

Customer Care Annual Report



Information about compliments, comments, representations, MP enquiries and complaints.

Children, Families and Adults / Adult Social Care

1 April 2016 to 31 March 2017

Report purpose:

- ▶ To provide information about compliments, comments, representations, MP enquiries, informal and formal complaints and to comply with the Department of Health's Regulations on Health and Adult Social Care Complaints guidelines 2009
- ▶ To identify trends and learning from complaints received between April 2016 and March 2017

Content

1.0	Context.....	2
2.0	Executive Summary.....	3
3.0	Definitions.....	4
4.0	The complaints process and feedback.....	4
5.0	Compliments, comments, representations and complaints.....	4
6.0	Compliments.....	5
7.0	Comments and enquiries.....	6
8.0	Representations.....	7
9.0	MP enquiries.....	7
10.0	Informal complaints.....	9
11.0	Formal complaints.....	10
12.0	Service Area Complaints.....	11
13.0	Comparative Data.....	14
14.0	Reasons for complaining.....	14
15.0	Complaints involving independent providers.....	17
16.0	Complaint Responses.....	18
17.0	Senior Manager Review.....	20
18.0	Local Government Ombudsman (LGO)	21
19.0	Specific Learning from Complaints	22
20.0	Complaint Themes.....	24
21.0	Conclusions.....	25
22.0	Recommendations.....	25

1.0 Context

- 1.1 This report provides information about compliments, comments, representations, MP enquiries and complaints made between 1 April 2016 and 31 March 2017 under the Adult Social Care Complaints Procedure and 2009 Department of Health Guidelines on Adult Social Care Complaints. Cambridgeshire County Council has an open learning culture and a positive attitude to complaints, viewing them as opportunities for learning and for improved service delivery.

The scope of this report includes Adult Social Care services provided through Cambridgeshire County Council and those provided through an NHS partner organisation, Cambridgeshire and Peterborough NHS Foundation Trust (CPFT).

2.0 Executive Summary

- ▶ Compliments have increased by 105% when compared to the previous year, 2015/2016.
- ▶ 56(84%) of the MP enquiries dealt were responded to within timescale.
- ▶ 285 informal complaints were received from 1 April 2016 to 31 March 2017. This represents a significant decrease when compared to the 489 informal complaints received the previous year.
- ▶ 140 formal complaints were received from 1 April 2016 to 31 March 2017. This compares to 118 received in 2015-16, and shows an increase of 22 (19%).
- ▶ 1.8% of the total population of Cambridgeshire who receive Adult Social Care services complained about the services they received, and of those complaints one quarter were upheld.
- ▶ The most common reasons for complaining are Service Provision, Financial, Standard of Care and complaints with related corporate issues.
- ▶ The service area most commonly complained about is Older People's Services. However, when the number of complaints about Older People's Services is compared with the total number of Older People receiving services the percentage of complaints received is similar to the other major service areas.
- ▶ There were 19 (14%) complaints that referred to the provision of care by an independent provider.
- ▶ 17 (12%) Senior Manager Reviews were completed where the complainants were dissatisfied with the first response. This compares to 13 (11%) reviewed by a Senior Manager the previous year.
- ▶ The Local Government Ombudman (LGO) issued 4 final decisions on complaints about the Council's Adult Social Care services. This is a decrease of 4 (50%) when compared to the previous financial year 2015/2016.
- ▶ Specific learning from complaints and themes emerging from complaints are identified in sections 19 and 20. Examples of emerging themes include issues about financial matters and changes in service provision.

3.0 Definitions

- 3.1 The terms: compliments, comments, representations and complaints are defined in Appendix 1 and an explanation of acronyms is provided in Appendix 2.

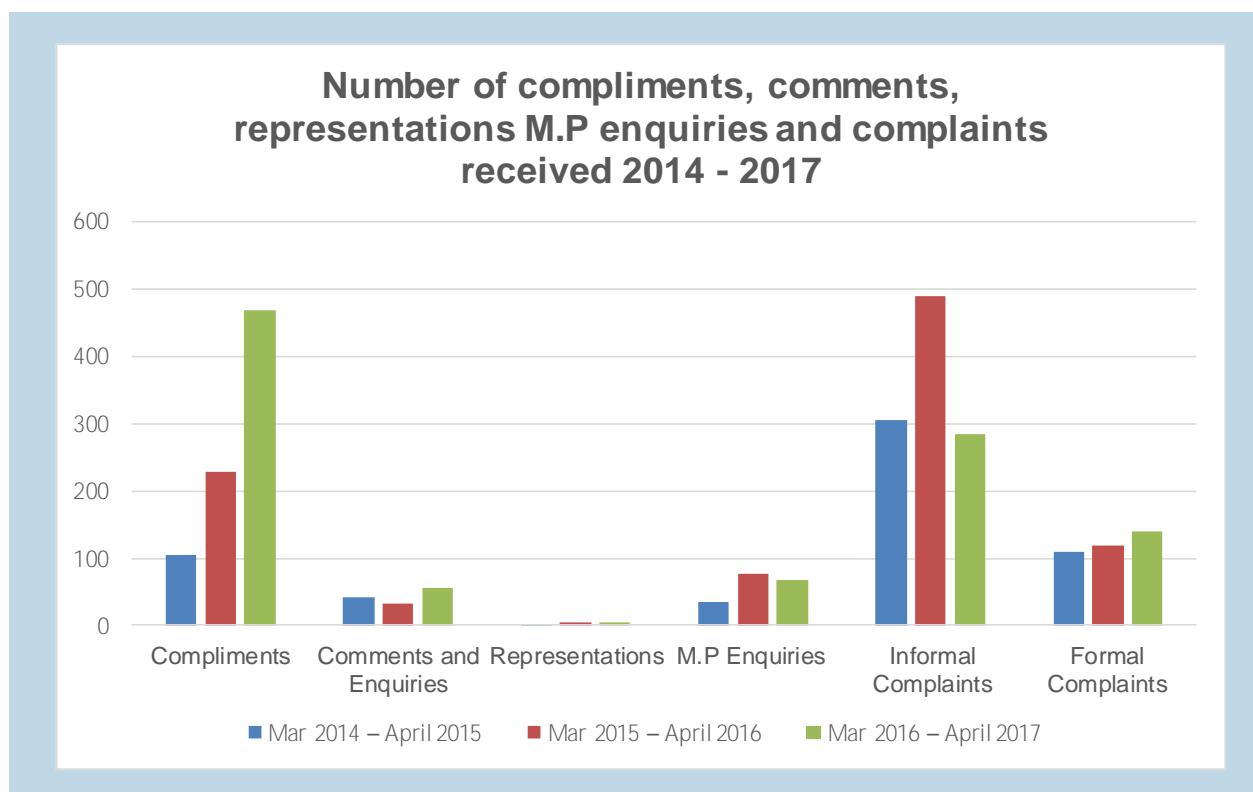
4.0 The complaints process and feedback

- 4.1 The complaints process has an emphasis on de-escalation and early resolution of complaints.
- 4.2 In order to ensure that the complaints process remains current, relevant and user friendly questionnaires were sent to 32 complainants, whose complaints were received between 1 October 2015 and 30 September 2016.
- 4.3 Not all complainants from this period were contacted, for example cases where the service user has passed away, or where the complainant still has open complaints with the department.
- 4.4 12 responses were returned in total, which amounts to 38%. The statistics below relate solely to the 12 returned responses. 5 were returned anonymously, and 7 provided their name and address. The results of this survey are included at Appendix 3.
- 4.5 An example of a complaint which was successfully resolved is given below.
- 4.6 A complaint was received from an individual, Mrs K, regarding the debt recovery letters she had received. Mrs K had set up a standing order to make payments on the 2nd of each month but was still receiving reminders; in some cases the reminders were received within a few days of a payment having been made.
- 4.7 In response to the concerns raised Mrs K received a full explanation of the debt recovery process, which had been applied correctly. Mrs K was also advised about the differences between standing orders and direct debits, which should in future mean that debt recovery letters would not be issued if she choose to make this change.
- 4.8 After receiving the response to her complaint Mrs K contacted the Customer Care Team to confirm that she was satisfied with the outcome, and appreciated the clear and full explanation.

5.0 Compliments, comments, representations and complaints

- 5.1 Details relating to compliments, comments, representations, M.P enquiries, informal and formal complaints are considered in the following sections. The total number for each category of feedback for the previous three financial years is shown in Figure 1.

Comments on each type of contact received are given in the appropriate sections in this report



6.0 Compliments

6.1 470 compliments were received between April 2016 and March 2017. This is a 105% increase on the amount received for the previous year.

