

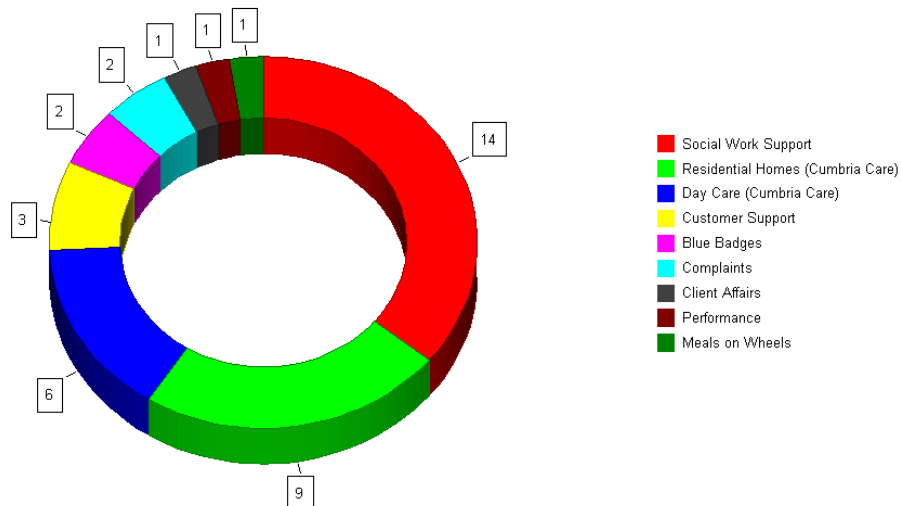
# Compliments Comments Concerns & Complaints

## Quarter 3 Report 2011-12

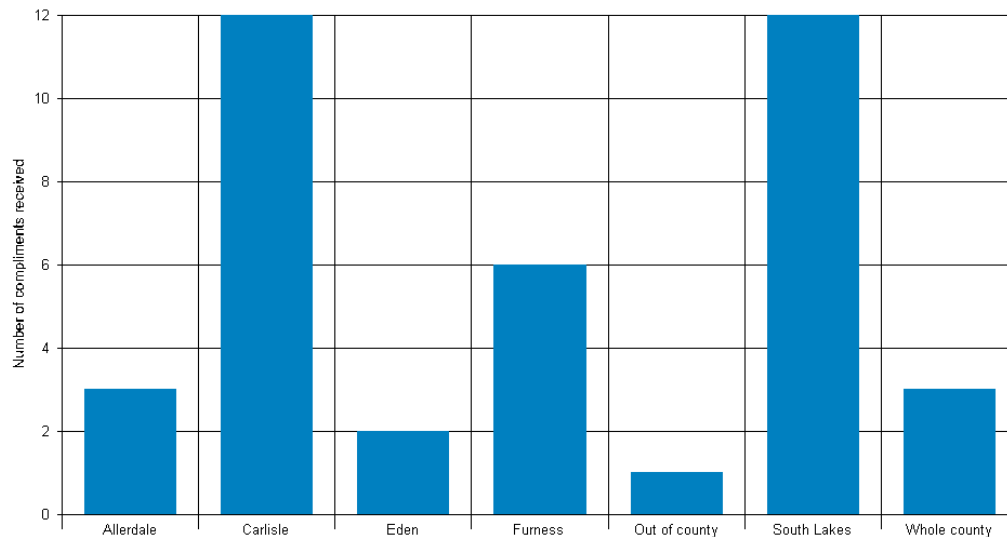
Period covered – 1<sup>st</sup> October 2011 to 31<sup>st</sup> December 2011

