

Customer Feedback Annual Report

Adult Services

April 2018 – March 2019

(Approved by Adult Services Governance Committee 19.07.19)

Blackpool Council



Customer Feedback Annual Report – Adult Services

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Customer Feedback Annual Report – Adult Services

1. Overview

Adult Services works with adults aged 18 years and older who have; physical or sensory impairment, learning disability, mental ill health and substance misuse issues, as well as people who care for others to arrange care and adults whose independence is at risk due to age or frailty. We also provide services to those people who may be at risk of abuse or neglect and support the transition of young people who are transferring from Children's Services to Adult Social Care.

We want to make sure that all our services:

- are delivered to the highest possible quality
- are innovative and effective
- are provided in a way that centers on the person and is responsive to each person's individual and specific needs

To do this we will:

- help people to regain skills and to do as much as they can for themselves
- outline a person's support entitlement and how it is assessed
- help people to manage any personal budget they receive or give them the freedom to manage it themselves
- support a person's right to live life free from any form of abuse
- provide clear guidance and information on services available
- make it easy for people to let us know their feedback, respond promptly and use this information to improve services

When people have complaints we will listen to them and wherever possible will negotiate and agree a course of action to resolve the complaint. We deal with complaints in a fair and transparent way, treating those who make them with courtesy and respect. We encourage comments and compliments as well as complaints, as part of our commitment to a process of continuous learning and improvement.

The arrangements for complaint handling must comply with the statutory requirements, as detailed in the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. In line with the statutory requirements the Authority is required to produce an annual complaint report made available to the public.

This report provides information about compliments, comments, complaints and MP/Councillor enquiries received by Blackpool Council's Adult Services department during the period 1 April 2018 to 31 March 2019. The report highlights how the service has performed against the statutory timescales and indicates where improvements or revisions to services have been identified as a result of compliments in highlighting best practice and through the process of listening and responding to complaints.

Figures within the report are broken down into the following areas:

- Adult Social Care (including Safeguarding)
 - Care and Support (in-house provider services)
 - Corporate - Resources
 - Commissioning (Commissioned services, including care at home providers and residential care providers)
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2. Adult Services Key Headlines

Whilst considering this report it is important to see the overall picture of Adult Social Care involvement in the Blackpool area.



601 items of feedback were logged for Adult Services in 2018/2019

138 complaints were received this year, which represent less than 2.8% of Adult Social Care service users

There has been an 18% increase in complaints compared to the 116 received in 2017/2018

The greatest numbers of complaints were from received were:

- From a relative of a service user
- From or on behalf of service users in the category of 'Older Adults'
- Related to social work support

There are no outstanding complaints for 2018/2019

8 complaints were referred to the Local Government Ombudsman

Enquiries from MP and Councillors totalled 51

409 compliments were received which is almost three times the number of complaints received

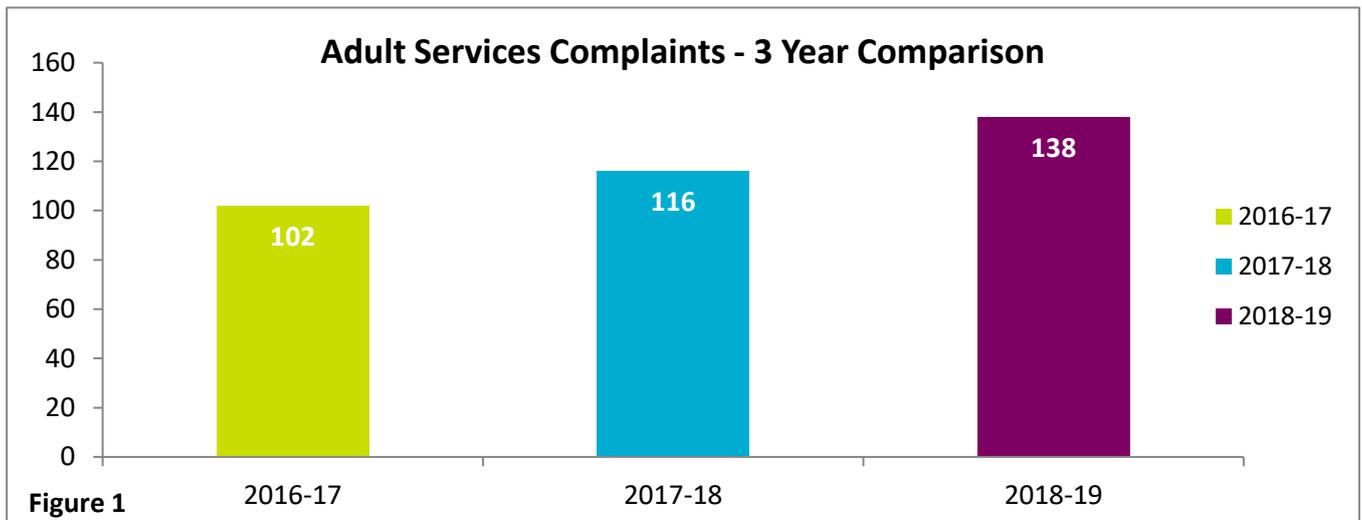
93% of complaints received were statutory complaints