6.2 These compliments, as with previous years, refer primarily to two distinct areas: the high quality of service, and the helpful attitude of named staff members.

6.3 During the course of the year Service Directors have been writing to staff members who have received compliments from service users. This is done to recognise good practice and have been received positively.

6.4 Examples of Compliments Received:

“A big thank you for all the help and kindness given to me from all the team, and for all their support. My life is so much better now.”

[Disability Services]

“My social worker so kindly helped me to complete a carer’s assessment. She was so informative, understanding, considerate and respectful, I am very thankful for her support.”

[Older People’s Service]

“The social worker has been supportive and kind, and shown patience, understanding and professionalism throughout. He has gone out his way to do whatever he could to help.”

[Learning Disability Partnership]

“100% recommend the service, I couldn’t fault any part of it, I was explained things and was talked to, and could ask questions. Just carry on in the way you are now, smiles and caring all the while.”

[Reablement Service]

My views have been taken into account

[Older People’s Mental Health]

6.5 Figure 2 shows the compliments by service area in relation to the population receiving a service.

6.6 *Figure 2*

Service Area	No. individual clients receiving a service	No. compliments	Percentage of compliments per population receiving services
Learning Disability Partnership	1,643	33	2%
Disability Service	790	98	12%
Older People	4747	335	7%
*Mental Health	792	0	0
Total receiving Adult Social Care	7972	466	6%

6.7 Currently CPFT do not report on the number of compliments received; however the section 75 agreement between the two agencies is currently being revised and details about what feedback information is reported on by CPFT will be included in the revised agreement.

6.8 Some service areas may change in the next reporting period, 2017 to 2018, due to changes in organisational structure and line management responsibilities.

6.9 4 compliments were received in relation to other services which do not have a base of clients; these were Customer Care, Contracts, Equipment Services and the Multi-Agency Safeguarding Hub.

There has been a 105% increase in the number of compliments received this reporting year in comparison to the last reporting year.

7.0 Comments and enquiries

7.1 There were 56 comments and enquiries received between April 2016 and March 2017. This is an increase of 75% on the number of comments and enquiries recorded for the previous year when 32.

were received between April 2015 and March 2016

7.2 Examples of comments and enquiries include:

- ◆ Comments about the wording of financial assessment letters.
- ◆ Comments about the wording of debt recovery letters.
- ◆ Enquiries regarding NHS services.
- ◆ Comments on the Council's use of the term 'Older People'.
- ◆ Comments about the voicemail message of an independent charity.
- ◆ Insurance claims.
- ◆ Asking for duplicate copies of correspondence.
- ◆ Enquiries regarding how to complain about charities or health services.
- ◆ Initial requests for a social care assessment.
- ◆ LGSS Helpdesk not answering calls promptly.
- ◆ Staff employment issues.
- ◆ Concerns about a service user supported out of county by another Local Authority.
- ◆ Carers Trust email address not working temporarily.

8.0 Representations

8.1 From April 2016 to March 2017 there were 4 representations. This compares to 5 representations received in the previous financial year.

8.2 Representations were received in relation to the following areas:

- ◆ The benchmark amount for residential care.
- ◆ Changes to leisure and transport funding.
- ◆ Supported living arrangements.
- ◆ Administration of medication.

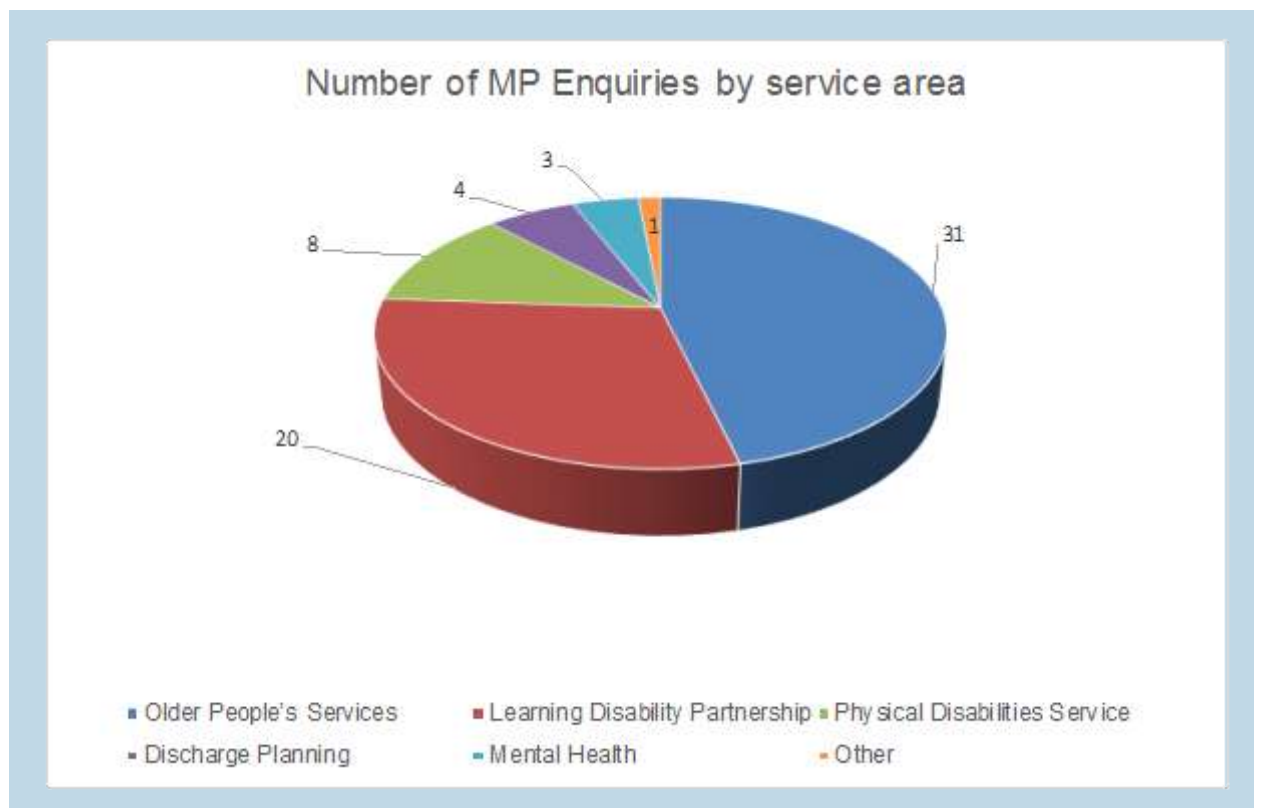
9.0 MP enquiries

9.1 67 MP enquiries have been received between April 2016 and 31 March 2017. This is a slight decrease of 14% from the previous year, April 2015 to March 2016, when 78 MP enquiries were received.

There has been a 14% decrease in the number of MP enquiries in comparison to the last reporting year

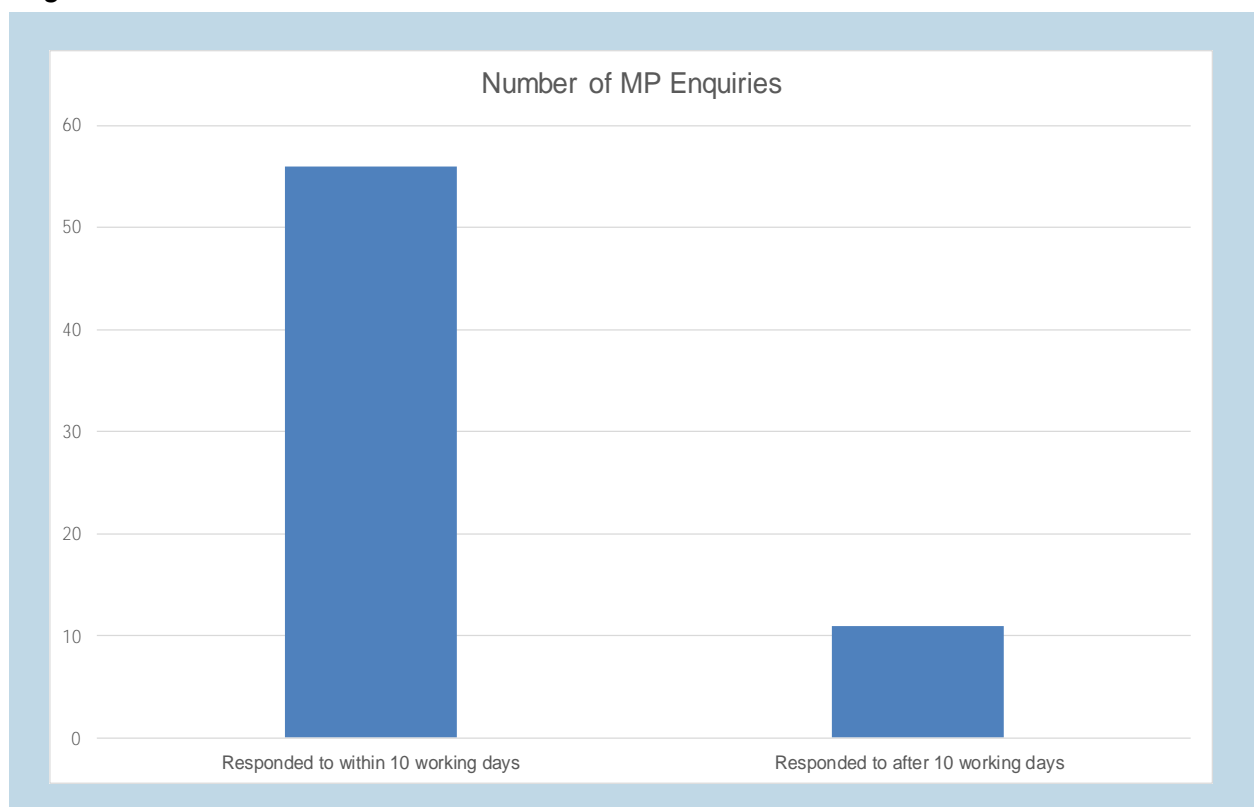
9.2 Figure 3 gives details of MP Enquiries by service area:

9.3 *Figure 3*



9.4 Figure 4 shows details of the number of MP enquiries responded to in timescale:

9.5 *Figure 4*



- 9.6 This is consistent with the previous year, 2015 to 2016, when 86% of MP enquiries were responded to within the 10 day timescale.
- 9.7 In cases where responses have been delayed a holding letter is sent to the MP to keep them informed.

10.0 Informal Complaints

- 10.1 Please note that during the course of the year the number of informal and formal complaints varies slightly. This is because on occasion a complaint is initially dealt with informally and then the complainant states that they wish for the complaint to be escalated and dealt with formally. Similarly some complainants wish their complaint to be dealt with formally and when initial remedial actions have been completed they then state that they wish to withdraw their complaint. In cases where the type of complaint changes the complaints records are amended accordingly. This report contains the final figures for both informal and formal complaints for 2016 – 2017.
- There has been a 42% decrease in the number of informal complaints.***
- 10.2 In 2016-17, there were 285 informal complaints received. This compares to 489 received in the previous financial year; a decrease of 42%
- 10.3 The reason for this decrease could be due to lack of recording of informal complaints. the Customer Care Team are working closely with Heads of Service to ensure that staff understand the importance of recording informal complaints.
- 10.4 Figure 5 shows the number of informal complaints received in relation to the major service areas and the total number of people receiving services.
- 10.5 *Figure 5:*

Service Area	No. individual clients receiving a service	No. Informal complaints	Percentage of Complaints per population receiving services
Learning Disability Partnership	1,643	35	2.10%
Disability Service (Including Adults and Autism Team)	790	7	0.90%
Older People	4747	243	5.10%
Mental Health*	792	0	0%
Total receiving Adult Social Care	7972	285	3.60%

*This figure also includes Older Peoples Mental Health

- 10.6 Many of the 285 informal complaints could have escalated to a formal complaint if they had not been dealt with in an effective and timely manner.
- 10.7 Dealing with complaints informally has resulted in complainants' concerns being resolved promptly and managers not having to be involved in lengthy investigations and providing reports to the Customer Care Team.

11.0 Formal Complaints

- 11.1 Emphasis is placed on ensuring that people wishing to make a complaint or provide feedback of any kind, can do so with ease and in a variety of ways. Guidance regarding how to provide feedback of any kind is provided on:

Cambridgeshire County Council's website (<http://www.cambridgeshire.gov.uk/complain>)

In addition how to make a complaint or provide feedback is explained by the Adult Support Coordinator /Social Worker during the assessment process and as part of that process the service user is given a factsheet that explains the process.

- 11.2 There were 140 formal complaints received in 2016-17.
- 11.3 Figure 6 gives details of the number of formal complaints received in the last 3 years and the comparative percentage rise/decrease.

- 11.4 *Figure 6:*

Financial Year	Number of complaints received	Percentage Rise from previous year
2014 - 2015	110	11%
2015 - 2016	118	7%
2016 – 2017	140	19%

- 11.5 Figure 6 demonstrates that the number of complaints has risen year on year. The difference between the number received in 2014- 15 (110) and the number received in 2016-2017 (140) is 30 a percentage rise of 27%.
- 11.6 22 more complaints were received in 2016-2017 than were received in the previous financial year a percentage rise of 19%.
- 11.7 Although the number of complaints received has increased during the last 3 financial reporting years, in relation to the percentage of complaints per population receiving services from 2014—2017 there has only been a 0.3% increase in formal complaints.

There has been only a 0.3% increase in the percentage of complaints per population receiving services

11.8 Figure 7: Number of formal Complaint received per quarter – 2016 -17

11.9 *Figure 7:*



11.10 The number of formal complaints received has increased in the latter two quarters of this reporting year.

11.11 Figure 8 shows the percentage of total complaints received in relation to the total population receiving Adult Social Care over the financial reporting year 2016—2017.

11.12 *Figure 8:*

Per Quarter	Percentage of total complaints in relation to total population receiving services
April - June 2016	0.5%
July - Sept 2016	0.5%
Oct - Dec 2016	0.6%
Jan - March 2017	0.5%

11.13 The average number of complaints received per quarter is 35. This compares to an average of 30 per quarter received in 2015-16 an increase of 5 (17%). The reasons for complaining are varied (for more detail on the reasons for complaining please see section 14.0).

12.0 Service Area Complaints

12.1 To give some perspective Figure 9 shows the number of complaints in relation to the major service areas and the total number of people receiving services.

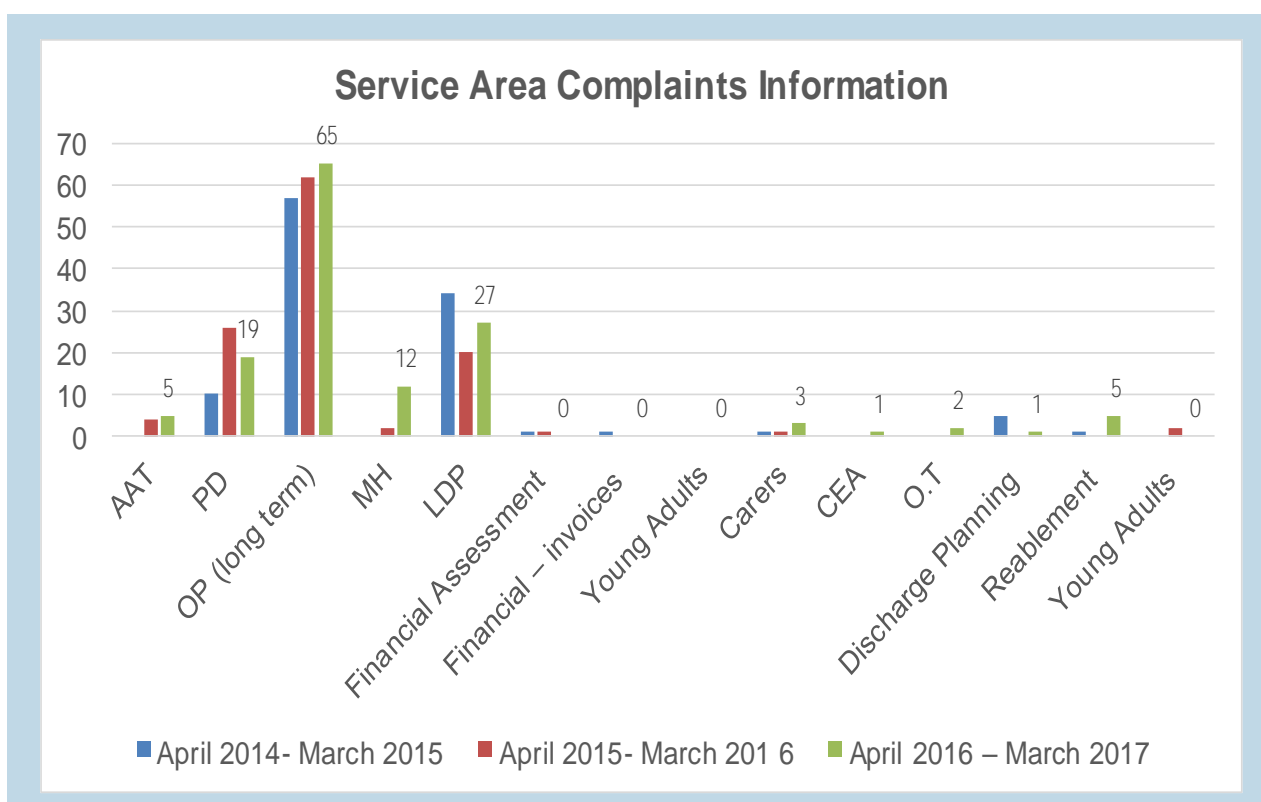
12.2 *Figure 9:*

Service Area	No. individual clients receiving a service	No. complaints	Percentage of Complaints per population receiving services
Learning Disability Partnership (including Young Adults)	1643	27	1.6%
Disability Service (Including Adults and Autism Team)	790	28	3.6%
Mental Health (including Older People's Mental Health)	792	13	1.6%
Older People (all services)	4747	72	1.5%
Total receiving Adult Social Care	7972	140	1.8%

12.3 1.8% of people receiving Adult Social Care Services complained about the services they received. This is marginally increased from the previous financial year when 1.5% of people complained.

