COMPLAINTS, COMPLIMENTS AND FOIs REPORT – ADULTS

Annual Report

1 April 2015 - 31 March 2016

1. Headline Facts for the year:
    105 complaints were received during the year.
    61 comments were received.
    682 compliments were received.
    114 FOIs in total were logged concerning Adult Social Care.

2. Introduction
This report provides a summary of the complaints, comments and compliments considered under the complaints representations procedures. It also summarises the requests to Adults Social Care services under the Freedom of Information Act and Access to Records (Data Protection Act).

This report relates to representations and requests dealt with during the 2015/2016 financial year (1 April 2015 to 31 March 2016).

3. Complaints – Learning Points
Complaints are a valuable source of information. They can help to provide an in depth picture of how services are performing and can help to identify recurring or underlying issues so that improvements can be made. Learning from complaints can be looked at in conjunction with other performance measures, eg customer satisfaction surveys, as a means of preventing future problems and improving the customer’s experience.

It is important to capture information relating to complaints to enable analysis to identify the causes, to record the learning from complaints and to have a record of the action which has been taken to prevent recurrence in the future.

In order to do this Adult Services have implemented an Action Plan, based on the areas of learning identified in the Complaint Investigation Record completed by managers when they have investigated complaints. The Action Plan is reviewed by Senior managers who identify a suitable lead to implement the required learning and the timescale for completion. Since the introduction of the Action Plan a number of improvements have been made to improve the service provided and reduce the risk of further complaints, eg:

- The final billing process following the death of a service user has been reviewed.
- Staff have been reminded about the importance of introducing themselves to service users and their families when a new care manager has been allocated.
- Workers have been reminded about the importance of regular communication with families, particularly where there are delays, eg with Panel applications, with placements.
- Discussions have taken place in staff supervisions about the need to prepare thoroughly for assessment visits and to arrive in good time.
- Processes have been improved when staff go off on long term sick leave. Cases are reallocated and families are contacted to update them.

Consistent with previous years, most complaints related to Charging, Communication and Care Plans.

4. Compliments
Most of the compliments received were for Care4CE staff and related to the support provided by carers and the attitude of the carers.

A number of compliments received by other teams related to the way complex information and processes were communicated to service users and their families. Many of the compliments received by the social work teams related to the assistance provided in arranging placements. 682 compliments were received in total for the year - this compares to 669 in the previous year.

5. Comments
61 comments were received for this period. Many of these were concerns which the service user wanted to be dealt with promptly without going through the complaints procedure, eg invoice queries. If a concern is dealt with efficiently, formal complaints can often be avoided.

6. Freedom of Information Requests
114 FOI Requests were received in the year, 17 up from the previous year.

7. Access to Records Requests
24 requests were received and logged as Data Protection requests. In addition 47 retrospective Continuing Healthcare claims were responded to, from Health during this period.

8. Comparative Data from 2012 -2016 (Number of Complaints/FOI Requests received)

![Comparison Chart](image)

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