

Appendix 1 **Adult Social Services**

Summary of complaints received across service areas (2013-14)

Older People Care Management

11 complaints were received at Stage 1 of the complaints procedure (compared to last year's 9), ranging from issues with individual packages of care to an individual's case management. Issues with packages of care meant individual cases being reviewed and, where appropriate, new arrangements put into place. Complaints regarding case management resulted in apologies being made where it was acknowledged that we could have done better and personal circumstances remedied where appropriate.

All complaints were resolved by Managers - no complaints progressed to Stage 2.

Older People – Intake and Reablement

7 complaints were received at Stage 1 (compared to last year's 5) that included Hospital Social Work, day centres, residential homes, Reablement and First Contact. Their themes included standard of care and issues around case management. Where appropriate, complainants received an apology if the quality or level of service fell below expectation.

All complaints were resolved by Managers - no complaints progressed to Stage 2.

Financial Assessment

5 complaints were received at Stage 1 regarding individual level of charges. One complaint resulted in charges being recalculated and an apology made. The outcome from the other 4 complaints found the charges were correct: further explanations were provided as to how each charge had been calculated and what they included.

One complainant remained dissatisfied and the matter progressed to an independent investigation at Stage 2 of the procedure. The complaint was not upheld, the charges were indeed correct and the complainant was advised how they should repay the outstanding debt over an agreed period of time. The complainant did approach the Ombudsman appealing the decision, but they turned the request down as they agreed with the Department's calculations and the investigation's finding.

Independent Sector

9 complaints were received by the Department (the same number as last year) in relation to independent sector care providers (residential homes and domiciliary care agencies). They all related to the quality and standard of care provided by homes/agencies. Where relevant apologies were made by the home/agency if the standard of care had fallen short of acceptable standards, the service user's personal circumstances were redressed to their satisfaction and the home/agency's processes were reviewed to prevent similar situations happening again.

One complaint about the quality of service provided by a private residential home and their communication with family members was investigated independently at Stage 2. The complaint about the quality of service was not upheld; the complaint relating to communication with family members was upheld and an apology made by the home.

Learning Disability

15 complaints were made (the same number as last year) about a range of issues with service user's places of work or where they live, or issues with departmental processes or the eligibility criteria for services. Workplace issues were resolved by holding meetings to remind service users and staff of the need for professionalism and workplace processes. Elsewhere clear explanations were provided to complainants about our processes/criteria. Where services fell short of what was expected, an apology was made and the situation redressed.

All complaints were resolved by Managers - no complaints progressed to Stage 2.

Mental Health and Substance Misuse

4 complaints were received about the service at Stage 1 (the same number as last year). They related to the quality or level of support provided. One related to communication with family members. These were resolved either by explaining the reasons behind the service's actions with complainants or, where appropriate, making an apology and taking appropriate steps with staff.

One complaint about the management of a particular case progressed to Stage 2. The independent investigation found processes were followed and did not uphold the complaint

Occupational Therapy

3 complaints were made about the service at Stage 1 (compared to 2 complaints last year) relating to equipment or assessments. 2 were resolved

by reviewing each individual's situation and providing equipment. The third complaint found the eligibility criteria had been correctly applied and the request for an adaptation turned down.

All complaints were resolved by Managers - no complaints progressed to Stage 2.

Physical Disability and Sensory Impairment

5 complaints were received at Stage 1 (compared to 2 last year) including issues about direct payments which were resolved by reviewing need and either adjusting the level of direct payments paid or explaining the existing care package met the need and would not be changed. Other complaints related to the management of individual cases, but it was found the service was following procedures and this was explained to complainants.

One complaint about the service's management of a case was investigated independently at Stage 2. The complaint was not upheld.

Other

2 complaints regarding P.O.V.A. (Protection of Vulnerable Adults) processes and one complaint about Blue Badges were received at Stage 1. Lessons were learned and an apology made following one P.O.V.A. investigation, but it was found processes were followed with regard to another investigation. An apology was made for any misunderstanding regarding a blue badge application.

Summary of complaints received across service areas (2013-14)

Older People Care Management

12 compliments were received for the work of Older People Care Management Teams. Service users and their families also expressed their appreciation of the high quality care provision through schemes such as Living Well and Direct Payments.

Older People – Intake and Reablement

Service users and their families expressed 83 compliments about the quality of service provided at day centres, by the Hospital Social Work Team and Reablement.

Independent Sector

3 compliments were received praising the contributions of independent service providers.

Learning Disability

Service users and their families expressed 16 compliments for the Learning Disability Teams. These related to care management and provision of other services such as Supported Living, Day Opportunities and Work Options etc. Others praised Rowley's Pantry and Castle Connections.

Mental Health and Substance Misuse

21 compliments related to Mental Health and Substance Misuse as well as the services provided by Next Steps and Social Links projects.

Physical Disability and Sensory Impairment

4 compliments were received for work with service users with Physical Disabilities and Sensory Impairment and the Blue Badge Scheme.