* Mid-year 2018 population estimates
 ** This figure includes both long and short-term provision
 *** To confirm, this relates to the number of clients placed in respite as oppose to the number of carers that necessarily benefit from the service. This is because respite is purchased for the cared for and not the carer(s).
 ~ This figure includes both long and short-term provision in the year where the client was not receiving services in the previous year.

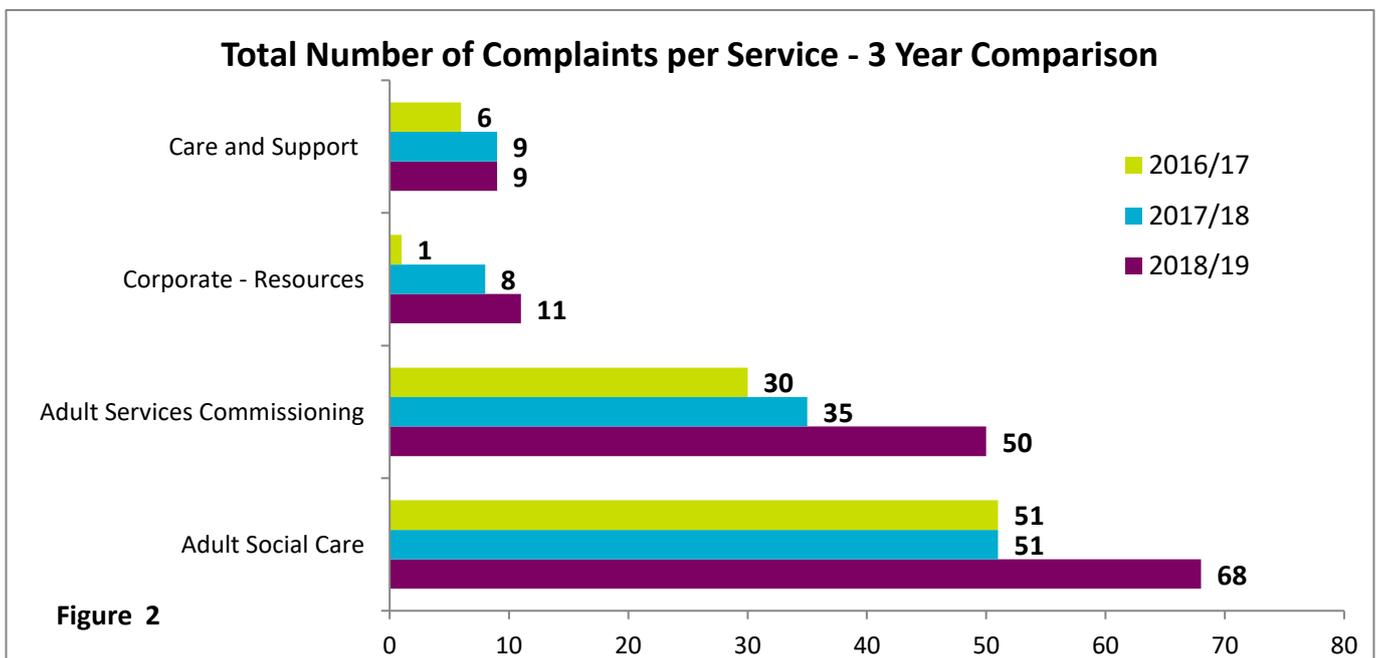
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3. Complaints

