

Adult Social Care Compliments and Complaints

Annual Report 2020-2021



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1. Introduction

Our annual report on comments, compliments and complaints, is a detailed breakdown of all feedback received by Adult Social Care from 1 April 2020 - 31 March 2021. This report details the complaints process and also explains the difference that feedback has made to the service that we provide to all Adults using our Social Care Services in Milton Keynes.

It is a statutory requirement under section 18 of the Local Authority Social Services and National Health Service Complaints (England) regulations 2009; to produce this annual report. The report must review the effectiveness of the comments, compliments and complaints procedures and provides a summary of all feedback received over the previous financial year.



2. The complaints process

To give everyone an equal opportunity to tell us if something is wrong, it is possible to make a complaint online, in writing, by phone or in person.

Stage 1- Investigation

Complaints at Stage 1 can be made to a support worker, social worker or directly to the Customer Service Team. All complaints are acknowledged within 3 working days and responded to within 20 working days.

Stage 2 – Review

Complaints that have not been resolved at Stage 1 can request that the matter be reviewed at stage 2 of our complaints process. To request a review the complainant is asked to contact the Council within 20 working days of the Stage 1 response, setting out their reasons for dissatisfaction with the outcome at Stage 1. This information will then be reviewed, taking in to consideration what has been investigated at Stage 1 and the complainant's reasons for why this has not fulfilled their expectations. If it is deemed that the Council's response will stay the same we may confirm a final decision at Stage 1, however if we agree that a more detailed review is required then the matter will be escalated to Stage 2. The appropriate senior manager will review and reply within 20 working days. If additional time is needed for more complex complaints, we will discuss this with the person making the complaint and agree a date for our response.

If you still feel your complaint has not been resolved, you can contact the **Local Government & Social Care Ombudsman, PO BOX 4771, Coventry, CV4 0EH**



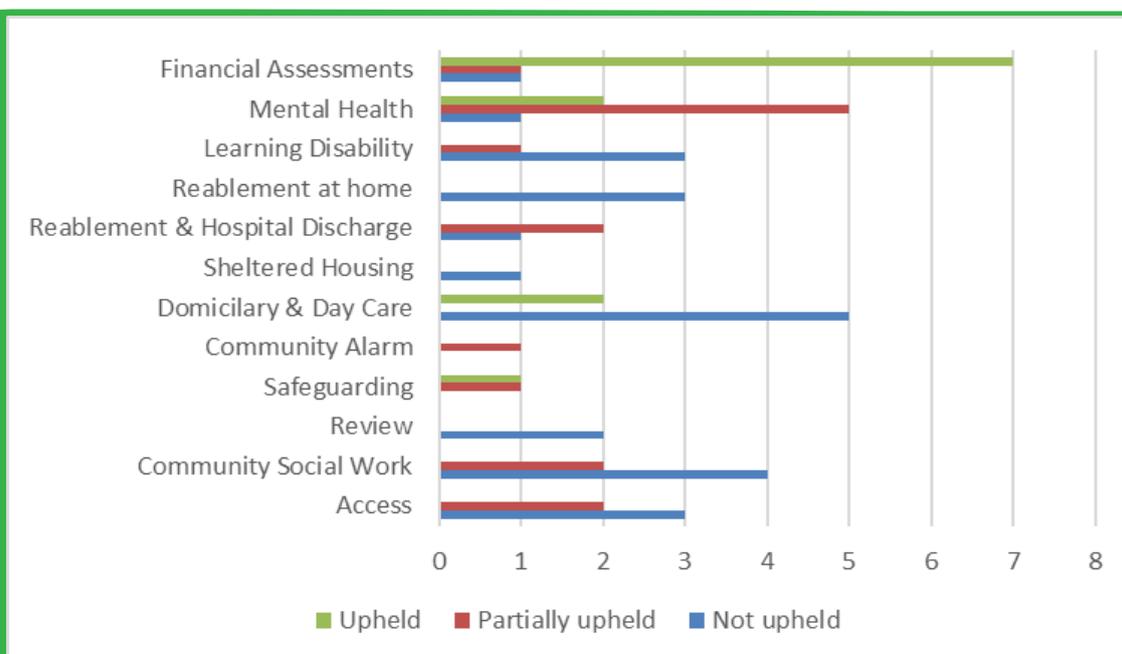
3. Summary Data 2020-21:

- 52 complaints were received, compared to 67 complaints in 2019-20.
- 86.5% of complaints were resolved at Stage 1 compared to 82% during 2019-20.
- 7 complaints were escalated to Stage 2 compared to 12 during 2019-20.
- 8 enquiries were made to Milton Keynes Council by the Local Government Ombudsman. 9 decisions were received of which 2 were upheld, 4 were not upheld and 2 were referred to us for local resolution and 1 was closed after initial enquiries. A number of cases will have been received and decided in different business years, this means that the number of enquiries received will not always match the number of decisions made.
- 49 compliments were received, compared to 39 during 2019-20.

Outcomes

Of the complaints that we received 47% were not upheld, 24% were upheld and 29% were partially upheld. We recognise the value of customer complaints and welcome them as an important source of feedback on our services. We use the information from complaints to learn from and drive forward improvements to respond positively to our customers' needs and expectations.

During 2020-21 the key areas of feedback received through complaints related to:



- 31% Professional Decision Making
(44% not upheld, 25% partially upheld, 31% upheld)
- 51% Service Failure
(42% not upheld, 31% partially upheld, 27% upheld)
- 16% Staff Conduct
(62.5% not upheld, 37.5% partially upheld)
- 2% Contractor Related
(100% not upheld)

84% of complaints closed within 2020-21 were responded to within the response timescale, the complaints that were responded to outside of the timescale were due to additional time that was required for complex complaints or due to key staff being absent from work and service pressures which caused a delay in the investigation. In these cases the person making the complaint was contacted with an explanation for the delay. Where there have been unavoidable delays in investigating complaints we ensure that everyone is kept informed of the delay and the revised timescale for a response.

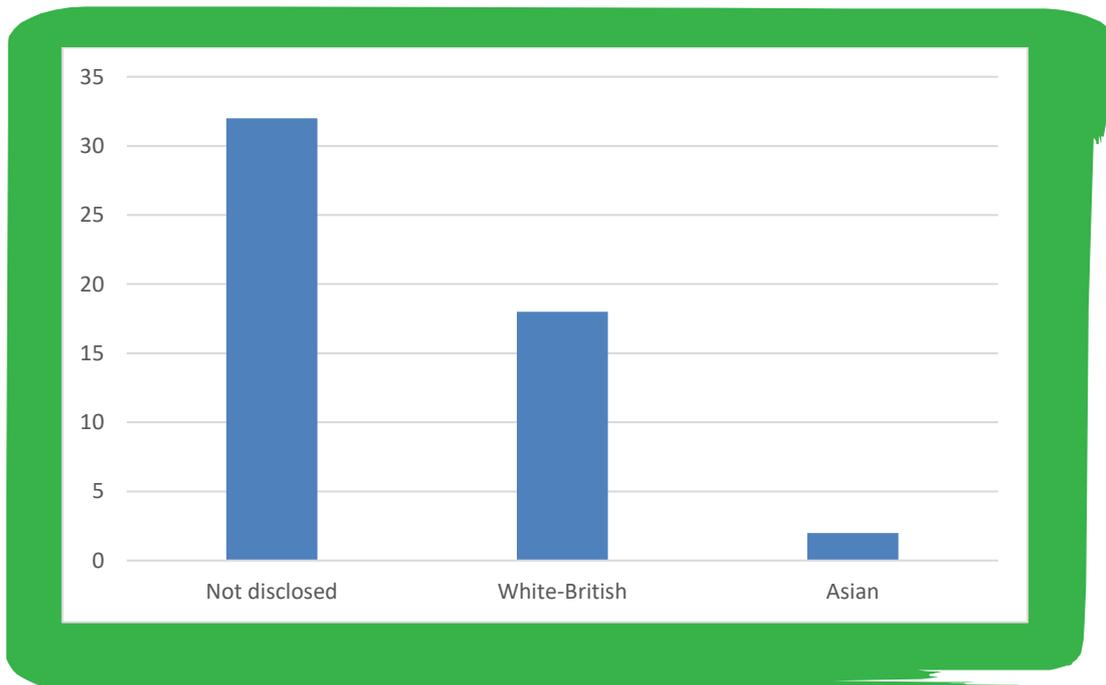
4. Customer Data

We ask everyone to provide some optional personal information when making a complaint. This information is treated confidentially and helps us to monitor if everyone is able to give us feedback. This information also enables us to provide additional support where required, such as through providing an interpreter or providing information in braille or another format. The sections titled 'not disclosed' indicate that the person making the complaint chose not to give us this information.

