

London Borough of Richmond Annual Report - summary of complaint activity for adult social care 2017-18

1.Introduction

The production of a complaints report is a statutory complaints requirement for adult social care to provide an overview of the complaints received and handled through the Local Authority’s statutory complaints procedure. This summary for Richmond adult social care services is designed to meet this requirement and is a public document.

The Local Authority has a duty to ensure that any individual (or appropriate person acting on their behalf) who wishes to make a complaint about the actions, decisions or apparent failings of a local authority’s social care provision have access to the Adults statutory complaints procedure.

2.Complaints

Richmond Borough received 55 complaints which were investigated under the Adult social care complaint procedure and 11 provider related complaints during the period 1 April 2017 - 30 March 2018.

Table 1 Complaints received 2014-18

Richmond	2014/15	2015/16	2016/17	2017/18
	84	37*	109	66

*This period did not record complaints for SWL, St George’s Mental HealthTrust.

Chart 1 Richmond Complaints by service team April 17 – March 18

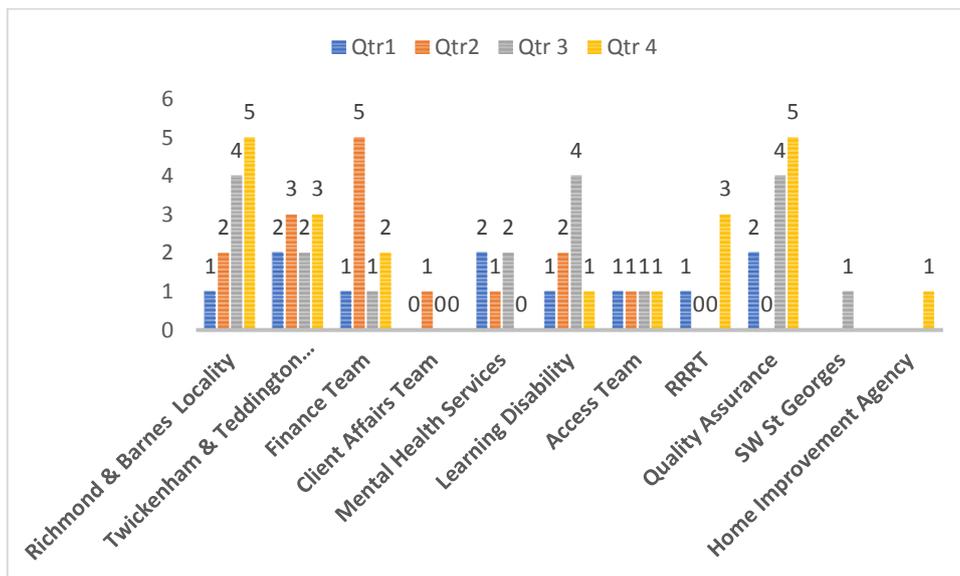
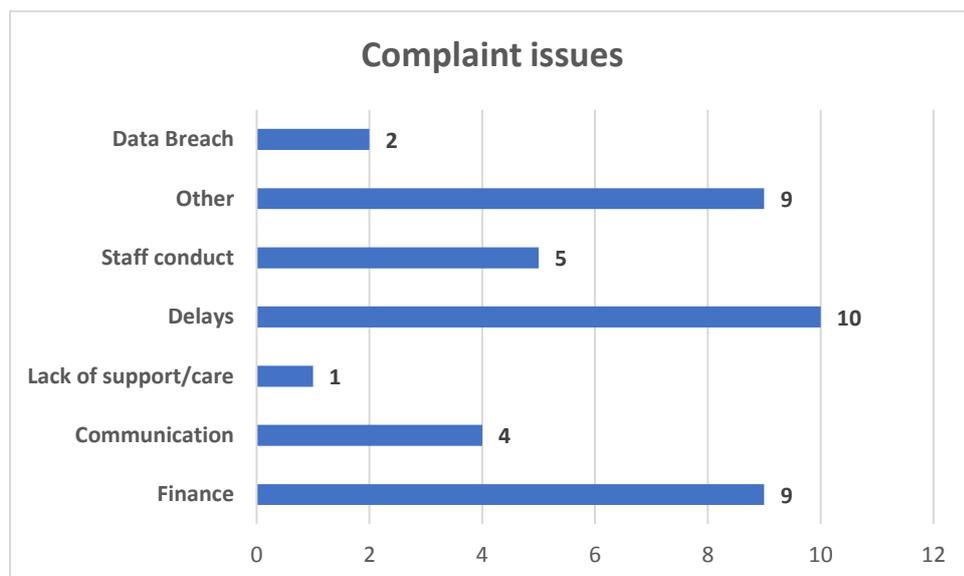


Chart 2 Richmond complaints by issue April 2017 – March 2018

Other* - CCG/Health related, Safeguarding related, assessment decision, factual inaccuracies on report, decision to cease care provision, issues relating to hospital discharge, stopping DP payments

3. Response times:

In summary, 46 of the 60 complaints (six of the complaints were lapsed as outside the process) were responded within 25 working days and 14 complaints required more time for the investigation.