### COMPLIMENTS

Quarter 3: Compliments received by service area

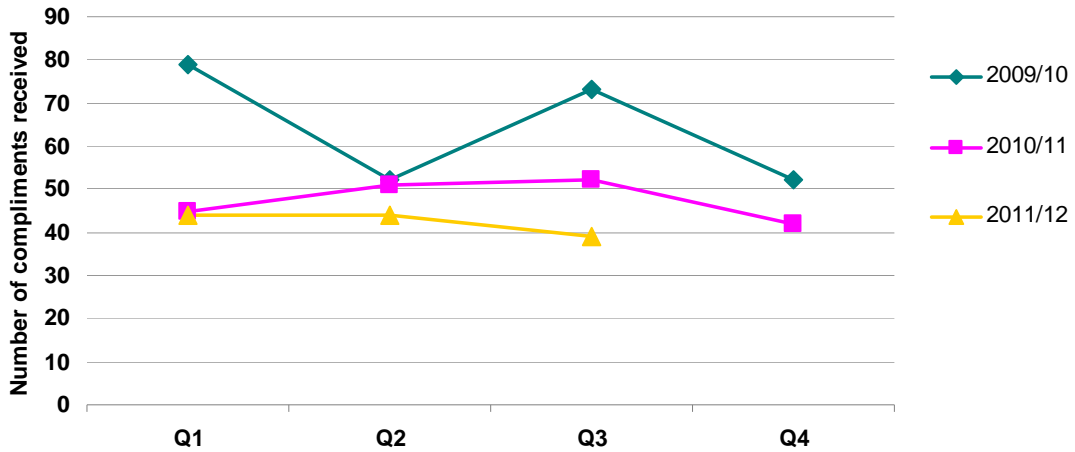


Quarter 3: Compliments received by district



Commentary: Compliments remain an important way of celebrating success and offer an opportunity for learning for the whole directorate. A total of 39 compliments were received this quarter.

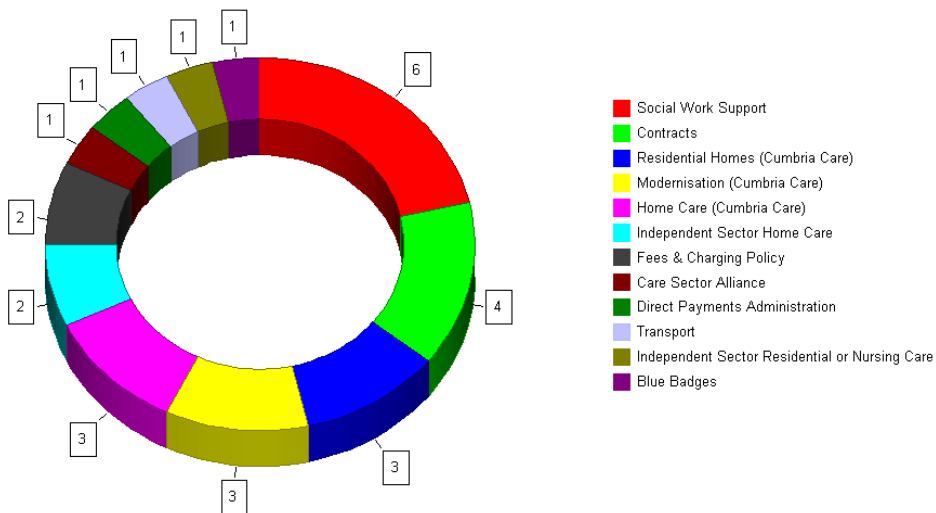
## Number of Compliments



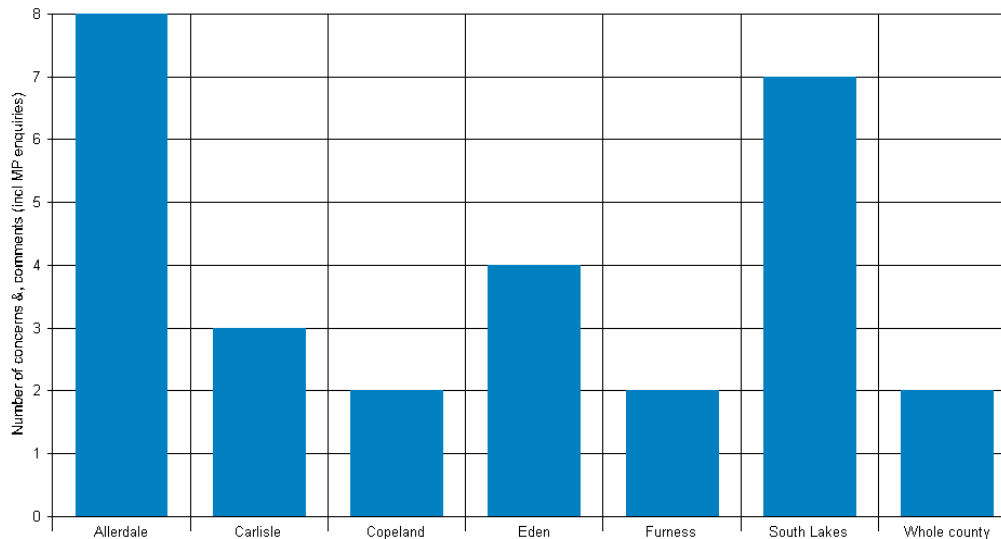
Commentary: This report shows the total number of compliments received in each quarter since 1<sup>st</sup> April 2009.