Statutory legislation dictates that all Adult Social Care complaints should be addressed and concluded within a 6 month timeframe. We feel that all complaints should be addressed quickly and efficiently, with the underlying awareness that each case is individual and should be viewed so on its own merits. In most cases 15-20 working days is initially allocated for investigation and response. However, where complex cases are concerned it is sometimes more appropriate to allocate a longer timeframe for a thorough investigation to be achieved. The allocated timescale is always communicated to the Complainant so they know when to expect a response.



This year's complaint figures are higher than the previous two years. There has been a 2.8% increase in the number of people (4873 to 5011) receiving adult social care services since the previous year, which could account for the increase. The general culture of submitting feedback is becoming ever more prevalent and this could also be a factor. We continue to empower service users to raise their feedback and we are continually striving to make the complaints process easily accessible for all.



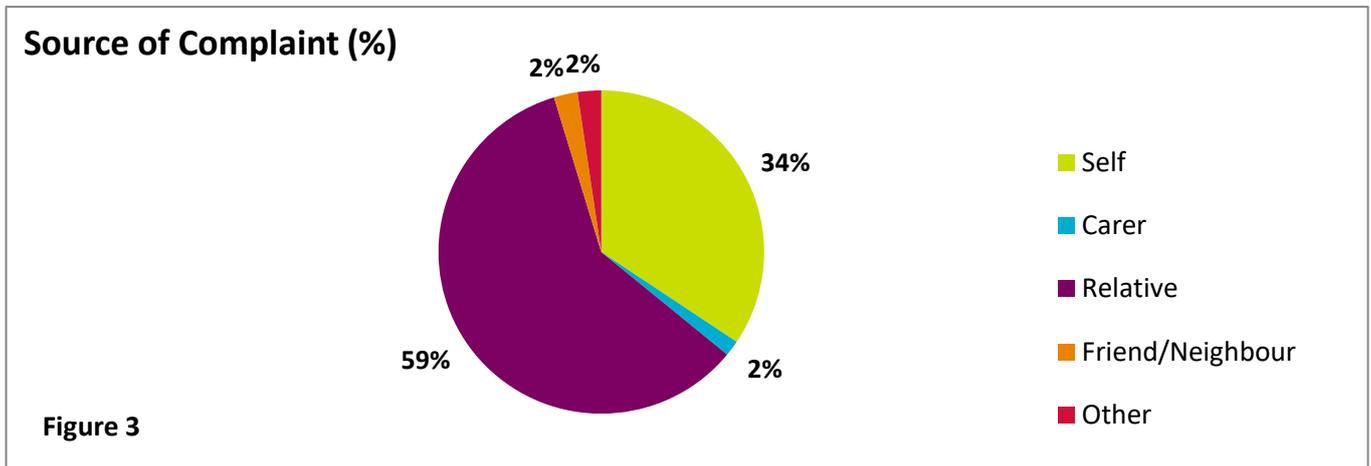
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Adult Social Care and Commissioning, both front line services, are again carrying the most complaints. This is to be expected due to the complex role and amount of customer contact. Both services are representing the face of the Council and must deliver quality services at all times.

The majority of complaints received were statutory Adult Social Care complaints, accounting for 93% of all complaints. Complaints that did not fall within the statutory complaint procedures were dealt with via the Council’s corporate complaint procedures. The majority of complaint investigations this year were undertaken locally by Adult Services; none were referred for independent external investigation, however one case was allocated to a non-Adult Services officer in order to carry out an independent investigation at the request of the Director. There are no outstanding complaints for 2018/2019.

