

ADULT SOCIAL CARE SERVICES

ANNUAL COMPLAINTS & COMPLIMENTS REPORT APRIL 2020 – MARCH 2021

**PRESENTED BY:
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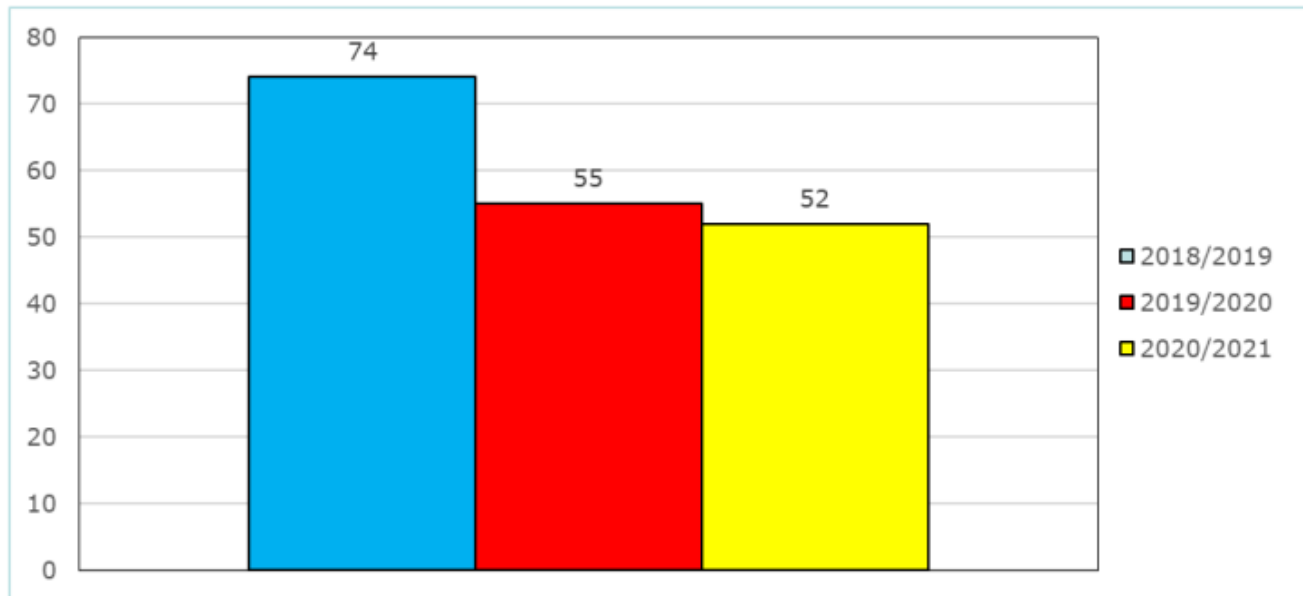
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PURPOSE AND INTRODUCTION

- Statutory requirement to produce an Annual Complaints Report relating to Adult Social Care Complaints, received by the Corporate Core Department, Bury Council.
- This report is to provide members of Health Scrutiny Committee with details of information relating to Adult Social Care Services.
- The report relates to the period 1st April 2020 – 31st March 2021.

COMPLAINTS RECEIVED

Despite rising demand, pressures and expectations of the services from customers, the number / proportion of complaints received has shown a slight reduction in 2020/2021.