## COMMENTS & CONCERNS

Quarter 3: Concerns & comments received by service area

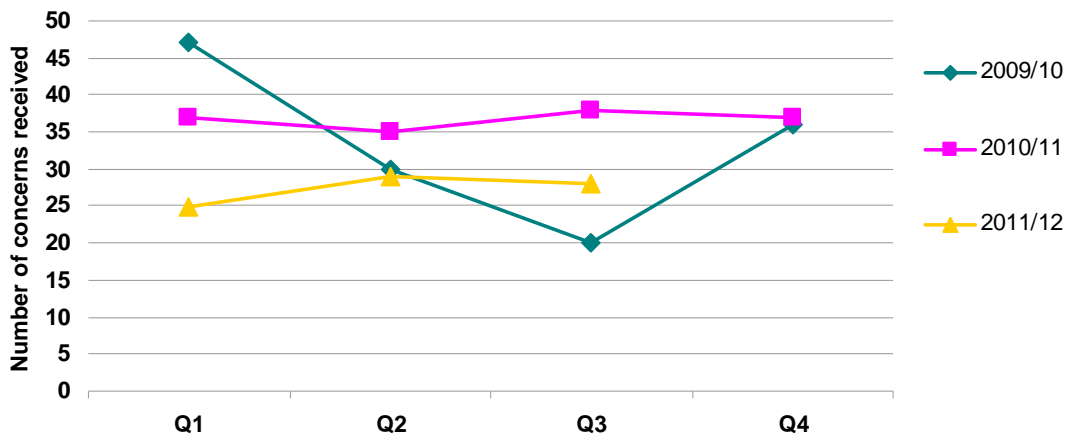


Quarter 3: Concerns & comments received by district



Commentary: A total of 28 concerns & comments were received this quarter. Of this total, 12 were from local Members of Parliament raising issues on behalf of their constituents. It remains important to offer people the means of asking questions, requesting explanations or having something reviewed without them having to formally complain to the directorate.

Number of Comments and Concerns

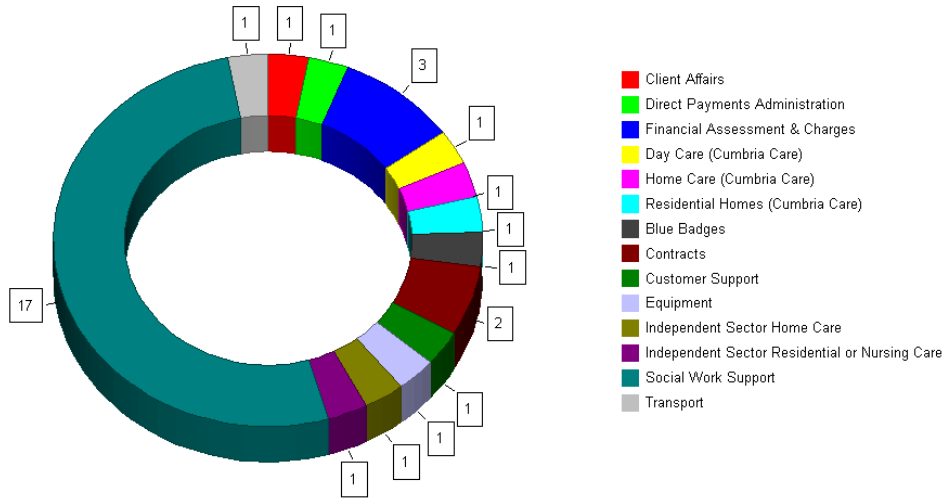


Commentary: This report shows the total number of comments and concerns received in each quarter since 1<sup>st</sup> April 2009.

Key events impacting on number of concerns, comments & complaints:  
 Q1 2009/10: Increases to Cumbria Care Charges in April 2009  
 Q1 2010/11: Introduction of national *Fairer Charging* policy April 2010