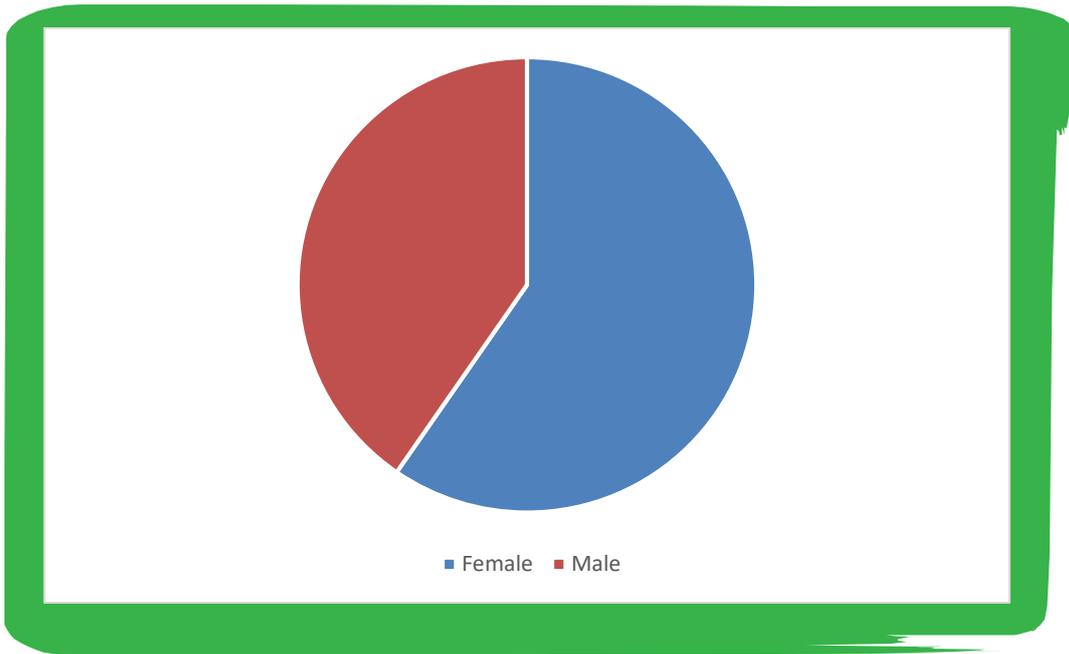
Ethnic Background:

Of the complaints received by Adult Social Care during 2020-21 the chart below shows that 61% of individuals chose not to disclose their ethnic background. 35% were from individuals who described themselves as White British background and 4% were from individuals who described themselves as Asian background.

(The Ethnic Groups above comply with the Ethnic Groups recommended by the Office for National Statistics)