12.4 Figure 10 shows the number of complaints received by each service area for the past 3 financial years .

12.5 *Figure 10:*



- 12.6 Whilst the number of complaints (65) for Older People's Services in 2016-17 is higher than any other service, it is important to set this in the context of the size of the population that the service area delivers to. Figure 9 shows that 1.5% of older people receiving services complained. This is similar to the percentage for other service areas.
- 12.7 The number of complaints for Older People's Services for 2016-17 has increased by 3 (5%) when compared to the previous year and by 8 (14%) when compared to 2014- 15. This reflects the general increase in the number of complaints received.
- 12.8 There is a rise in the number of complaints regarding Mental Health Services from 2 in 2015-16 to 12 in 2016-17. In 2015-16 the number of complaints regarding Mental Health Services was very low. Improved reporting and regular communication with the CPFT complaints teams can partly account for the increase in numbers. Continued monitoring and communication will give an indication of whether or not this is a sustained rise or a one off.
- 12.9 Once consent has been obtained, complaints involving Mental Health Services and Social Care are discussed with the partner organisation and it is decided which organisation will lead. The complaint is then investigated and responded to using the lead organisation's complaint procedure.
- 12.10 The number of social care complaints (Adults) reported by the Council that relate to Mental Health and Occupational Therapy (OT) services occasionally differ slightly from the number reported by Cambridgeshire and Peterborough Foundation Trust (CPFT). These variations are due to the different ways in which some complaints are categorised.
- 12.11 The Customer Care Team (CCC) and CPFT Complaints team meet on a quarterly basis to discuss issues such as information sharing, consent and individual complaints.
- 12.12 When comparing the number of complaints for Learning Disability Services for 2016-17 (27) with those received in the previous financial year (20) there has been an increase of 7 (35%) .
- 12.13 The LDP more than any other service area has complainants who make more than one complaint about different issues over the course of a year. In 2016-17 1 complainant made 3 separate complaints and another complainant made 2 complaints. This could be due in part to the needs that some services users with Learning Disabilities have and the arrangements to meet the needs.
- 12.14 There is a decrease of 7 (27%) in the number of complaints for Physical Disability (19) Services received for 2016-17 when compared to the previous financial year (26). There is no discernible reason for this decrease.
- 12.15 There are relatively few complaints solely about discharge planning services , only 1 in 2016-17, which was a complaint that was jointly investigated with Addenbrookes hospital.

There has been a 27% decrease in the number of complaints for Disability Services

- 12.16 There were no complaints about Reablement services received in 2015-16 and 5 received in 2016-17. Reablement staff have received Customer Care training during the course of the year to ensure that they are aware of how to process the feedback they receive and improved reporting could partly account for the increase in the number of Reablement complaints.

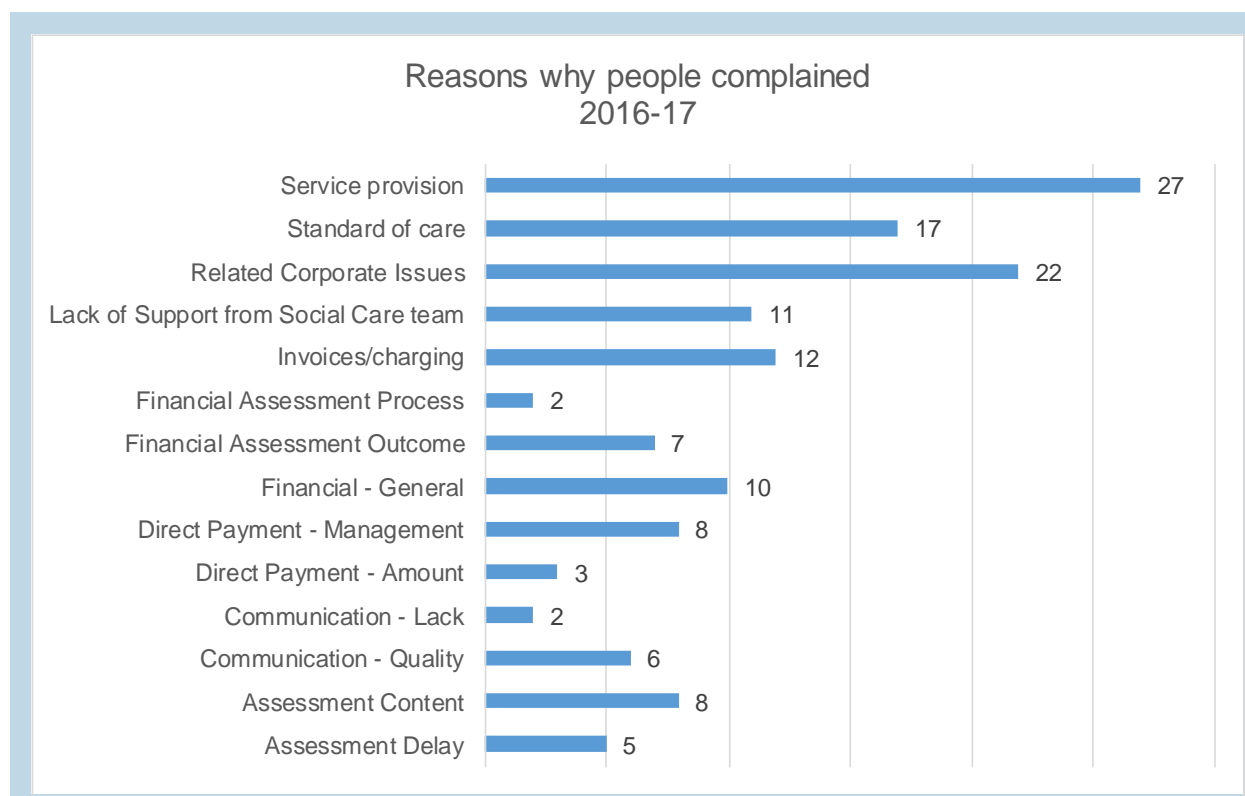
13.0 Comparative Data

- 13.1 Information about complaints received by similar Local Authorities is co-ordinated and disseminated by the Customer Relations Team, Adult Social Care, Surrey County Council. This information is received approximately half way through the course of the following year. It is expected that the data for 2016-17 will be published later this year.
- 13.2 Comparing the 118 complaints received in 2015 -16 by Cambridgeshire with the average number of complaints (177) received by comparator councils, Cambridgeshire's number is 59 (33%) lower.
- 13.3 This comparison is not entirely legitimate as there is a range of different arrangements for dealing with complaints within the Local Authority comparator group, which affects the number of complaints received. For example some local authorities deal with Adult and Children's Social Care complaints together and their figures include both types of complaint. Whilst others who deal with Adult and Children's complaints separately have provided a figure solely for adult complaints. Other authorities have included corporate complaints and/or MP enquiries in the statistics provided.

