

ADULT SOCIAL CARE CUSTOMER CARE ANNUAL REPORT 2016-2017

To: **Adults Committee**

Meeting Date: **13 July 2017**

From: **Wendi Ogle-Welbourn, Executive Director: Children, Families and Adults Services**

Electoral division(s): **All**

Forward Plan ref: **N/A** *Key decision:* **No**

Purpose: **To present the Adult Social Care Customer Care Annual Report 2016 – 2017 to Adults Committee, providing information about the complaints, compliments, representations and MP enquiries and the learning from this feedback and actions taken to improve services.**

Recommendation: **Members of the Adults Committee are asked to:**

- a) Note and comment on the information in the Annual Adults Social Care Customer Care Report 2016/17**
- b) Agree to the publication of Annual Adults Social Care Customer Care Report 2016/17 on the Council's website**

<i>Officer contact:</i>	
Name:	Jo Collinson
Post:	Customer Care Manager
Email:	Jo.Collinson@cambridgeshire.gov.uk
Tel:	01223 715957
<i>Officer contact:</i>	
Name:	Liz Cook
Post:	Customer Care Manager
Email:	Liz.cook@cambridgeshire.gov.uk
Tel:	01223 699851

1.0 BACKGROUND

- 1.1 The Local Authority Social Services National Health Service Complaints (England) Regulations 2009 state that each Council has responsibility to publish an Annual Report containing information about the number of complaints received and the number of complaints upheld.
- 1.2 Cambridgeshire County Council collects and collates information on the compliments, comments, representations, MP enquiries and complaints received for Adult Social Care Services annually. This information is provided in the Adult Social Care Customer Care Report 2016 – 2017, attached at Appendix 1.
- 1.3 The Adult Social Care Customer Care Report 2016 – 2017 identifies themes to inform learning from complaints and sets out the actions taken to address these issues and improve practice.

2.0 ADULT SOCIAL CARE CUSTOMER CARE ANNUAL REPORT 2016-2017

- 2.1 The Annual Adult Social Care Customer Care Report 2016-2017 (Appendix 1) brings together the information on complaints, representations, MP enquiries and compliments received by the Council in respect of Adult Social Care services. This allows learning from complaints across all service areas to be identified and actions agreed to make improvements in services. The report also provides a comparison with previous financial years so that any changes in patterns can be highlighted and any actions to be taken considered.
- 2.2 The annual report is complemented by three quarterly reports that cover each of the first three quarters of the year. These reports are presented to the Joint Adult Social Care and Older People and Mental Health Directorates meetings to ensure oversight of the position throughout the year and for learning and actions to be taken forward without waiting for the annual report. The quarterly reports for 2016-17 have also been shared with Adult Spokes.
- 2.3 The annual report includes an Executive Summary that provides an overview of the content of the full report. Information on complaints from the summary has been used in the section below.
- 2.4 During 2016-2017 there were 285 informal complaints compared to 489 the previous year, a decrease of 42% (204) during the course of the year. The reason for this decrease could be due to actions taken to address informal concerns not being recorded. The Customer Care team are working with Heads of Service to ensure that informal complaints are recorded. Actions taken to address this issue include:
 - Simplified definition disseminated to Adult Social Care Teams
 - Emphasis on how to deal with informal complaints at all Complaints training sessions.
 - Discussions at Team Meetings.
- 2.5 There were 140 formal complaints in 2016-2017 compared to 118 the previous year an increase of 19% (22). 81% (114) were responded to within timescale and 14% (20) were upheld.