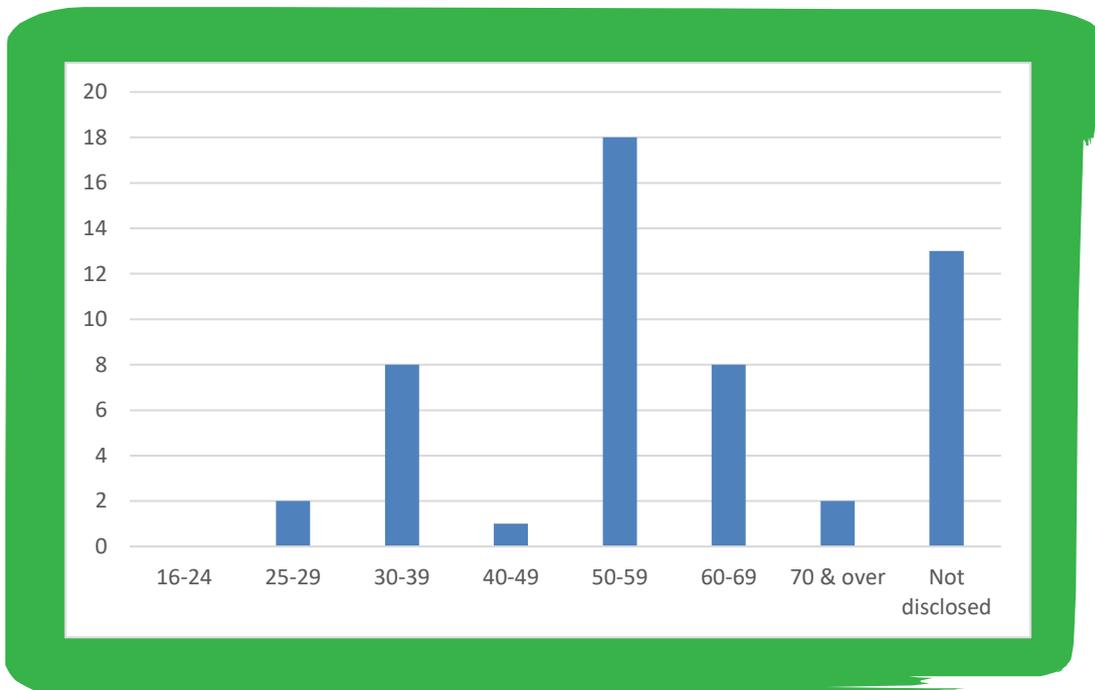


Gender:



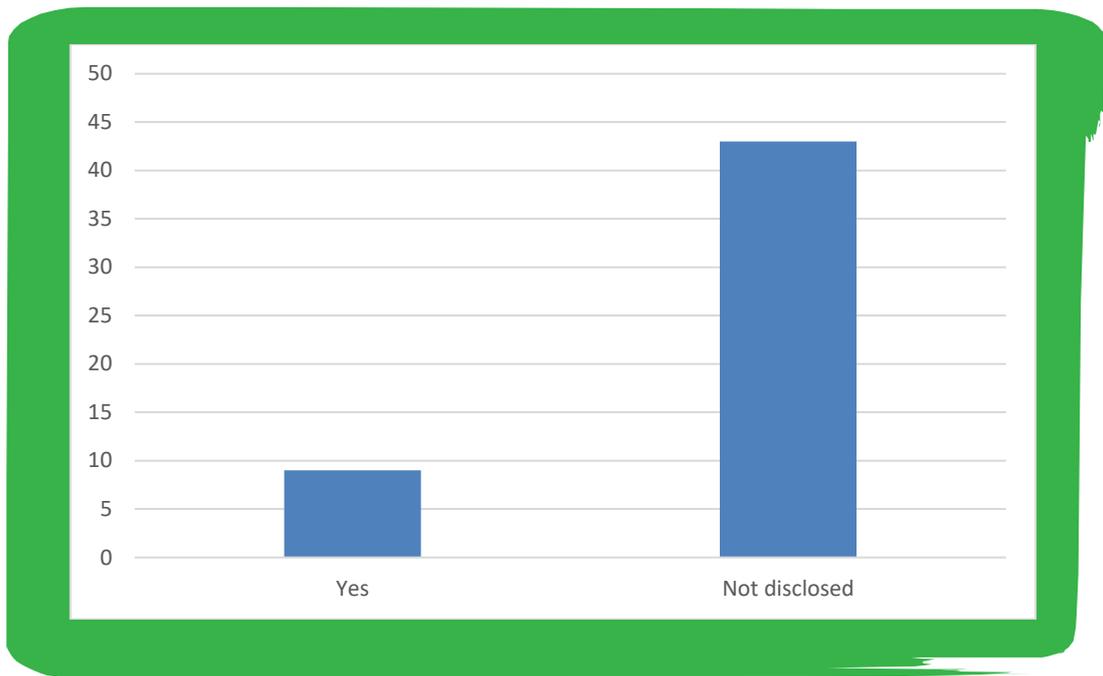
There were thirty-one complaints from females and twenty-one from males.

Age Groups:



The chart above shows that thirty-nine individuals chose to disclose their age, with 72% of these being fifty and over. Thirteen individuals chose not to disclose their age group and make up 25% of the overall total.