14.0 Reasons for Complaints

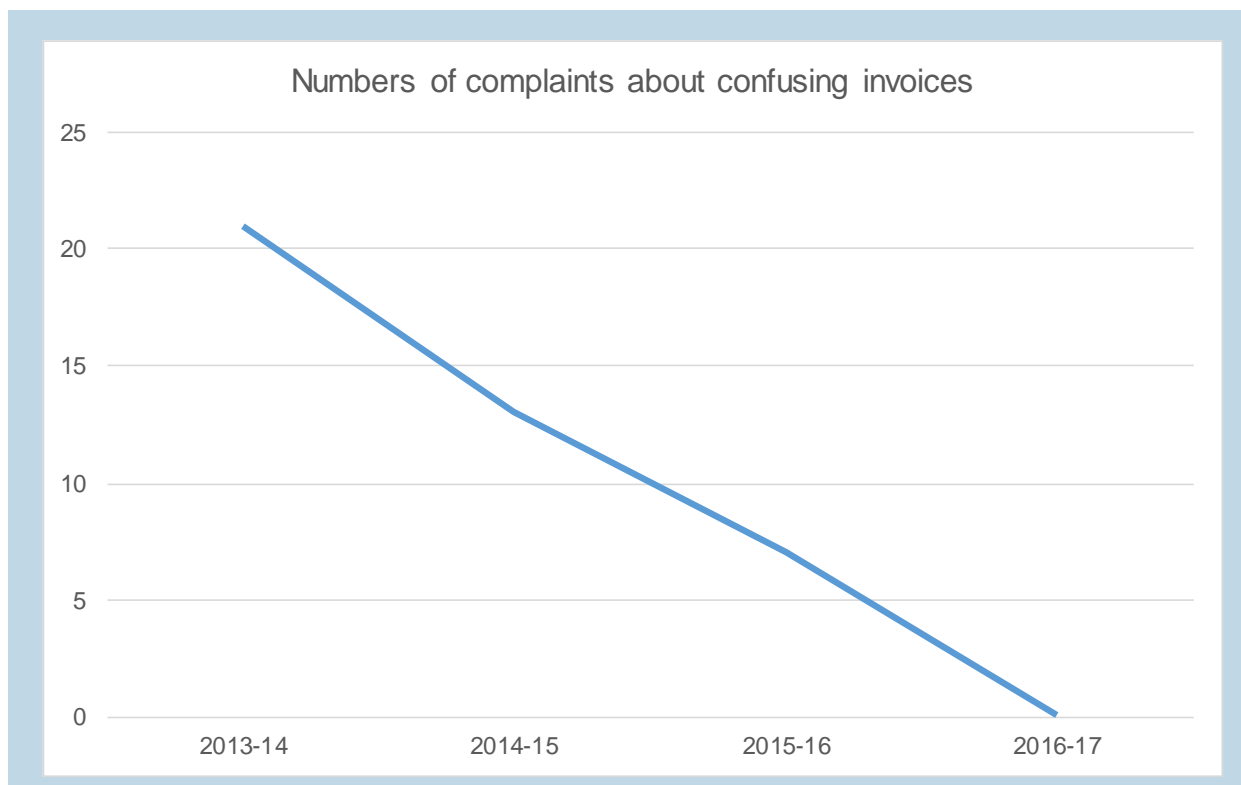
- 14.1 Figure 11 gives details about the reasons why people complained

- 14.2 *Figure 11*



- 14.3 More people complained about issues relating to service provision 27 (19%) than for any other reason. There has been a slight rise (3) when the number of complaints (27) about service provision for this year is compared with the previous year (24) a percentage rise of 13%. The term 'Service Provision' covers a number of issues, for example lack of support regarding specialised needs, the amount of support provided, who the support is provided by and the withdrawal of support.
- The most common reason for complaining relates to service provision*
- 14.4 3 complaints about service provision referred to a reduction in service.
- 14.5 17(12%) complaints were received about the standard of care delivered. This is very similar to the number (16) of complaints received in the previous year. All 17 complaints about the standard of care referred to the care provided by independent providers. For more details on complaints about independent providers please see section 15.
- 14.6 There were a total of 31 (22%) complaints, which referred to financial issues. 10 (7%) of these complaints were about general financial issues such as communication and the time it took to complete an assessment. 7 (5%) of these complaints were about the outcome of the financial assessment. 12 (9%) complaints were about invoices. Issues that are often included in complaints about financial assessments relate to people being confused about the cost of care and disputes about the individual amount of Disability Related Expenditure.
- 14.7 There were 26 complaints received about financial issues in 2015-16 when compared to the number of complaints (31) received this financial year there is an increase of 19%.
- 14.8 It is difficult to attribute a single reason for the increase in complaints about financial issues as the detailed reasons for these complaints vary. For example people have complained about: the amount of their personal contribution, disability related expenditure, invoices being sent when the account has been settled and communication and delays.
- 14.9 The automatic issuing and tone of debt recovery letters continues to be an issue. The issues regarding invoices primarily related to soft reminder letters being received when the account had been settled and the tone of recovery letters. However, following previous feedback received through complaints, changes in the process have been made. The number of complaints about the tone of debt recovery letters has decreased following these changes. This feedback is continually monitored and Adult Social care staff and officers from Local Government Shared Services (LGSS) are working on further changes which will take account of the feedback received.
- The number of complaints about soft reminder letters has decreased*
- 14.10 In 2013 -14 there was a high number (21) of complaints about confusing and hard to understand invoices. Details of these complaints were given to the Adult Social Care Practice Development Manager and this information was used in developing a revised contributions policy.
- 14.11 Figure 12 shows the decrease in complaints about confusing and hard to understand invoices.

14.12 *Figure 12*

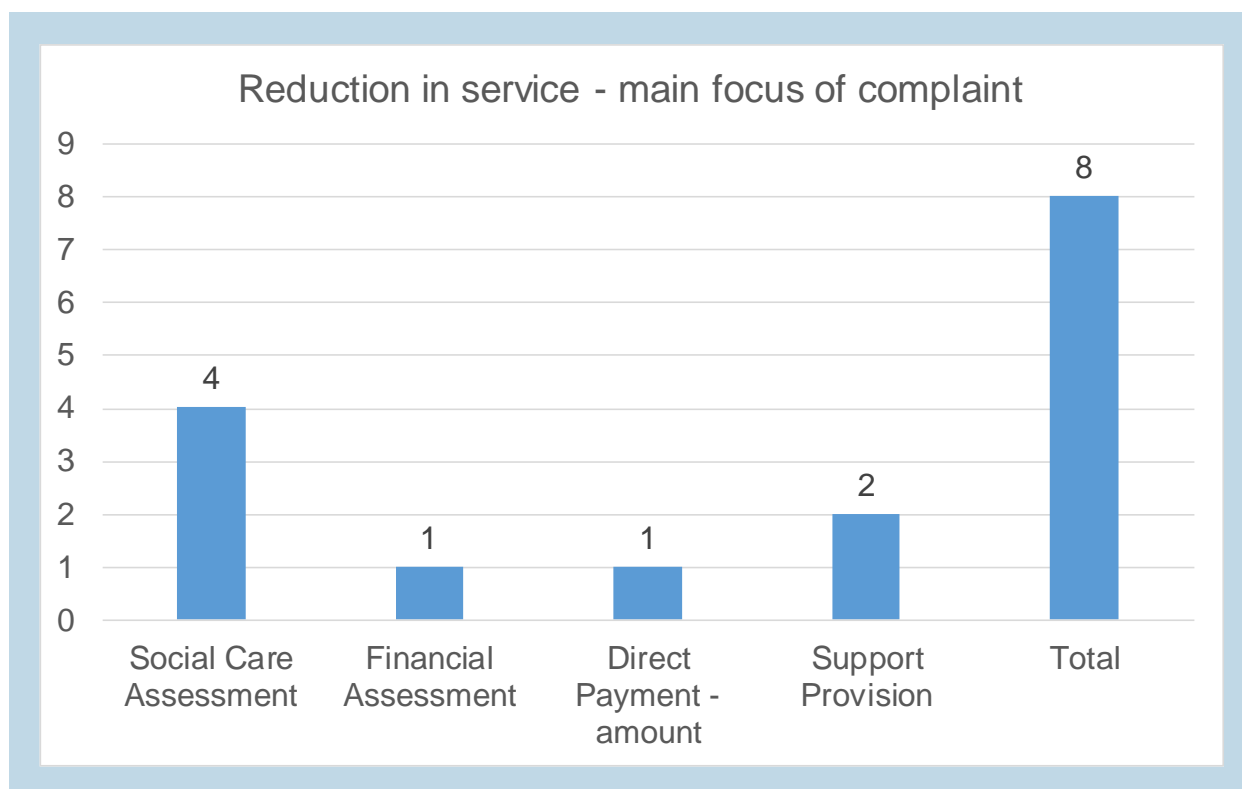


- 14.13 Following changes to the contributions policy in 2014 the number of complaints about confusing and hard to understand invoices has decreased steadily. This is an example of how feedback from customers can be used to develop services.
- 14.14 There were 8 (6%) complaints about communication issues. The details of the complaints varied from a complaint about the length of time it took to confirm care arrangements, to confusion about care provision. The number of complaints about communication issues is relatively low; however communication issues often form a small part of a complaint about other issues.
- 14.15 There were a total of 13 complaints about social care assessments for 2016-17, this compares to 7 received in 2015-16, an increase of 6 (86%).
- 14.16 The category of lack of support from social care teams was introduced in the second half of 2016-17 to assist with the continuous improvement of services. previously complaints of this nature were included in the general category of Service Provision. As yet there is no comparable data available. Communication issues such as lack of updates are often involved in complaints of this nature.
- 14.17 11(8%) complaints were received about lack of support from the social care team. Out of 11 complaints about lack of support from the social care teams 2 were upheld.
- 14.18 There were 11 (8%)complaints in total about direct payments, this compares to 8 received in 2015-6 an increase of 38%

14.19 22 (16%) of the complaints received were about social care and corporate issues. Corporate issues refer to complaints that relate to a named staff member and in the complaints received in 2016-17 the social care issues were about delays and lack of communication. In such cases, to ensure that the complainant has a cohesive response to their complaint, the complaint is processed as a social care complaint and the complainant receives one response that covers all areas of their complaint. Although these complaints involve a named staff member the staff member is very often the focus when the individual is unhappy with the processes involved. Issues such as the outcome of the assessment are often integral to complaints that involve a named staff member.