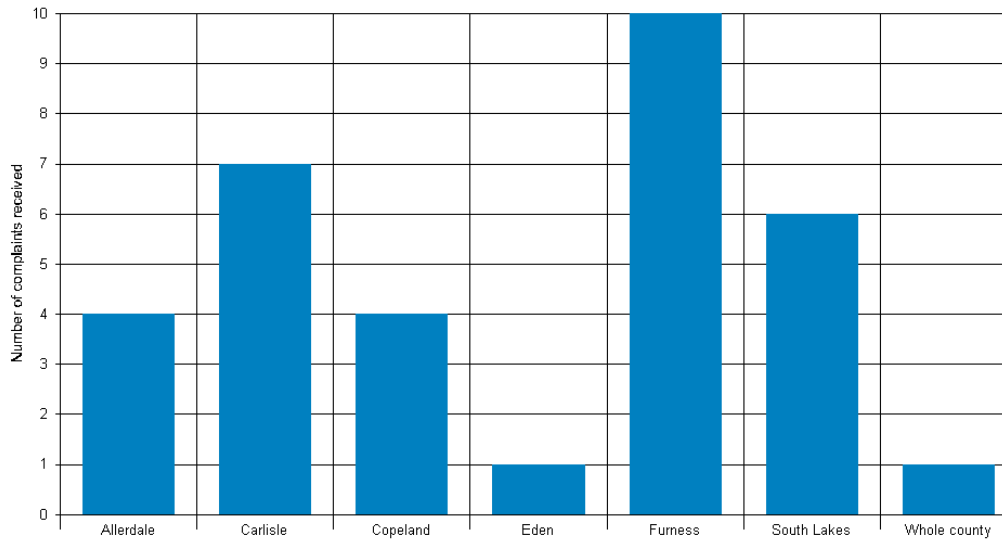
# COMPLAINTS

Quarter 3: Complaints received by service area

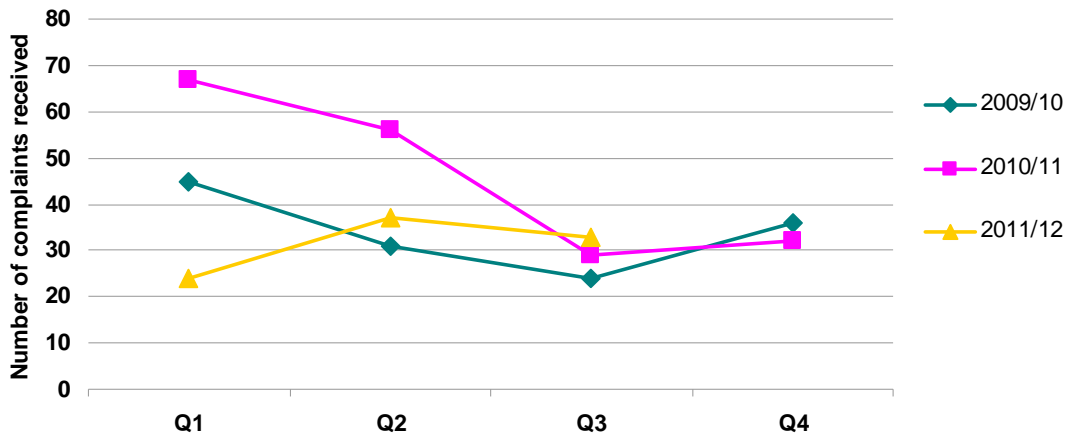


Commentary: A total of 33 complaints were received in this quarter. This report shows what services within the directorate are being complained about.

