

CUSTOMER CARE ANNUAL REPORT: 1 APRIL 2018 – 30 APRIL 2019

To: Adults Committee

Meeting Date: 12 September 2019

From: Wendi Ogle-Wellbourn Executive Director, People and Communities

Electoral division(s): All

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

Purpose: To present the Adult Social Care Customer Care Annual Report 2018 – 2019 providing information about the complaints, compliments, representations and MP enquiries and the learning from this feedback and actions taken to improve services .

Recommendation: What is the Committee being asked to agree?
Members of the Adults Committee are asked to:

- a) Note and comment on the information in the Annual Adults Social Care Customer Care Report 2018/19
- b) Agree to the publication of Annual Adults Social Care Customer Care Report 2018/19 on the Council's website

<i>Officer contact:</i>	<i>Member contacts:</i>
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1. 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 2018– 2019, attached at Appendix 1.
- 1.2 The Adult Social Care Customer Care Report 2018 – 2019 identifies themes to inform learning from complaints and sets out the actions taken to address these issues and improve practice.

2.0 CUSTOMER CARE ANNUAL REPORT (ADULT SOCIAL CARE 2018-19)

- 2.1 The Annual Adult Social Care Customer Care Report 2018 – 2019 (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 Adult Social Care Directorate 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.
- 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 80 MP enquiries were received in 2018-19 compared to 44 received the previous year an increase of 36 (82%). To give some context the number of MP enquiries received in 2017-18 were much lower when compared to this year and previous years. The election in June 2017 may account, in part for the low number of MP enquiries received in 2017-18. When comparing the number of MP Enquiries received in 2016-2017 the overall increase is 19% (13) suggesting that this year's increase is unusual and may be related to elections.
- 2.5 To give some context 1% of people receiving services or a relative of a person receiving a service, asked their MP to make an enquiry on their behalf
- 2.6 During 2018-2019 there were 122 informal complaints, which compares to 343 received in the previous year, a decrease of 221 (64%). The reason for this decrease could be attributed to a lack of recording rather than a decrease in informal complaints

- 2.7 There were 183 formal complaints in 2018-2019 compared to 163 the previous year an increase of 20 (12%) and 76 (46%) complaints were upheld.
- 2.8 Reasons for delay in responses include:
- Complaints that involve Safeguarding of Adults enquiries, where the complaint may have to be put on hold pending the safeguarding enquiry
 - Difficulties in obtaining consent
 - Time needed to meet with the Service User
- 2.9 3% 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 assessments and the standard of care provided.
- 2.10 The support from social care teams is a category that covers a number of different types of complaint and more detail about reason for this type of complaint is given at 13.5. The type of support provided by social care teams is the most common reason for a complaint within the category of complaint; this often relates to the wishes of the family differing to the assessed social care needs for example the person/family member feels that residential care is needed when they have been assessed as needing domiciliary care support.
- 2.11 The main themes in the complaints received in 2018-19 related to:
- Support from the social care team, with particular reference to the type of support offered
 - Financial issues
 - Concerns about communication
- 2.12 Of the 183 formal complaints, 13 (7%) were reviewed by a Senior Manager as the complainants were dissatisfied with the first response. The report gives some context and concludes that the number of Senior Manager Reviews fluctuates over time (17.4). The increase in the number of Senior Manager Review can be seen in a positive light as it allows for additional scrutiny and can prevent escalation to the Local Government Ombudsman for investigation.
- 2.13 8 complaint investigations were concluded by the Local Government Ombudsman (LGO) this reporting year. This is an increase of 5 (60%) when compared to the previous financial year. 3 complaints were not upheld and the remaining 5 were upheld.
- 2.14 In January 2019 representatives from Adult Social Care and Democratic Services met with the Assistant Ombudsman for Cambridgeshire this was a very positive meeting and helped to develop officers' understanding of the LGO's approach to complaints. For more detail please see 18.9

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 (Section 19)

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 other complaints, a theme is identified.

3.3 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
- Attendance at Practice Governance Board
- Meetings with Heads of Service,
- Sharing feedback about commissioned services with the Commissioning Team
- Emails to Heads of Service for cascading to their teams,
- 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 practice learning sessions that focus on how to respond to LGO investigations.

4.0 ALIGNMENT WITH CORPORATE PRIORITIES

4.1 A good quality of life for everyone

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

4.2 Thriving places for people to live

4.2.1 There are no significant implications for this priority.

4.3 The best start for Cambridgeshire's Children

4.3.1 There are no significant implications for this priority.

5.0 SIGNIFICANT IMPLICATIONS

5.1 Resource Implications

5.1.1 There are no significant implications within this category

5.2 Procurement/Contractual/Council Contract Procedure Rules Implications

5.2.1 Any individual complaints that raise issues about independent providers are shared with the Commissioning team.

5.3 Statutory, Legal and Risk Implications

5.3.1 The investigation of complaints can help to recognise areas where there has been poor practice and provides opportunities to improve the care and support people supported by the Adult Social Care

5.4 Equality and Diversity Implications

5.4.1 There are no significant implications within this category

5.5 Engagement and Communications Implications

5.5.1 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.

5.6 Localism and Local Member Involvement

5.6.1 There are no significant implications within this category

5.7.1 Public Health Implications

There are no significant implications within this category

Implications	Officer Clearance
Have the resource implications been cleared by Finance?	Yes or No: N/A Name of Financial Officer:
Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the LGSS Head of Procurement?	Yes or No: N/A Name of Officer:
Has the impact on statutory, legal and risk implications been cleared by LGSS Law?	Yes or No: N/A Name of Legal Officer:
Have the equality and diversity implications been cleared by your Service Contact?	Yes or No: N/A Name of Officer:
Have any engagement and communication implications been cleared by Communications?	Yes or No: N/A Name of Officer:
Have any localism and Local Member involvement issues been cleared by your Service Contact?	Yes or No: N/A Name of Officer:
Have any Public Health implications been cleared by Public Health	Yes or No: Name of Officer:

Source Documents	Location
None	