14.20 With regard to recent policy changes that could mean a reduction in service there were 8 (6%) complaints that referred in part to a reduction of service. There were 2 complaints received per quarter in the second and third quarters of 2016-17 and 4 in the final quarter. Each of these 8 complaints were primarily focused on one area of concern but in part referred to a reduction of service. A breakdown for the main reason for complaining is given below in Figure 13.

14.21 *Figure 13*

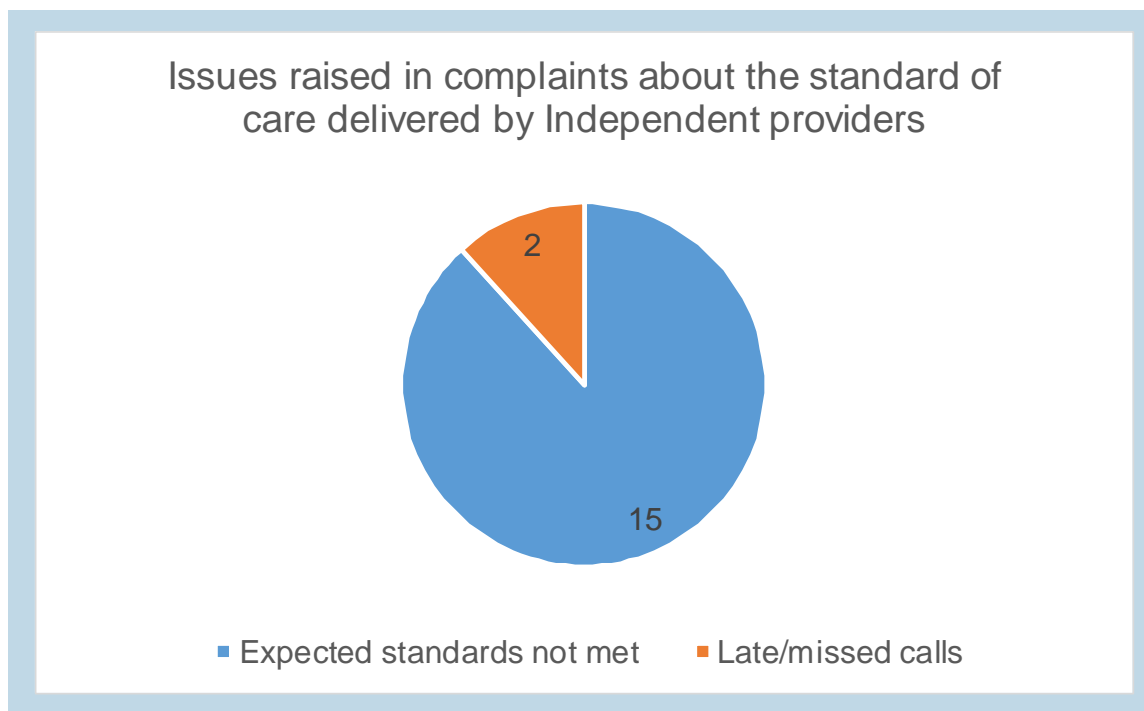


15.0 Complaints about Independent Providers

15.1 Complaints that refer to Independent Sector Providers are investigated by the locality team manager. The responses to the complaints about practice are copied to Heads of Service.

15.2 Complaints and responses to complaints involving independent care providers are copied as a matter of routine to the appropriate Contracts Monitoring Manager.

- 15.3 There were 19 (14%) complaints that referred to the provision of care by an independent provider. This is one less complaint about independent providers than was received the previous year.
- 15.4 17 of these 19 (90%) complaints were about the standard of care provided by independent providers. Of the remaining 2 complaints 1 referred to invoices from the provider and the other was about communication.
- 15.5 Figure 14 gives details of the specific standard of care issues in complaints about the service provided by independent providers.
- 15.6 *Figure 14*



- 15.7 The most common reason for complaining was the expected standards not being met. This refers to a number of different issues such as hygiene issues and lack of support with food.

16.0 Complaint Responses

- 16.1 The Adult Social Care complaints process specifies that complaints should be acknowledged within 3 working days and responded to within 25 working days. If there are mitigating circumstances for exceeding this time frame then a written explanation is sent to the complainant. All formal complaints were acknowledged within 3 working days.
- 16.2 Figure 15 shows that between April 2016 and March 2017, 114 (58%) were responded to within 25 working days, while there were 26 (19%) complaints where the response took longer than 25 working days.

16.3 The reasons for the extensions were:

- Complex case involving a number of historic issues.
- Delays in receiving information from external organisations.
- Extended to allow for a social care review or reassessment during the investigation.
- Complex cases involving other organisations, or multiple teams within the Council.
- Difficulties obtaining consent and engagement from the family.
- Time needed to include a mutually agreed meeting with the complainant.
- Complainant raised additional concerns during the investigation.
- Needed to interview staff member who was absent from work.
- Complaints involving Safeguarding investigations.

16.4 *Figure 15*

Response Times	Number of Complaints
Acknowledged to within 3 working days	140 (100%)
Acknowledged after 3 working days	0 (0%)
Response sent within 25 working days	114 (81%)
Response sent after 25 working days	26 (23%)

16.5 Complaint outcomes are recorded using the following definitions

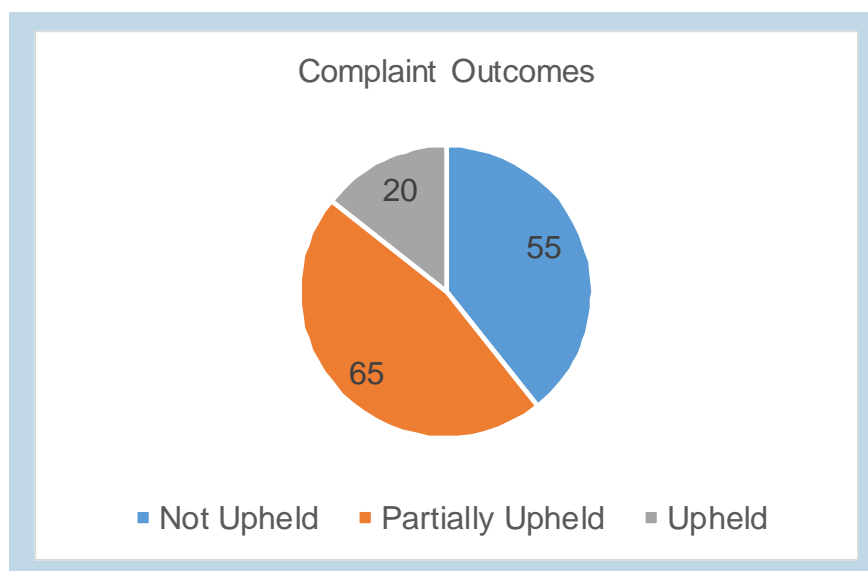
Upheld – all issues raised in the complaint required remedial action to rectify the situation and prevent a similar issues arising in the future.