Quarter 3: Complaints received by district

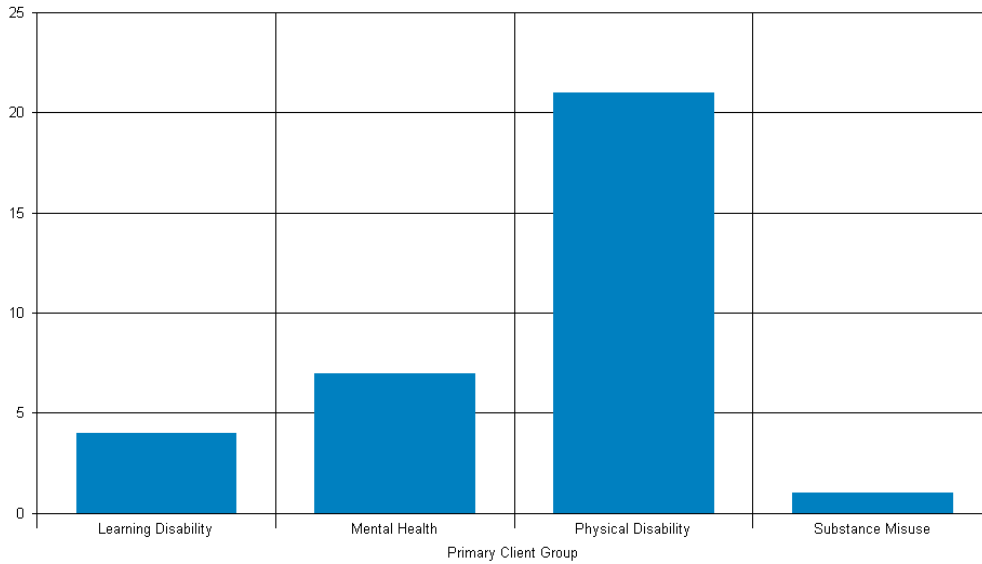


### Number of Complaints

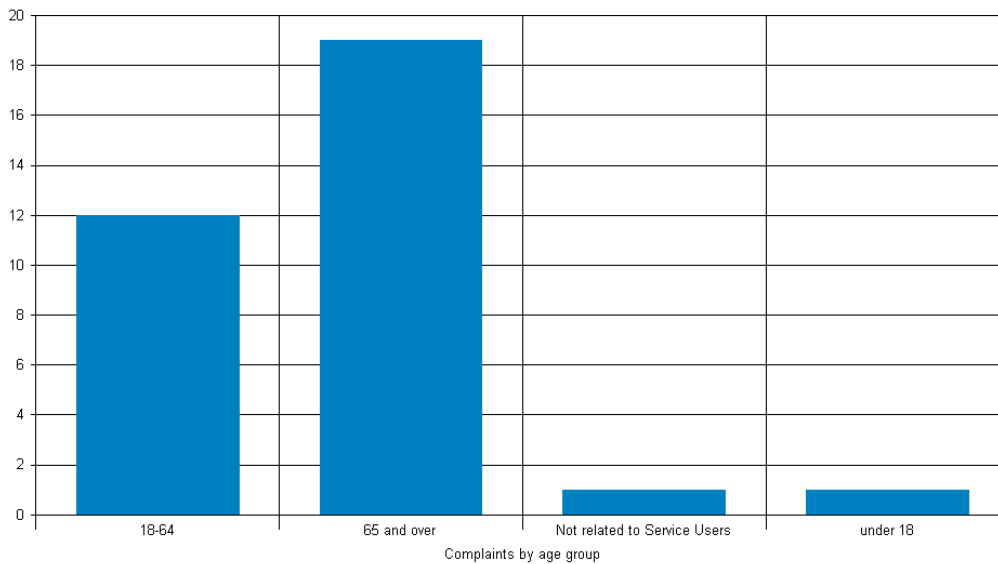


Commentary: This report shows the total number of complaints received in each quarter since 1<sup>st</sup> April 2009.