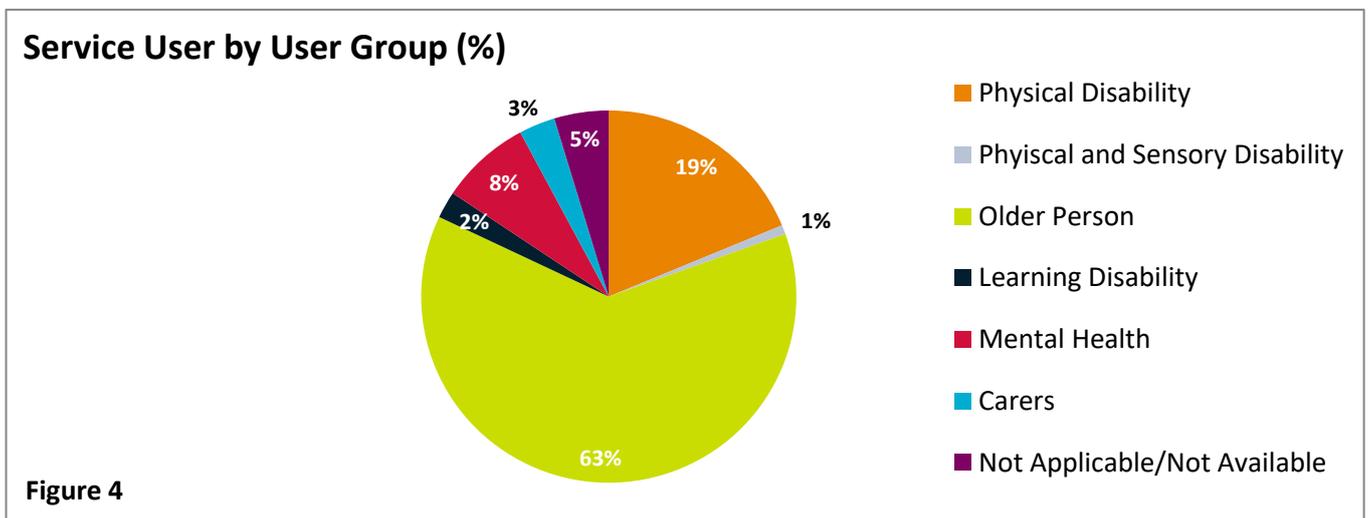
Source of complaint

The greatest number of complaints received were from a relative of the service user:



Service User Category

The greatest number of complaints received was from, or on behalf of, service users in the category of ‘Older Person’. This is to be expected because the ‘Older Person’ category is used for any service user, over 65 that does not fall under one of the more specific categories.



