

<b>Report for:</b>	<b>Adult, Commissioning and Safeguarding Quality Board 16/06/15</b>	<b>Item Number:</b>	1.3
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<b>Title:</b>	Adult Social Services Learning from Complaints: Quarter 4 (October - December 2014)
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<b>Lead Officer:</b>	Helen Constantine, Head of Governance and Business Improvement Services
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<b>Report Author:</b>	Rebecca Waggott, Business Improvement Officer, Governance and Business Improvement Services
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## 1. Introduction

- 1.1 The Feedback & Information Governance Team record and monitor feedback received for all directorates across the Council. Learning reports about the feedback received by the Council are shared with each directorate on a quarterly basis. This enables directorates to monitor and learn from customer feedback to improve service delivery.
- 1.2 This report sets out details of the feedback received in relation to Adult Social Services in Quarter 4 (Q4) of 2014/15, comparing performance across 2014/15 and 2013/14 and highlighting the key issues arising. Details of the upheld complaints and compliments received in Q4 are included in Appendices 1 and 2.
- 1.3 The report recommends that details of the upheld complaints from Q4 are reviewed by the relevant service managers and discussed with staff teams, as appropriate, to identify learning points and areas for improvement.
- 1.4 The report also recommends that service managers remind their teams to submit all compliments received to Governance and Business Improvement Services to ensure all feedback for Adult Social Services is recorded and considered in this report.

## 2. Complaints

- 2.1 In Quarter 4 of 2014/15, 49 issues were raised in relation to Adult Social Services, of which 24 were Members' Enquiries (49%) and 25 were complaints (51%). The level of complaints is generally higher than previous quarters, although similar levels have been recorded previously. The number of Members' Enquiries has remained fairly consistent.

	2013/14				2014/15			
<b>Case type</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Members' Enquiries	23	30	30	22	29	21	25	24
Adult social care complaints	9	17	11	19	0	17	7	18
Complaints (general)	4	3	3	8	7	7	3	7
<b>Total</b>	<b>36</b>	<b>50</b>	<b>44</b>	<b>49</b>	<b>36</b>	<b>45</b>	<b>35</b>	<b>49</b>



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- 2.2 The table below shows that the level of upheld complaints is slightly higher than previously recorded.

	2013/14				2014/15			
<b>Outcome</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Upheld	7	12	6	12	3	12	4	14
Partly upheld	1	-	-	-	-	-	-	-
Responded (Members' Enquiries)	23	29	30	22	29	21	25	24
Not upheld	2	7	6	12	2	10	2	5
Unable to reach a decision	2	2	0	0	1	2	1	3
Outcome not recorded	1	2	2	3	1	0	3	4
Withdrawn	0	0	0	0	0	0	0	1
<b>Total</b>	<b>36</b>	<b>52</b>	<b>44</b>	<b>49</b>	<b>36</b>	<b>45</b>	<b>35</b>	<b>51</b>

- 2.3 For the purpose of learning from complaints, our attention is focused on the 'upheld' and 'partly upheld' cases. The majority of upheld complaints in Q4 were for Service Assessment & Personalisation and Occupational Therapy.

	2013/14				2014/15			
<b>Service</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Service Assessment and Personalisation	5	6	5	8	0	7	1	6
Occupational Therapy	-	-	-	-	1	2	3	5
Learning Disabilities Partnership	1	4	0	2	1	2	0	2
Adult Commissioning	1	2	1	1	1	1	0	1
Safeguarding Services	1	0	0	0	0	0	0	0
Mental Health	0	0	0	1	0	0	0	1
<b>Total</b>	<b>8</b>	<b>12</b>	<b>6</b>	<b>12</b>	<b>3</b>	<b>12</b>	<b>4</b>	<b>15</b>

- 2.4 The table below shows upheld complaints by issue nature. In Q4, three complaints appear to be about inadequate communication and a further three relate to an incomplete service.