### Complaints by Primary Client Group - Quarter 3

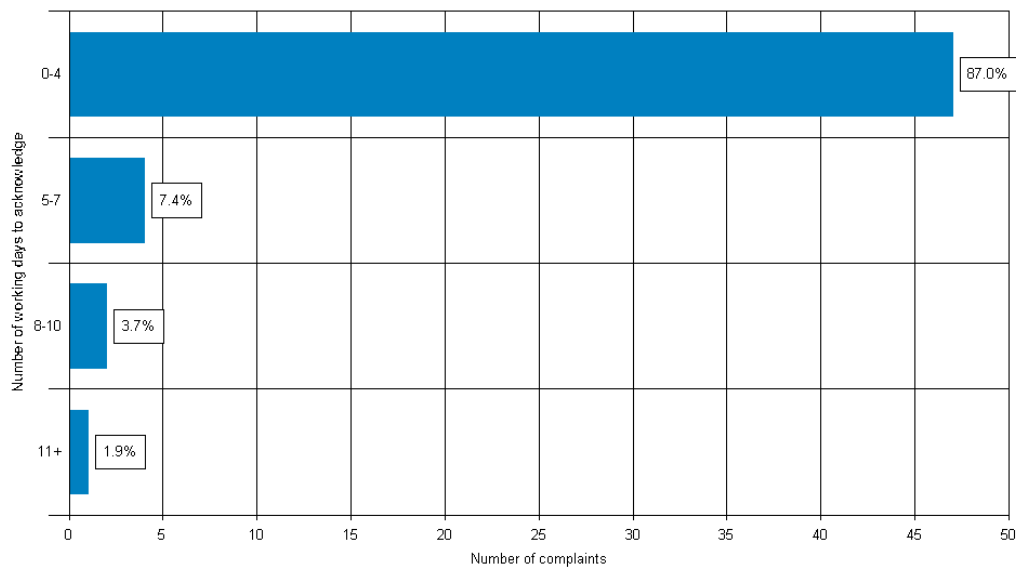


### Complaints by Age Group - Quarter 3



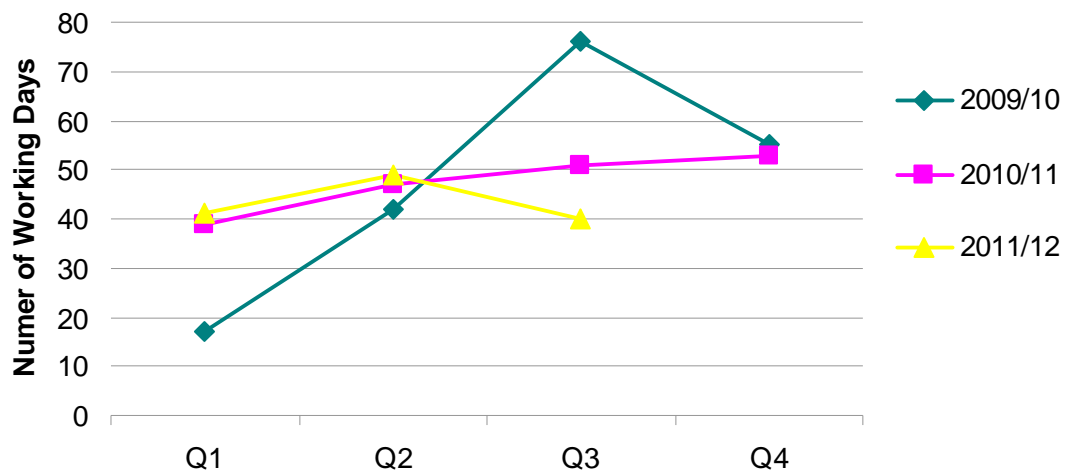
# TIMESCALES: Comments, concerns & complaints

Quarter 3: Number of days taken to acknowledge complaints, comments and concerns



Commentary: The council has a statutory responsibility to acknowledge social care complaints not later than three working days after the day of receipt. The complaints team have applied the same standard to corporate complaints as well as to comments and concerns and in this quarter met the target in 87% of cases.

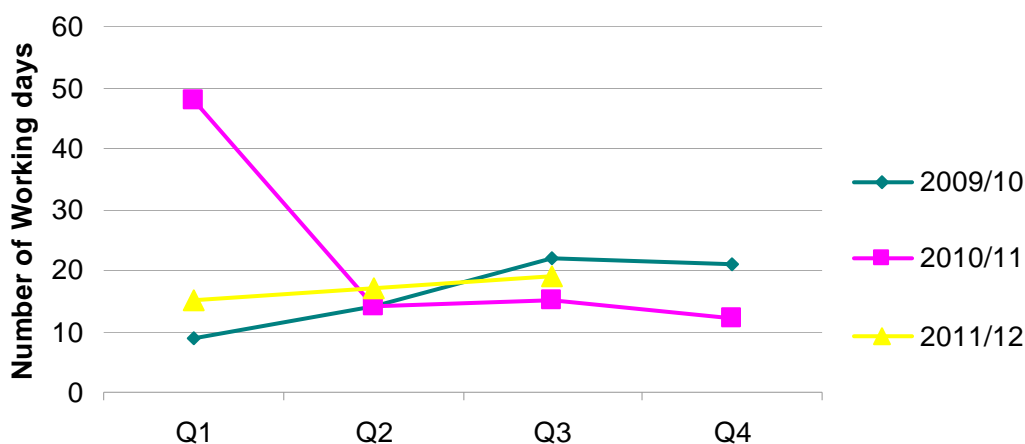
Average timescale to close complaints



Commentary: This report shows the average number of working days taken to fully respond to complaints in each quarter since April 2009. The number of working days is calculated by counting the number of days between the date the complaint was received and date of final response (sign-off).

A new single stage complaints process was implemented from 1<sup>st</sup> April 2009. Complaints received prior to this date but responded to after 1<sup>st</sup> April 2009 are not included in the above data.

### Average timescale to close concerns



Commentary: This report shows the average number of working days taken to fully respond to comments & concerns (including letters from MP's) in each quarter since April 2009.

## KEY CONCERNS/AGREED ACTIONS IN COMPLAINTS

For each complaint that is received in Adult Social Care, the key concerns from the complaint are recorded. This is a multiple option field which allows all the issues raised to be recorded. It is hoped that this will help districts identify trends and areas for improvement. Action taken by the Lead Manager to resolve the complaint is also recorded. Trends within each district are listed below.