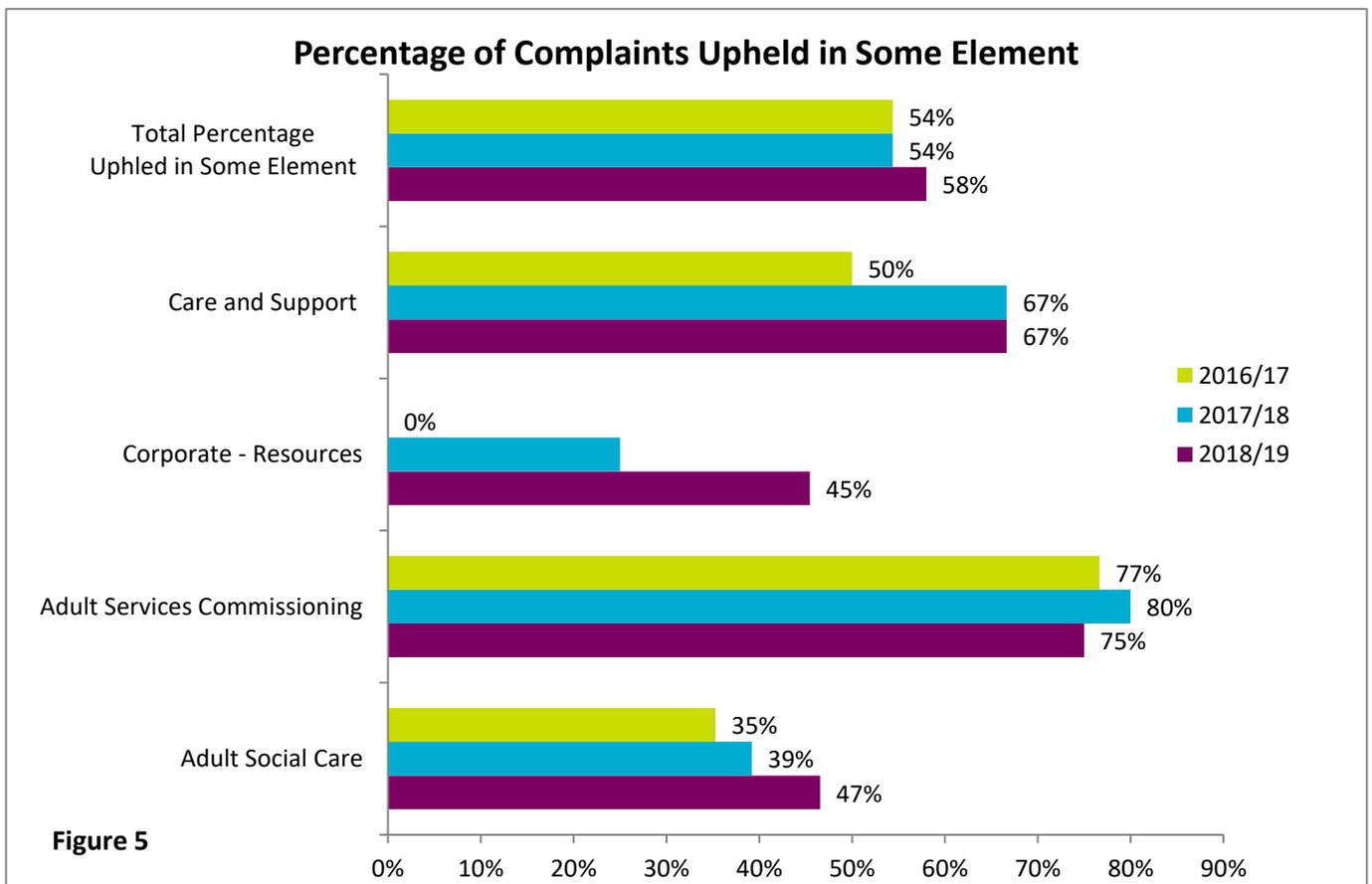
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Complaint Outcomes

Adult Services welcomes all customer feedback as an opportunity to learn and to improve, and in doing so, may be expected to receive a higher number of complaints. Simply reporting the number of complaints made does not indicate how the service is performing. It is important to measure the complaint numbers against the number of complaints that were “upheld” or “partially upheld”.

A complaint may be upheld if it is evident from investigation, that the service provided was not of a standard that a person could reasonably expect. An outcome of partially upheld is when some, but not all, elements of the service provided have not met a reasonable standard.

Of those complaints which have been fully considered 15 percent were classified as upheld; 43 percent as partially upheld, making a total percentage upheld in some element of 58 percent.



