

Health Scrutiny Committee

Meeting to be held on 25 November 2014

Electoral Division affected: All

Adult Social Care Complaints and Representations Annual Report 2013-2014 (Appendix A refers)

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Executive Summary

The production of the Annual Complaints and Customer Feedback Report is a longstanding statutory requirement. It contains statistical information, analysis and learning for the organisation in relation to adult social care complaints, comments and compliments received from 1 April 2013 to 31 March 2014.

Recommendation

Health Scrutiny Committee is recommended to:

- (i) receive the Adult Social Care Complaints and Customer Feedback Annual Report 2013/14 and acknowledge the associated learning from customer feedback for the past year; and
- (ii) agree that the Adult Social Care Complaints and Customer Feedback Annual Report for 2013/14 can be shared as a public document.

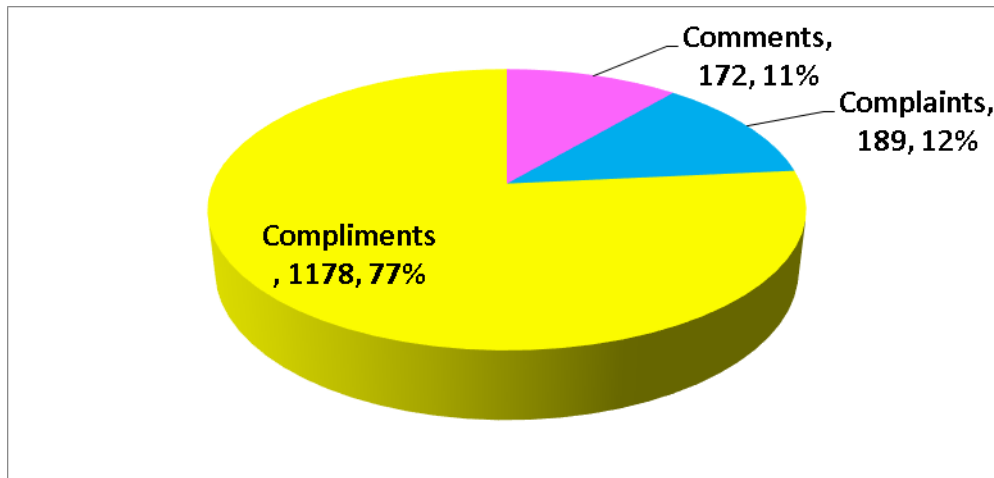
Background and Advice

The production of the Complaints and Representations Report is a longstanding annual statutory requirement. It contains statistical information and analysis in relation to complaints, comments and compliments received in 2013/2014 (Appendix 1 refers). Once the report has been considered by the Health Scrutiny Committee it is shared with other interested agencies such as the Care Quality Commission and Healthwatch Lancashire.

Summary

Chart 1 on the following page shows the proportions and total number of customer compliments, comments and complaints received in 2013/14.

Chart 1



Complaints represented 0.9% of active adult social care cases in 2013/14. This has slightly reduced from 1% in 2012/13. There has been a 38% decrease to feedback overall which has gone down from 1886 instances in 2012/13 to 1178 in 2013/14.

Against a 13% rise in adult social care complaints nationally, there was a 30% decrease in the number of complaints overall in Lancashire; which reduced from 271 in 2012/13 to 189 in 2013/14. This has been as a result of successful local action to 'nip complaints in the bud'. Of the complaints which were closed during 2013/14, 66% were upheld or partly upheld and 34% of these were either not upheld or withdrawn.

There was a 107% increase in referrals from the Local Government Ombudsman (LGO) in 2013/14 from 14 in 2012/13 to 29 in 2013/14, due to continued dissatisfaction at the end of the council process. An internal review of closed complaint cases has now been commissioned to stem this increase. Despite this increased scrutiny however, it should be noted that there have been no findings of maladministration with injustice.

The number of customer comments, as a proportion of customer feedback, has decreased significantly by 49% between 2012/13 to 2013/14, possibly due to not always being recorded.

During 2013/14 the main themes and areas of concern were about:

- A lack of co-ordination between social care services working together with internal teams, health or other commissioned services;
- Staff giving misleading or not sufficient information in relation to financial decisions or the charging policy;
- Decision making in relation to the Mental Capacity Act or Best Interest decisions;
- Decision making about cases related to safeguarding.
- Carers being overlooked by social care processes

Learning from complaints:

There has been learning from complaints which has been reflected in training for staff in the main areas of carers, Best Interest Assessments and the Mental Capacity Act. There have been improvements to systems and processes in the areas of reablement, equipment and adaptations and safeguarding. Public information in relation to the charging policy has also been improved. The details are outlined on pages 7 and 8 of the report at Appendix A.

Consultations

The report has been approved by Cabinet Member. Consultation has taken place with Heads of Service who are Designated Complaints Officers, the Directorate Senior Leadership Team and advocacy organisations.

Implications

There are no financial, personnel, Human Rights or data protection issues or legal implications arising from this report

Risk management

There are no risk management implications arising from this report.

Local Government (Access to Information) Act 1985

List of Background Papers

Paper	Date	Contact/Directorate/Tel
The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009	2009	Angela Esslinger/ 01772 533950