### ALLERDALE

Top key concerns:

- Assessment, Care Management & Review
- Conduct/attitude of staff

Top agreed actions:

- None recorded in quarter

### CARLISLE

Top key concerns:

- Conduct/attitude of staff
- Access to services
- Policy or Procedure

Top agreed actions:

- None recorded in quarter

## **COPELAND**

Top key concerns:

- Unwanted change
- Contracting issue
- Assessment, Care Management & Review

Top agreed actions:

- Explanation
- Meeting to resolve issues

## **EDEN**

Top key concerns:

- Safety or wellbeing
- Care standards/quality
- Assessment, Care Management & Review

Top agreed actions:

- None recorded in quarter

## **FURNESS**

Top key concerns:

- Communication & Information (including confidentiality)
- Aids & Adaptations

Top agreed actions:

- Resolved during initial meeting/conversation

## **SOUTH LAKES**

Top key concerns:

- Direct Payments & Personal Budgets
- Communication & Information (including confidentiality)
- Conduct/Attitude of staff

Top agreed actions:

- Action by Lead Manager
- Reassessment/Review
- Resolved during initial meeting/conversation

## **CUMBRIA CARE**

Top key concerns:

- Communication & Information (including confidentiality)
- Unwanted change
- Standard/Quality of care

Top agreed actions:

- Investigation by Lead Manager

## Local Government Ombudsman: Activity in Q3

Complaint about	Details	Date to LGO	LGO activity	Outcome
Charges for residential care.	That the council gave misleading and inaccurate information in 2005 about the cost of residential care. On the basis of information given the complainant purchased an insurance policy to cover the part of the charges not covered by service user's income with a five percent annual increase built in. In March 2009 the council increased fees by 22.7%. As a result of this decision service user (now deceased) had an additional £5500 to pay each year to meet care costs. The council has changed its line of argument in explaining rationale the increased charge.	09/02/10	LGO decision 22/11/11	Local Settlement: Council has agreed to pay £3000 to the estate of the deceased to remedy the injustice both financial and non financial and to pay the complainant £750 for the time and trouble of pursuing these issues.
Charges for residential Care	That the council has incorrectly calculated charges for care based on an incorrect property valuation.	12/04/11	LGO decision 14/10/11	Not to initiate an investigation. Council justified in acting as it has.
Support for older adult and carer	LGO making enquiries about arrangements in place to meet care needs. Specifically whether complainant gets a direct payment, what the funding arrangements are and who arranged the care. Have also requested copies of care plans and financial assessments and wish to know whether a carers assessment has been completed.	16/05/11	LGO decision 22/12/11	To discontinue investigation.
Quality of care in independent sector residential care home	Complainant unhappy with standard of care late mother received in a private residential care home. In particular the home refused to administer medication.	19/08/11	LGO decision 31/10/11	To discontinue investigation. Insufficient evidence to show the care received was inadequate.
Charges for residential care	Council has incorrectly calculated relatives contribution to care fees.	22/08/11	LGO decision 16/11/11	Not to initiate an investigation.
Support for young adult with mental health issues.	Parliamentary and Health Service Ombudsman investigating this complaint about lack of support provided by the integrated mental health team to service user for a period between 2006 - 2009.	07/09/11	Under investigation	
Administration of estate of deceased service user	LGO making initial enquiries in respect of errors made and admitted by the council in handling the affairs of a deceased service user.	24/11/11	LGO decision: 07/12/11	To discontinue investigation – injustice remedied. Council has agreed to settle complaint as follows. To pay £250 to complainant for time and trouble and £250 to service user for any distress caused by council's errors.

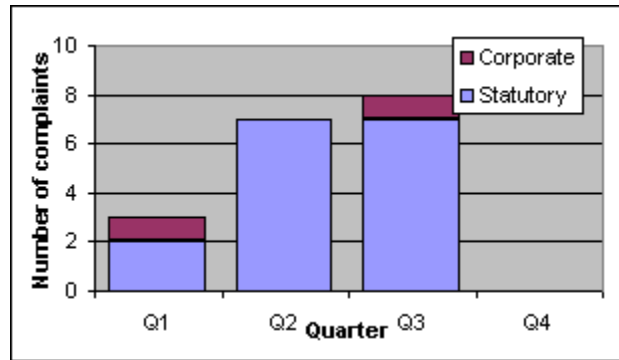
# Feedback From Questionnaires

The Complaints Team send out a questionnaire to each complainant once their complaint has been closed. The questionnaire focuses on the complainant's experience of the process and how effective it was in resolving their complaint. This feedback can be useful in helping develop a better service for complainants.