	2013/14				2014/15			
<b>Issue nature</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Service of poor standard	5	3	1	7	2	3	3	1
Service delayed	2	1	0	0	0	0	0	2
Communication inadequate	1	2	2	3	1	1	0	3
No reply to emails/letters/call	0	3	0	2	0	1	0	1
Service incomplete	0	1	1	1	0	2	0	3
Decision was wrong	0	1	1	0	0	0	0	1
Employee behaviour	0	1	0	0	0	1	0	1
Difficulty accessing service	0	0	1	0	0	1	0	1
Service cost	0	0	0	0	0	1	0	1
Records inaccurate	0	0	0	0	0	2	0	0
Service request not actioned	0	0	0	0	0	1	1	0
<b>Total</b>	<b>8</b>	<b>12</b>	<b>6</b>	<b>13</b>	<b>3</b>	<b>13</b>	<b>4</b>	<b>14</b>

- 2.5 Details of the 14 upheld complaints from Q4 are included in Appendix 1. It is recommended that this information is reviewed by the relevant service managers and discussed with staff teams, as appropriate, to identify areas for learning and improvement.

### 3. Members' Enquiries



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- 3.1 The table below shows the breakdown of Members' Enquiries by service area. Adult Commissioning, Prevention and Provider Services, Service Assessment & Personalisation and Occupational Therapy received the largest number of enquiries in Q4.

	2013/14				2014/15			
Service	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Service Assessment and Personalisation	9	14	12	8	6	8	7	4
Occupational Therapy	-	-	-	-	8	3	4	4
Adult Commissioning	6	13	12	8	7	5	6	9
Safeguarding Services	3	2	4	3	1	3	1	0
Prevention and Provider Services	3	0	2	1	7	2	6	6
Learning Disabilities Partnership	2	1	0	2	0	0	1	0
Business Management Services	0	0	0	0	0	0	0	1
<b>Total</b>	<b>23</b>	<b>30</b>	<b>30</b>	<b>22</b>	<b>29</b>	<b>21</b>	<b>25</b>	<b>24</b>

- 3.2 The table below shows that 12 Members' Enquiries (50%) in Q4 were requests for information or service enquiries. There was also a notable number of Members' Enquiries about inadequate communication, although it is not possible to determine whether the Members' Enquiries were 'upheld' as such.

	2013/14				2014/15			
Issue nature	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Member information request/service enquiry	19	15	8	9	8	5	9	12
Service of poor standard	1	3	6	2	2	2	0	1
Communication inadequate	0	5	6	7	9	8	4	8
Service incomplete	0	0	0	4	2	2	7	2
Decision was wrong	0	2	4	0	1	2	1	1
Difficulty assessing service	0	2	2	0	1	0	0	0
Policy or procedure not followed	0	2	0	0	0	0	0	0
Service delayed	0	1	1	0	2	1	1	0
Service removed	1	0	2	0	0	0	0	0
Service cost	1	0	0	0	0	1	0	0
No reply to emails/letters/call	1	0	0	0	2	0	0	0
Employee behaviour	0	0	1	0	0	0	1	0
Service request not actioned	0	0	0	0	2	0	0	0
Disagree with policy	0	0	0	0	0	0	2	0
<b>Total</b>	<b>23</b>	<b>30</b>	<b>30</b>	<b>22</b>	<b>29</b>	<b>21</b>	<b>25</b>	<b>24</b>

## 4. Compliments

- 4.1 In Q4, Adult Social Services received 2 compliments from service users or their representatives and 1 from other members of staff across the organisation. This represents a decrease from previous quarters, highlighting the importance of service managers ensuring that team managers are aware of the need to send all compliments to Governance and Business Improvement Services for recording. Details of the 3 compliments from Q4 are included in Appendix 2 for information. The table below shows the number of compliments by service area. In Q4, compliments were received for staff in the Mental Health Service and Assessment & Personalisation. A further compliment from staff was received for the Haven Day Centre.



	2013/14				2014/15			
<b>Service</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Service Assessment and Personalisation	3	8	2	7	4	3	2	1
Provider Services	6	6	3	0	-	-	3	1
Learning Disabilities Partnership	0	1	1	0	1	0	0	0
Mental Health	0	0	0	0	0	0	0	1
<b>Total</b>	<b>9</b>	<b>15</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>3</b>

## **5. Recommendations**

- 5.1 That the relevant service managers review the 14 complaints in Appendix 1 which were upheld in Q4. Service managers should discuss with staff teams, as appropriate, to identify areas for improvement. Feedback should be provided to Governance and Business Improvement Services by Friday 3 July 2015.
- 5.2 That service managers ensure complaints learning is a regular discussion item at team meetings to help improve services for residents.
- 5.3 That all service managers remind their team managers to send any compliments received to Governance and Business Improvement Services to ensure all compliments received by Adult Social Services are recorded and reviewed.
- 5.4 That the relevant service managers review the 3 compliments received in Q4 detailed in Appendix 2 and consider nominations for Haringey Stars Awards.