Partially upheld – at least 1 issue in the complaint required remedial action

Not upheld – none of the issues raised required remedial action

16.6 Figure 16 gives details of the number of complaints upheld, partially upheld and not upheld.

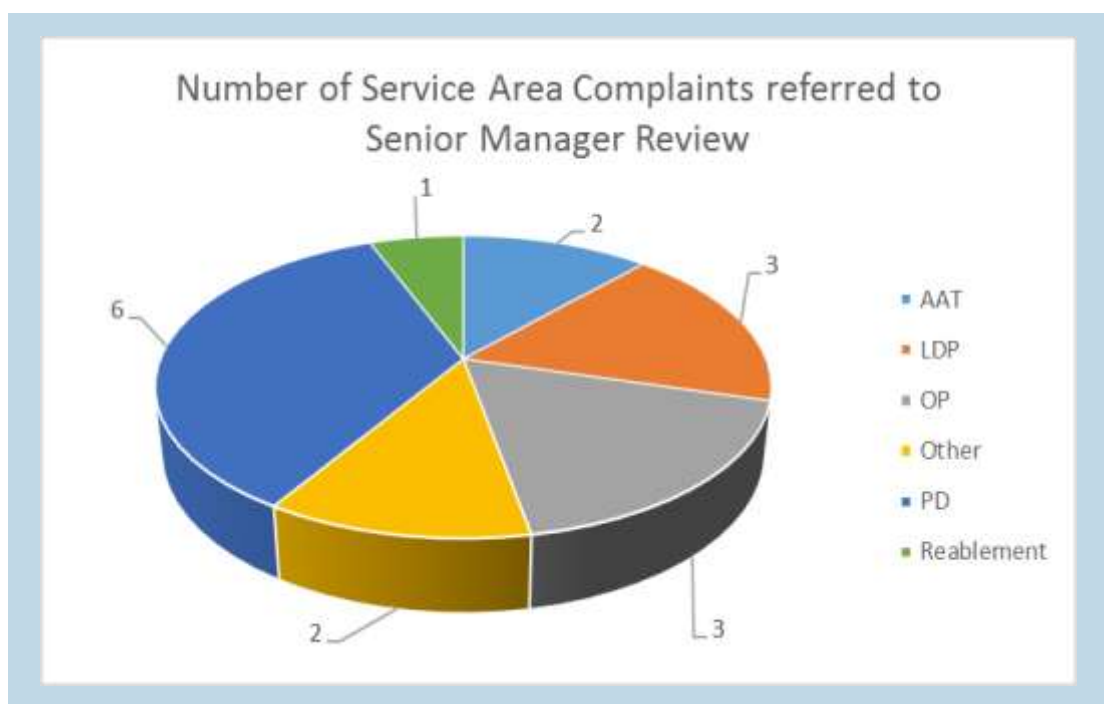
16.7 *Figure 16*



- 16.8 85 (61%) complaints were either upheld or partially upheld. In terms of percentages this is very consistent with previous years, as 76 (64%) were either upheld or partially upheld in 2015/2016 and 65 (65%) were either upheld or partially upheld in 2014/2015.

17.0 Senior Manager Reviews

- 17.1 As from this reporting year (April 2016 to March 2017), the Customer Care Team are now reporting on *completed* Senior Management Reviews (SMRs). This differs from previous recording years when the Customer Care Team reported on the number of Senior Management Reviews that were in progress within the reporting year. As Senior Management Reviews can carry over a reporting year, the decision was made to report only on *completed* Senior Manager Reviews to provide consistency.
- 17.2 As part 2 of the complaints process, complaints can be reviewed by a Senior Manager. From April 2016 to March 2017, 17 Senior Management Reviews were completed (approximately 12% of formal complaints). 4 of these Senior Management Reviews were carried over from the previous reporting year.
- 17.3 In the 2015 - 2016, 13 (11%) formal complaints were reviewed by a Senior Manager. This is an increase of 4 Senior Management Reviews since the last reporting year.
- 17.4 It follows that the increase in the number of complaints could correlate with an increase in the number of complaints progressing to the second part of the Adults Complaints process. The Customer Care Team will continue to monitor this.
- 17.5 Before agreeing that a complaint will be reviewed by another Senior Manager every effort is made to resolve the complaint using other methods such as providing additional information and/or offering to meet with the complainant.
- 17.6 Figure 17 gives details of the service area that the complaint reviewed by a Senior Manager relates to.
- 17.7 *Figure 17*



*Other Category – Complaints that have crossed over more than one service area.

17.8 Of the 17 complaints that were reviewed by a Senior Manager: 2 were Upheld, 10 were Partially Upheld and 5 were Not Upheld.

17.9 The majority of complaints that were referred to Senior Management for a review were related to finances or the outcomes of assessments.

**76% of Senior
Management
Reviews were
completed within
timescale.**

17.10 Previously, there were no definitive timescales by which a Senior Manager Review had to complete a review. When the Adult Social Care Complaints Policy was reviewed in July 2016 a timescale of 3 months to complete a Senior Manager Review was introduced.

17.11 From April 2016 to March 2017, 13 (76%) Senior Management Reviews were completed within 3 months. This figure includes April to July 2016 when no timescale was in place. The Customer Care Team will work with Senior Managers to continue to improve the number of reviews that are completed within timescale.

18.0 Local Government Ombudsman (LGO)

18.1 Whereas Senior Managers and the Customer Care team always strive hard to resolve a complaint there are times when the complainant chooses to go to the LGO. It isn't possible to predict how many complainants will choose to go to the LGO within a given time period and the numbers do fluctuate.

18.2 During 2016 the Parliamentary and Health Services Ombudsman (PHSO) and the LGO formed a joint team to investigate complaints with health and social care issues.

18.3 LGO complaint investigations can span over a reporting year. In order to provide consistency, as of this reporting year (2016/17) the Customer Care Team will now be reporting on *completed* LGO investigations rather than those that have been referred or are still in progress.

18.4 The Local Government Ombudsman (LGO) issued 4 final decisions on complaints about the Council's Adult Social Care services. This is a decrease of 4 (50%) when compared to the previous financial year 2015/2016.

18.5 Figure 18 shows the decisions reached by the Ombudsman on complaints managed by Cambridgeshire County Council Adult Social Care.

18.6 *Figure 18*

2016-2017	Service Area				Outcome
	LDP	PD	OP	MH	
April – June	0	0	0	0	
July - Sept	1	1	1	0	1 No fault
					1 No investigation
					1 Partly upheld
Oct - Dec	0	0	0	1	1 Partly upheld
Jan- March	0	0	0	0	
Total	1	1	1	1	Overall total 4 complaints referred to the LGO

18.7 A Mental Health (MH) complaint that was investigated by the LGO involved both health and social care issues and was investigated by the joint PHSO and LGO Team. This complaint was partly upheld by the LGO and involved actions taken by CPFT and the Council.

18.8 As a conclusion of this complaint investigation, the LGO recommended the Council pay £4000 to the complainant for the distress and inconvenience caused by delays in arranging support and apologise. The Council were not found at fault in relation to the support Miss T received from placements.

18.9 1 investigation found the Council was not at fault.

18.10 1 investigation was partly upheld. There was fault in a missed visit to Mrs B and in the Council's communication to Mr B about it. The Council apologised for those faults. The Council were not found at fault in the timing of the of the bedtime visit to Mrs B or in the Council's response to the request to move it later. No further action was warranted.

There was a 50% decrease in the number of referrals made to the Local Government Ombudsman in comparison to the last reporting year.

- 18.11 1 referral to the LGO was not investigated as the LGO had previously investigated the issues raised.

19.0 Specific Learning from Complaints

- 19.1 Issues raised in a complaint about an independent provider included medication errors, staff attitude and shortened care calls. The investigation into this complaint has resulted in:
- Arrangements being made for the carers to call into the agency to log their arrival and departure times.
 - Staff attending Medication training.
 - Staff attitude is being monitored by the contracts team.
- 19.2 A complaint about the Reablement service highlighted the need to have very clear communication about charges. Reablement processes and paperwork have been amended to ensure that information about charges is clearly explained. This paperwork includes a clear service user agreement which ensures that all parties know what and how services will be provided.
- 19.3 A complaint was received about a person who required time specific calls to meet their diabetic needs. The care staff were unaware of the need for a time specific call, and the complaint was made after a late care visit. As a result of the investigation the need for staff to receive accurate information about time specific calls was identified and actioned.
- 19.4 A complaint about someone who needed a service following a hospital admission was investigated by the complaints team at Addenbrookes Hospital. The Council contributed to the complaints response with information about actions taken by several of its teams. Learning from this complaint involves the Discharge Planning Service Manager ensuring that Discharge Planning teams clearly communicate to the service user when their involvement ends.
- 19.5 A complaint was received in which one of the issues was the length of time it took to carry out a mental capacity assessment (MCA). The delay happened as a result of a staff member leaving their employment with the Council. This task was not immediately reallocated. To avoid a similar situation occurring again there is now very close monitoring of staff workload; this means that when someone is leaving any key tasks are redistributed to other team members and delays avoided.
- 19.6 The executor of the estate of a woman who had been receiving care contacted the Council to complain that after she had sent a cheque for full and final payment for care fees, which the Council returned to her, she subsequently received an invoice for the same amount. This was due to the time it had taken to make the necessary changes on the system. The Council apologised, cancelled the invoice and the manager is reviewing the processes to ensure relevant changes are made promptly.
- 19.7 In another complaint, a request for a review was made and temporary additional care agreed until the date of the review. Due to an administrative error the additional support was not implemented, this meant that the complainant was left waiting for support until the review of care took place. The additional support has now been agreed and the team manager is ensuring that staff give regular updates to people, so that they are aware of when their review will happen.