Complaints took longer to respond where the issues were complex such as reviewing financial records over a period of years, cross-agency involvement with Health or CCG, care provider related complaints, decision to instigate an independent formal investigation, concurrent investigations which superseded the complaint and staffing issues. However, it should be noted that a complaint is always considered on its individual circumstances with an aim to resolve the matter as quickly as possible.

Table 2 Richmond Complaint response times

	2014/15	2015/16	2016/17	2017/18
Within 25 days	47.2%	53.2%	75.9%	77%*

*69.6% if including the 6 lapsed complaints

4. Provider complaints

The Quality Assurance Team manages and reports on complaints for commissioned care, which includes residential and domiciliary care services. Complaints regarding a commissioned service received directly within the complaints team, are logged and processed in accordance with the statutory complaints procedure and referred to the Quality Assurance Team. These do not include complaints by 'self-funders' who are able to complain directly to the care provider and/or Local Government & Social Care Ombudsman.

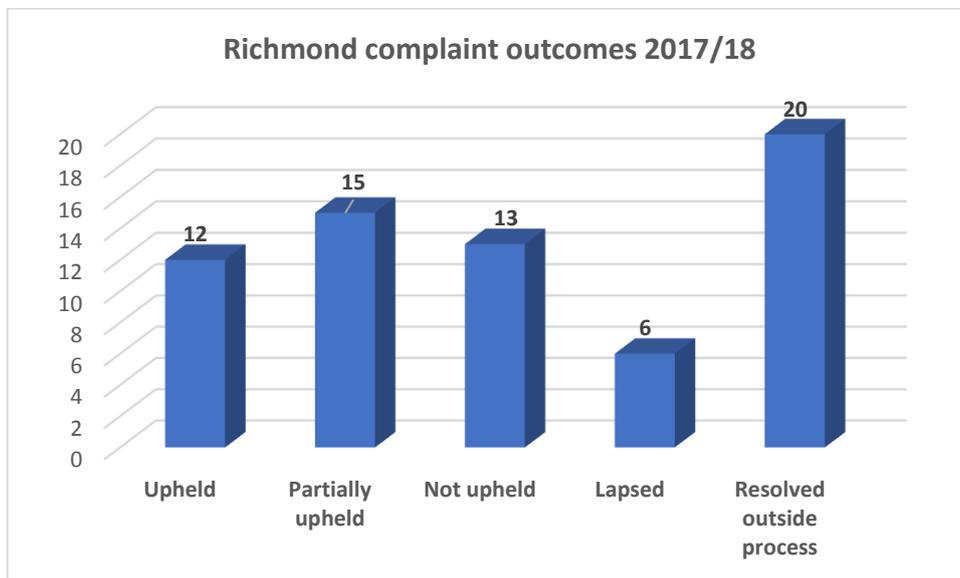
Richmond Council received 11 provider related complaints which were logged by the complaints team, all for domiciliary care

Examples of provider complaint issues:

- The conduct and attitude of care staff
- Not providing care in accordance with the care package
- Sending carers in when they have not been required to attend
- Missed home visits and delays
- Leaving door unlocked when service user was bed bound
- Safeguarding concerns

5.Complaint outcomes

Chart 3 Complaint outcomes



6.Ombudsman complaints:

A complainant reserves the right to refer their complaint to the Local Government and Social Care Ombudsman at any time. However, in most instances, the Ombudsman will seek to ensure that the Local Authority has an opportunity to respond to the complaint in accordance with the Council’s statutory complaints process.

Richmond adult social care services received 5 enquiries from the Ombudsman. One of the complaints investigated was upheld identifying fault.

7. Learning:

Complaints learning is a key component of service improvement and quality assurance for the department. Complaints provide valuable information to improve services for the future. Some of the learning identified is detailed as follows:

- The hospital discharge team has undertaken a review of their processes in understanding the importance of giving appropriate information on paying for care in written form and explaining it verbally and ensuring assessments are completed and recorded appropriately.
- To avoid delays in securing funding following care assessments, Managers will closely monitor all queries to ensure that information is referred promptly for agreement and to escalate funding requests in a timely manner to prevent delays occurring again, particularly at times of family bereavement and distress

8.Compliments received:

Positive feedback regarding staff or service delivery is another way in which the department can learn how well things are going. Staff are reminded to report compliments they receive and recognise the value of sharing this feedback.

What they said:

“This is simply to record, and I am sure you already know, how very helpful it was to have somebody like C to help steer me through this very arduous process. Her quiet, efficient, and caring manner was so very appreciated at such a difficult time. I was fortunate to have her.”

Teddington & Twickenham Locality Team

“Great work done, listened, got the job done, polite, sensitive to my needs, communicated clearly, when you grow old, and you are ill you need a person that is there for you, can explain things to you and make life just that bit better.”

Occupational Therapy service