Disability:



Nine individuals stated that they had a disability, forty-three individuals declined to give this information and did not disclose any additional needs or request any additional assistance with making their complaint.

5. Positive Feedback

We received 49 compliments during 2020-21. Here are some examples of those compliments:

From a family who has been supported by the Community Social Work Team:

“Mike is my grandmother’s social worker as she has been diagnosed with dementia and lacks capacity. On behalf of her family I just wanted to take the opportunity to thank Mike for all of his hard work in what are very difficult circumstances. He has regularly gone above and beyond, and it has not gone unnoticed.”

From a family whose wife was supported by Day Services:

“I would like to thank you all so much for your patience, understanding and compassion during A’s time in your care, I would especially like to thank all of the team on the bus who collected her and returned her at the end of the day I’m sure they will recall how difficult it could be to get her on and in particular off the bus at the end of the day. I know that when you read this that you will think to yourselves that this is just what we do but I firmly believe that it takes a very special person to do what you do on a daily basis.”

From a family who have been supported by the Home 1st Team:

“My mum was recently released from hospital after she was diagnosed with terminal cancer. We were referred to the Home 1st Team by the hospital for the last three weeks. During the last week, we were visited daily by both Yvonne and Gwen every day. My mum passed away yesterday morning. I wanted you to know just how amazing Yvonne and Gwen were. Having to care for someone 24-7 is really hard, but to have these fantastic Support Workers that just came in and helped my Mum to wash and telling us to put our feet up and have a little break was really appreciated.”

From a family who are assisted by the Home Care Team:

“I would like to pass thanks to you and your team, team leaders, carer’s for helping my package to run smoothly in the last few months especially with the hard times everyone is experiencing. The kindness, concern, care and thoughtfulness your staff show in not only supporting myself but also my children and helping them to cope with all the uncertainty and change with Covid, has shown no bounds. Your carer’s are second to none, hardworking, well trained, professional yet always kind and caring. They make every day bearable. Please can you pass on my high regard and thanks.”

Compliments are an essential part of the feedback that we receive in helping us to improve our service. By telling us when we get things right, we can make sure that we continue to recognise and build on our strengths.

6. What we have learnt from your feedback

The feedback that we have received has made a difference to the service by enabling us to introduce a range of service improvements including:

The Local Government & Social Care Ombudsman found: that there was a delay in the Council arranging an occupational therapy assessment, allocating a social worker, and approaching the court of protection for Mr X.

We did: apologise to Mrs Z (Mr X's mother) for the failings found and paid her £250 for her time and trouble in having to deal with matters that should have been the preserve of a deputy for eight months longer than necessary. We also paid Mrs Z a further £250 for her loss of opportunity to have the opinion of an OT in the form of an assessment.

We arranged for an urgent OT assessment of Mr X's needs and ensured there was a deputy in place.

The Local Government & Social Care Ombudsman found: that the Council was at fault for telling Mr Y it would be able to reinstate his son's pre-COVID-19 respite care when that was not possible.

We did: write to Mr Y recognising the lack of trust caused by telling him we would reinstate his son's respite care when that was not possible and apologising for its mistake.

You said: your mother was being overcharged for her care, and requested an investigation.

We did: recognise that due to the Covid 19 pandemic, there was a change in the council's payment arrangements for care providers during the lockdown period. This was to ensure the care providers were paid the full amount for the planned care for customers. Unfortunately, this resulted in us not receiving any information for changes to planned services to customers and this resulted in high numbers of customer queries, and this increase in workload resulted in delays.

We apologised for the inconvenience and upset this issue caused, and for the delays with resolving your mother's queries. The adjustments were made to your mother's account.

The notifications of changes to the delivery of care to customers from the providers has now resumed, enabling us to make any relevant adjustments to customer invoices going forward.

7. Monitoring for 2021-2022

Action	Owner	Deadline for completion
Review of quarterly customer feedback and development of quarterly action plan.	Corporate Customer Feedback Manager	Quarter 1 - July 2021 Quarter 2 – October 2021 Quarter 3 – January 2022 Quarter 4 – April 2022

For more information please visit our website

www.milton-keynes.gov.uk/complaints