- 19.8 A complaint about the outcome of a review which had resulted in a smaller payment for a carer highlighted the need to review the adjusted carers support calculator. The investigation showed that the carer had not mentioned a number of important factors during the review. The payment was subsequently reviewed and a higher amount was paid to the carer. The Head of Disabilities and the Services Development Manager (Carers) agreed to look into any other cases of a similar nature and to ensure that the methodology for calculating carers' payments is clearly explained to carers.
- 19.9 A complaint investigation showed that a social care assessment and subsequent agreement for funding took longer than expected. In addition the complainant had had difficulties in finding out what progress had been made. As a result of this complaint the social care team have introduced a new process to manage outstanding work and are also asking business support staff (under supervision) to update families.
- 19.10 A complaint about a service provider and how they supported someone to get a prescription resulted in the introduction of a contingency plan for collecting prescribed medication.
- 19.11 A complaint about the length of time it took to carry out an assessment resulted in the social care team introducing a support tool to help social workers track and manage their workload.
- 19.12 A long delay before pursuing a debt formed one of the issues in a complaint. The new system of checking accounts which will be introduced later this year and this should prevent similar situations occurring.
- 19.13 As part of investigating a complaint it was apparent that although a copy of a Lasting Power of Attorney (LPA) had been provided it had not been validated by the Office of the Public Guardian. The team have now been made aware of the importance of checking that LPAs have been validated before acting on them.

*Financial processes
reviewed to ensure
charges are made
promptly*

20.0 Complaint Themes

- 20.1 The main reason for complaining in the last financial year has been service provision. The complaints about support provision referred to the amount and type of support provided.
- 20.2 In view of policy changes in the course of the year the number of complaints that refer in part to a reduction in a care package has been carefully monitored. The number of these complaints 8 (6%) is relatively low. Complaints relating to a reduction in a care package will continue to be monitored and reported on in the forthcoming year.
- 20.3 The importance of accurate and detailed recording is of paramount importance as it enables the Council to evidence its response to a complaint. Information on complaint themes is given to the Transforming Lives Practice Governance group who are currently reviewing Practitioner guidelines for effective record keeping.

- 20.4 In 2016-17 31 (22%) of complaints were about financial issues. Common themes in these complaints referred to people being confused about the cost of care, dissatisfaction with the amount they had to contribute and disputes about their individual Disability Related expenditure.
- 20.5 The automatic issue and tone of debt recovery letters has been a theme throughout 2016-17. Action taken during the year has contributed to a decrease in the number of complaints about debt recovery letters. Adult Social Care staff and LGSS staff are working on further amendments to the process of debt recovery.
- 20.6 Lack of provision from the social care team was introduced as a category in October 2016. It is too early to say if there are any common themes emerging from this category. This information will continue to be monitored and reported on in 2017-18 Customer Care reports.

Practitioner Guidelines are being reviewed to ensure effective record keeping

21.0 Conclusions

- 21.1 Compliments continue to increase year on year.
- 21.2 MP enquiries have decreased by 11(14%).
- 21.3 Service Provision and Financial issues continue to be areas that people are most concerned about.
- 21.4 Amendments to the issues of soft reminder letters as part of the debt recovery process have resulted in a reduction in the number of complaints about this issue. Further work continues in this area.
- 21.5 The number of complaints that refer to a reduction of service remains relatively low.
- 21.6 Accurate and detailed recording continues to be of paramount importance when responding to complaints

22.0 Recommendations

- 22.1 Customer Care team to monitor and report on the number of complaints and representations received that refer to reduced or changed services as a result of recent policy changes.
- 22.2 Adult Social Care Management Teams to approve this report for publication on the external website in line with the 2009 DOH Regulations.
- 22.3 Adults Committee to approve this report for publication externally in line with the 2009 DOH Regulations.

Appendices

Appendix 1

The definitions for compliments, comments, representations and complaints are set out below.

Compliment: a formal expression of satisfaction about service delivery by a service user or their representative.

Comment: any suggestion or remark made formally by a service user, their representative or a member of the public.

Representation: a comment or complaint about County Council or Government resources or the nature and availability of services.

Complaint: A concern or complaint is 'any expression of dissatisfaction that requires a response'. It is how the person raising a concern/complaint would like it addressed that helps define whether the expression of dissatisfaction requires an 'informal' or 'formal response'. It is therefore not always the complexity or severity of a concern/complaint that defines its formality or informality.

Informal complaint: any expression of dissatisfaction or disquiet about service delivery by a service user or their representative that can be resolved quickly and where the resolution is within the remit of the relevant team manager.

Formal complaint: any formal expression of dissatisfaction or disquiet about service delivery by a service user or their representative.

Corporate complaints: Corporate complaints are outside the legal scope of the NHS and Community Care Act i.e. complaints that refer solely to the behaviour of a named County Council employee. A corporate complaint is investigated and responded to by the line manager of the person who is being complained about.

Appendix 2

Explanation of Acronyms

ASCMT	Adult Social Care Management Team
AAT	Adult and Autism Team
BME	Black and Minority Ethnic
CCS NHS Trust	Cambridgeshire Community Services NHS Trust
CPFT	Cambridgeshire and Peterborough NHS Foundation Trust
CCT	Customer Care Team
DOH	Department of Health
EDT	Emergency Duty Team
FABA	Finance and Benefits Assessor
GP	General Practitioner
HSO	Health Services Ombudsman
LDP	Learning Disability Partnership
LGO	Local Government Ombudsman
MCA	Mental Capacity Assessment
MP	Member of Parliament
NFA	No further action
OP	Older People's Services
OPMH	Older People's Mental Health
OT	Occupational Therapy
PD	Physical Disabilities
PDSS	Physical Disabilities and Sensory Services
PHSO	Parliamentary Health Service Ombudsman
SS	Sensory Service

Appendix 3

User Experience Survey Results

(Period 1 October 2015 to 30 September 2016)

Questionnaires were sent to 32 complainants, whose complaints were received between 1 October 2015 and 30 September 2016. Not all complainants from this period were contacted, for example cases where the service user has passed away, or where the complainant still has open complaints with the department.

12 responses were returned in total, which amounts to 38%. The statistics below relate solely to the 12 returned responses. 5 were returned anonymously, and 7 provided their name and address.

As we carry out the survey several months after their complaints were logged, in order to allow time for the complaints to be fully closed, it may be that complainants are unable to remember some details. This would account for some of the unanswered questions and responses which conflict with our records.

Q.1 Which service area was your complaint about?

Service area	Number of responses received	Percentage %
OP	8	67
LDP	1	8
PDSS	1	8
Other: Debt Recovery	2	17

Q.2 Did you make the complaint as the Client, or Client's representative?

	Number of responses received	Percentage %
Client	2	17
Client's Representative	10	83

Q.3 Did you receive acknowledgement of your complaint?

	Number of responses received	Percentage %
Yes, received	10	83
No, not received	1	8
Not Answered	1	8

Appendix 3

Q.4 If 'Yes' to Q3 – Was this contact helpful?

	Number of responses received	Percentage %
Yes	10	83
Not Answered	2	17

Q.5 Did you receive a full written response in 20-25 working days?

	Number of responses received	Percentage %
Yes	8	67
No	4	33

3 of those who responded 'No' to question 5 did so anonymously, and so cannot be verified. 1 survey response included their name, and on checking their complaint file the response was issued within 25 working days.

Q.6 If 'No' to Q5 – Did you receive an explanation for the delay?

	Number of responses received	Percentage %
Not Answered	7	58
Yes	3	25
No	2	17

Q.7 Was the complaint resolved to your satisfaction?

	Number of responses received	Percentage %
Yes	7	58
No	3	25
Some of it	1	8
Not Answered	1	8

Q.8 Were you told how to take your complaint further?

	Number of responses received	Percentage %
Yes	8	67
No	2	17
Not Sure	2	17

Appendix 3

1 of those who responded 'No' to question 8 did so anonymously, and so cannot be verified. 1 survey response included their name, and on checking their complaint file the response did include the usual guidance for taking the complaint further.

Q. 9 Overall, how satisfied were you with the way your complaint was dealt with?

	Number of responses received	Percentage %
Very Satisfied	3	25
Satisfied	4	33
Fairly Satisfied	2	17