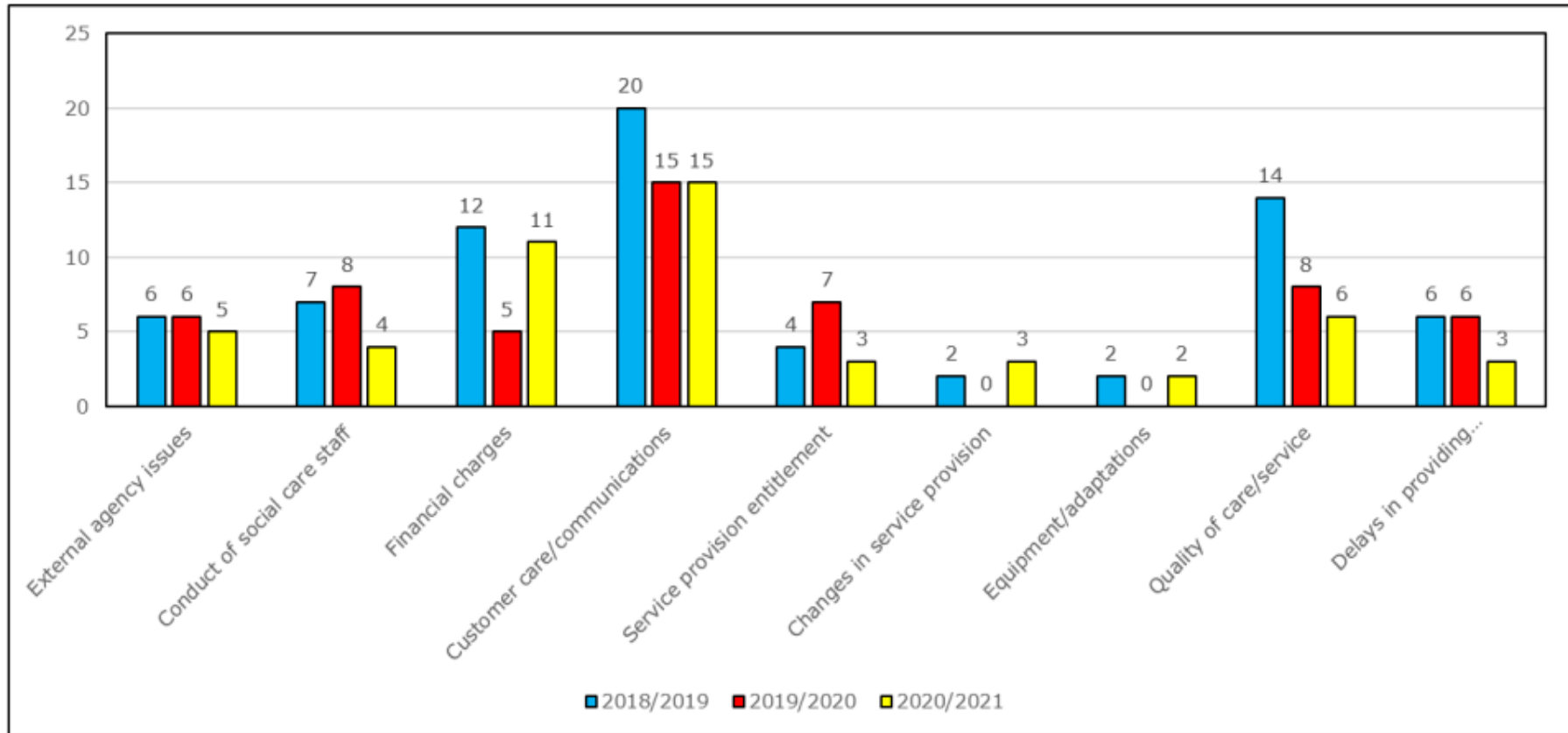
NATURE OF COMPLAINTS

While complaints have decreased in general, specific analysis shows:

- 'Quality of care/service' complaint have decreased (from 8 to 6)
- 'Customer care / communications' complaints have remained the same as the previous year.
- 'Equipment/adaptations' complaint have increased (from 0 to 2)
- 'Changes in service provision' complaints have increased (from 0 to 3)
- 'Financial charges' complaint have increased (from 5 to 11).

The increase in complaints relating to financial charges is likely due to the introduction of the Hospital Discharge Policy. Customers receive up to 4 weeks fully funded care on discharge from hospital but are then potentially liable for charges. Customer confusion around this policy has likely resulted in increased complaints.

NATURE OF COMPLAINTS



TIMESCALES

Whilst there are no statutory timescales with which the department must comply in responding to complaints, we do aim to resolve complaints within **twenty working days** on receipt.

In 2020/21:

- 27 (52%) of complaints were responded to within the 20 working day timescales,
- 24 (46%) of complaints were responded to outside of the 20 working day timescales.
- Complaints responded to over 40 working days has significantly decreased from the previous year which is excellent performance considering this was during the pandemic.

Local Government & Social Care Ombudsman

Within the regulations which govern the complaints process, the Council adopts a flexible approach which prioritises local resolution. However, where complainants remain dissatisfied, they have the option to take their case to the Local Government & Social Care Ombudsman.

Positively, to date the number of complaints escalated to the LGSCO has reduced with only 2 of the 52 complaints received being referred.

Of the two cases, one case was considered a premature complaint and the LGSCO found no fault with the other case.

COMPLIMENTS

Staff have been working tirelessly during the most challenging of times and it is pleasing to see that their hard work is being acknowledged and recognised.

It is also pleasing to see the increase in compliments received from those services that are front line including the Hospital social work Team, Rapid Response Team, Integrated Neighbourhood Teams and Choices for Living Well Service.

Total number of Compliments received 2019/2020	Total number of Compliments received 2020/2021
212	333

SUMMARY AND CONCLUSIONS

Despite a global pandemic, adapting to new ways of working, remote working, reduction in staff resources and an increase on services, the number / proportion of complaints received in each of the last two years has remained stable showing a slight reduction in 2020/2021.

Complaints and compliments provide valuable information to the department on how well it is performing, where resources need to be used, and where improvements need to be made.

Details of all complaints, concerns and compliments are provided to senior officers on a monthly basis, enabling them to identify any trends or issues within the services they are responsible for.