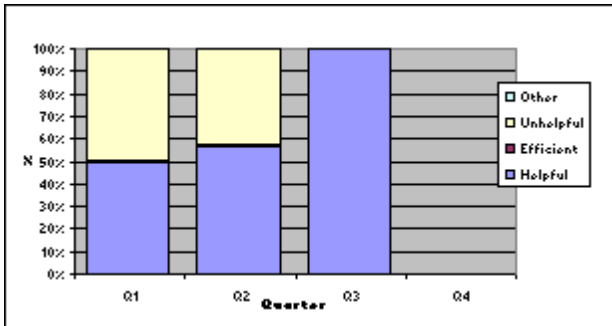
## Number of Questionnaires Received

Total number of questionnaires received with type breakdown:

Type:	Q1	Q2	Q3	Q4
Statutory	2	7	7	0
Corporate	1	0	1	0
<b>Total</b>	<b>3</b>	<b>7</b>	<b>8</b>	<b>0</b>



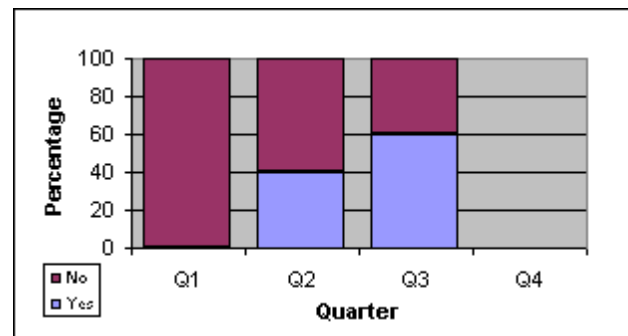
## How helpful did you find the Acknowledgement letter and contact from the Complaints Team? (%)



	Q1	Q2	Q3	Q4
Helpful	50	57	100	0
Efficient	0	0	0	0
Unhelpful	50	43	0	0
Other	0	0	0	0

## Do you think ASC provides sufficient information about Advocacy?

	Q1	Q2	Q3	Q4
Yes	0	40	60	0
No	100	60	40	0

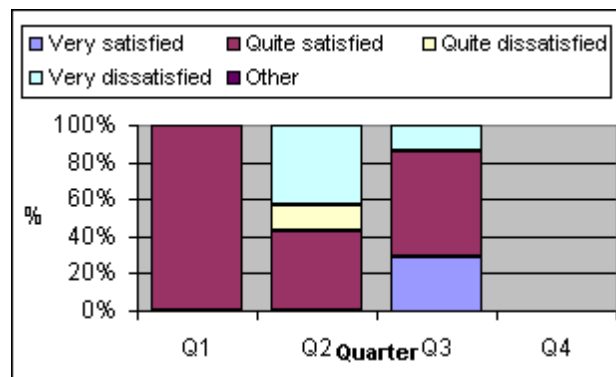


**Number of Complaints the Lead Manager contacted the Complainant in person (%)**

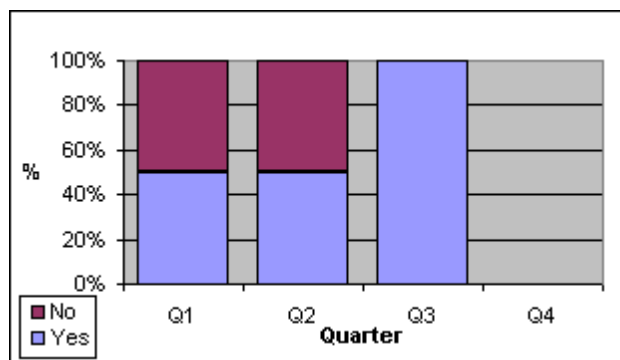
	Q1	Q2	Q3	Q4
% in person	100	71	100	0

**How satisfied are you with the overall resolution of your complaint? (%)**

	Q1	Q2	Q3	Q4
Very satisfied	0	0	29	0
Quite satisfied	100	43	57	0
Quite dissatisfied	0	14	0	0
Very dissatisfied	0	43	14	0
Other	0	0	0	0



**Do you feel ASC did all that was possible to resolve your complaint? (%)**



	Q1	Q2	Q3	Q4
Yes	50	50	100	0
No	50	50	0	0

**Comments from returned questionnaires**

No improvements necessary in my mind. Very friendly, polite and helpful people involved. Excellent regular communication. Listened to my concerns and suggestions. Acted promptly and with care to my feelings.

Make sure that if a time is given to contact someone, it is done.

In the care home supervisors should listen more and act on family concerns. The complaints procedure should not involve the manager of the home where the complaint is related. An independent person should hear concerns. This person should have knowledge of the care of the elderly.

The complaints team contact number should be in the phone directory