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## Appendix 1: Quarter 4 Complaints Upheld or Partly Upheld

<b>COMPLAINTS</b>					
<b>Service</b>	<b>Issue Summary</b>	<b>Issue Nature</b>	<b>Outcome</b>	<b>Solution</b>	<b>Reference Number</b>
Occupational Therapy	Requested another OT assessment which has been refused, as has the provision of a shower.	Decision was wrong	Upheld	Re-Assessment/Review	LBH/3892715
Occupational Therapy	OT adaptations done- poor quality.	Service incomplete	Upheld	No Further Action Required	LBH/3905715
Occupational Therapy	Agreed adaptations have not commenced.	Service Delayed	Upheld	Apology	LBH/4148815
Occupational Therapy	Delays in the adaptation works in the property.	Service incomplete	Upheld	Provide Service	LBH/4165715
Mental Health / Occupational Therapy	Wants more help from Social Worker who has been offering advice not practical for her needs.	Service, difficulty accessing	Upheld	Provide Information Review Customer Information	LBH/3924615
Service Assessment Personalisation	Closure of nursing home and no physical assessment of Aunt.	Communication inadequate	Upheld	Apology	LBH/3901315
Service Assessment Personalisation	No response to request for financial assessment /assessment of needs. Lack of response to phone calls and telephone messages.	Service Delayed	Upheld	Apology Provide Service Review Customer Information	LBH/4006215
Service Assessment Personalisation	Not received medical reports, OT /community care assessment.	Service incomplete	Upheld	Apology Provide Service	LBH/4022715
Service Assessment Personalisation	Charge for care when he was advised that the first 6 weeks would be free.	Service Cost	Upheld	Refund	LBH/4086715
Service Assessment Personalisation	Employee was rude.	Employee Behaviour	Upheld	Apology Employee Training or Guidance	LBH/4124815
Service Assessment Personalisation	No response/decision on 3rd party top-up agreement.	Communication inadequate	Upheld	Refund Apology	LBH/4130215



Service	Issue Summary	Issue Nature	Outcome	Solution	Reference Number
Joint Learning Disability Partnership	Service failure to answer enquiries relating to the care and maintenance of her relative.	Communication inadequate	Upheld	Apology Re-Assessment/Review	LBH/3945815
Joint Learning Disability Partnership	No response to correspondence.	No reply to emails/letters/call	Upheld	Apology Re-Assessment/Review	LBH/3947915
Adult Commissioning	Client's correspondence returned without postage by Performance Team.	Service of poor standard	Upheld	Review Customer Information Compensation Apology	LBH/3972515

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## Appendix 2: Quarter 4 Compliments

Staff/Service	Extract from Comment
<b>January 2015</b>	
Eze Ihenacho, Mental Health Service	'He has acted in an efficient and highly professional manner and crucially, been very empathetic to me in an extremely complex and distressing long-term family situation'.
<b>February 2015</b>	
Dagnew Messele, Assessment and Personalisation	'... thank you very much for your support of [client] and the way you have supported us as a family - we really appreciate your kindness, and wish you well for the future too'.
<b>March 2015</b>	
Tanya Kenny-Parker and staff at the Haven Day Centre	<i>'I just want to express thanks and appreciation to Tanya and all of the staff at the Haven. I am currently working with a lady who has been neglecting herself for many years to the extent her hair was completely matted half way down her back. Her home is also in extreme state of neglect with limited facilities. She has been difficult to engage as she is very guarded but I approached Tanya to see if we could offer her a shower and cut her hair at the Haven. [The client] agreed to come with me yesterday, Tanya and I showered her and cut her hair- Vidal Sassoon would have been proud! The staff all made her very welcome and when I took her home she said she had a lovely day and was pleased to meet so many lovely people' (Elizabeth Blanche, Social Worker).</i>