safest discharge for H"

Hospital Social Work Team

'Just wanted to thank B.... for her help with negotiating between a care provider and a family. B.... helped diffuse a situation that could have ended in a complaint. Thank you!'

Locality Teams

'I feel like we are in a safe pair of hands now that C.... is working with us"

Occupational Therapy Team

"The tenant would like to thank everyone who was involved in getting her level access shower fitted. She is over the moon and would like to especially thank the three lads who fitted it all for her as it is marvellous".

Promoting Independence Centres

'To all staff involved in the care, support and encouragement given to my Mam during her stay - many thanks, your kindness is appreciated more than you could know.'

Short Breaks

'The Lodge is a breath of fresh air. When C..... is in we have a life where we can do what we want and just think about us/myself. I love it.'

Single Point of Access

"Thank you to everyone who helped with my brother, he says he was overwhelmed with everyone's help and support and could not believe the help and kindness that he had been afforded".

14.0 Conclusions

- 14.1 During 2018/19, one of the main issues of concern were around delays in receiving a service, in particular in respect of social work allocation to individual cases. As a result, Assessment & Personalisation initiated a review into the allocation process to identify what areas of the process required improvement. This review is currently ongoing.
- 14.2 The number of changes to services and processes set out within this report can evidence that Adult Social Care continue to use complaints and compliments to inform them of service users personal experiences of Adult Services. It can also be evidenced that these experiences are then used to drive a number of improvements across all of the Adult Social Care Teams. This commitment benefits the Council by ensuring that the Adult Care services delivered are of a standard that people expect and deserve.
- 14.4 Between 1 April 2018 and 31 March 2019, Adult Social Care received 560 compliments. This means that 73% of all representations received was in respect of positive feedback about the services or support that had been provided to service users across Gateshead.

Contact Officer: Alison Routledge, X2408