- 2.6 Reasons for delay in responses include complaints that involve Safeguarding of Adults investigations, where the complaint may have to be put on hold pending the safeguarding investigation, complexity of the complaint or waiting for consent from the person who is making the complaint or the person that the complaint relates to.
- 2.7 1.8% of the total population of Cambridgeshire who receive adult social care services complained (or someone complained on their behalf) about the services they received. The most common reasons for complaining are the provision of care and support (service provision), the standard of care, financial issues and complaints with related corporate issues.
- 2.8 Of the 140 formal complaints, 17 (12%) were reviewed by a Senior Manager as the complainants were dissatisfied with the first response. This compares to 13 (11%) complaints reviewed by a Senior Manager in the previous financial year.
- 2.9 Four complaint investigations were concluded by the LGO this reporting year. This is a decrease of 4 (50%) when compared to the previous financial year, 2015/2016. 2 were partially upheld, 1 was not upheld and 1 was not investigated.
- 2.10 When a formal complaint is received all the relevant information is investigated and analysed and with the consent of the individuals involved, the information is shared with the complainant. The investigation facilitates a decision about whether or not the complaint is upheld.
- 2.11 In contrast, the Council cannot assume that if a person has asked their MP for support they are automatically giving their consent for the Council to share personal information with their MP. Where consent is an issue the initial reply from the Council will contain as much information as possible, whilst complying with legislative requirements. A consent form is included with the reply so that the MP can obtain the consent of their constituent and also the service user. Once consent is received then a further, more detailed response is then sent.

3.0 Learning from Complaints

- 3.1 Emphasis is placed on learning from complaints. The response to a complaint will identify the actions to be taken to prevent a similar situation occurring again and any areas where the service provided could be improved. The Annual Report details learning from complaints received during the last year.
- 3.2 The learning from each complaint is collated and where there are similar issues raised in a number of complaints, a theme is identified.
- 3.3 The main themes in the complaints received in 2016-2017 related to the quality of the service provision and financial issues.
- 3.4 The themes in complaints about the service provided referred to issues such as the type of provision provided and delays.
- 3.5 The themes in complaints about financial issues referred to:
- Confusion about the cost of care

- Dissatisfaction with the amount of personal contributions
- Disputes about Disability Related Expenditure.
- Concerns about the issue and tone of debt recovery letters

3.6 The ways in which the learning from complaints and the themes is shared by the Customer Care team includes:

- Attendance at directorate management team meetings,
- Meetings with Heads of Service,
- Sharing feedback about commissioned services with the Contracts Team
- Emails to Heads of Service for cascading to their teams,
- Attendance at Transforming Lives Practice Governance Group
- The learning gained from specific complaints is shared at regular complaint training sessions for Adult Social Care Managers,
- Specific case studies which include learning from complaints investigated by the LGO are considered at training sessions that focus on how to respond to LGO investigations.

4.0 ALIGNMENT WITH CORPORATE PRIORITIES

4.1 Developing the local economy for the benefit of all

4.1.1 There are no significant implications for this priority.

4.2 Helping people live healthy and independent lives

4.2.1 The effective management of complaints which identifies learning promotes service improvements which support people to live healthy and independent lives.

4.3 Supporting and protecting vulnerable people

4.3.1 The investigation of complaints can help to recognise areas where there has been poor practice and provides opportunities to improve the care and support for the people supported by the Council.

5.0 SIGNIFICANT IMPLICATIONS

5.1 Resource Implications

5.1.2 There are no significant implications within this category.

5.2 Statutory, Risk and Legal Implications

5.2.1 Regular reporting and monitoring of complaint ensures that learning can be identified and implemented. This reduces future risks and contributes to the continuous improvement of services.

5.3 Equality and Diversity Implications

5.3.1 There are no significant implications within this category.

5.4 Engagement and Consultation Implications

5.4.1 All feedback is welcomed and offers opportunities for learning and action to be taken that can contribute to service improvement and is seen as an important part of engagement with service users and their families.

5.5 Localism and Local Member Involvement

5.5.1 There are no significant implications within this category.

5.6 Public Health Implications

5.6.1 There are no significant implications within this category.

Source Documents	Location
<i>The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009</i>	http://www.legislation.gov.uk/uksi/2009/309/pdfs/uksi_20090309_en.pdf