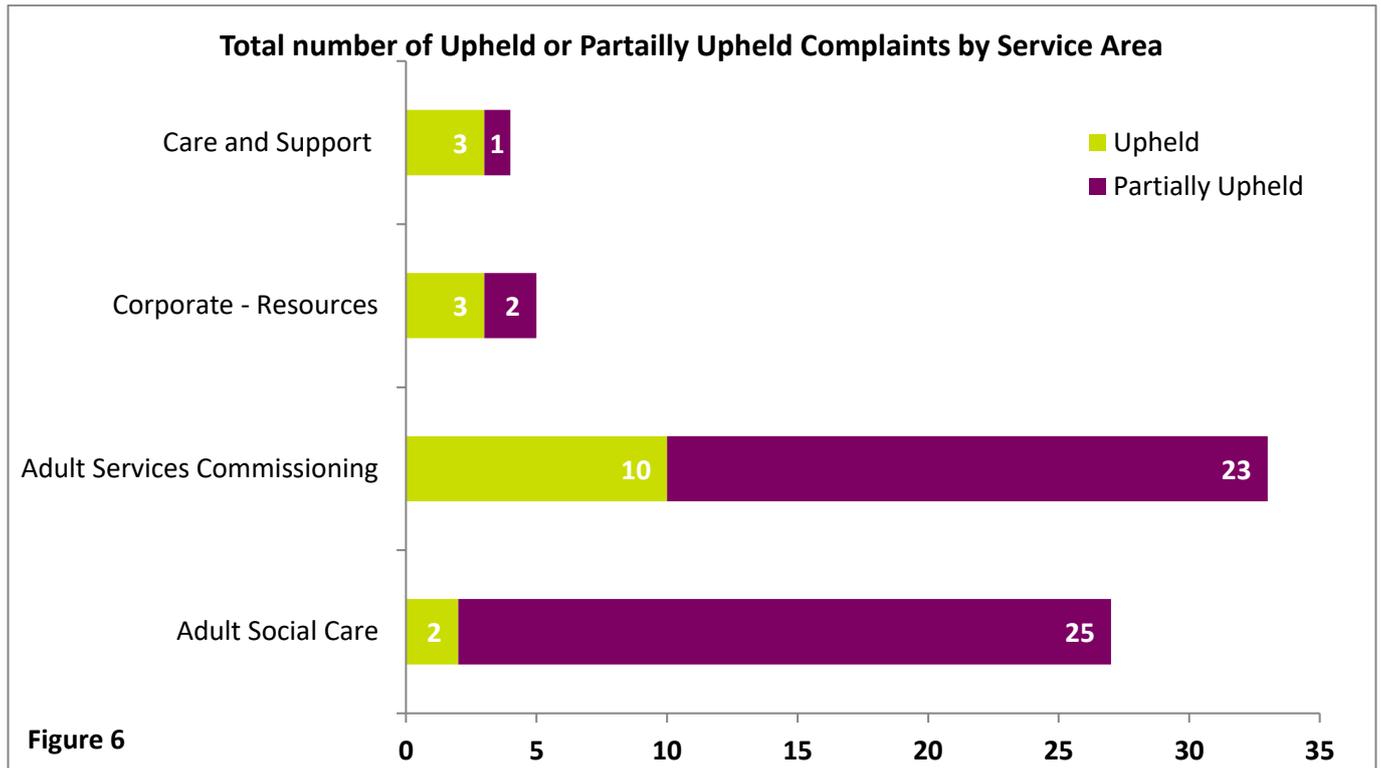
As well as an overall increase in the number of complaints received, the percentage of complaints where there was found to be fault by the service (complaints upheld in some element) has also increased slightly; however, due to the relatively low increase, these variations cannot suggest a trend.

Over the three years the highest proportion of complaints upheld in some element is from commissioned services. Complaints regarding commissioned services are used to implement changes and aid in rigorous checking. The Quality Monitoring Team also carry out both scheduled and unscheduled checks and performance monitoring meetings with external providers on a regular basis. All complaints are scrutinised and follow-up

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action taken if appropriate. There are also Provider Forums for providers to attend, to encourage joint working and so that learning, initiatives and concerns can be addressed and utilised positively for the benefit of all our service users.

Below is a further breakdown of the number of 2018/2019 complaints upheld in some element, broken down by service area:



A few of the general reasons for complaints being upheld over the year are shown below:-

- Lack of action, impacting on expected level of service delivery, which has been acknowledged by the service.
- Errors in service delivery, such as failing to follow correct policies and procedures
- Miscommunication between care providers and service users regarding care charges over the Christmas period
- Staff conduct/behaviours have continued to be cited by complainants and in some cases this has been accepted and subsequent actions implemented
- Expectations of clients regarding care agencies' delivery of service, missed visits and packages of care not being met – perceived or actual
- Issues with residential care homes' service delivery, which have been addressed via contractual arrangements and expected standards of service.
- Delays or confusion around assessments, financial information and contributions

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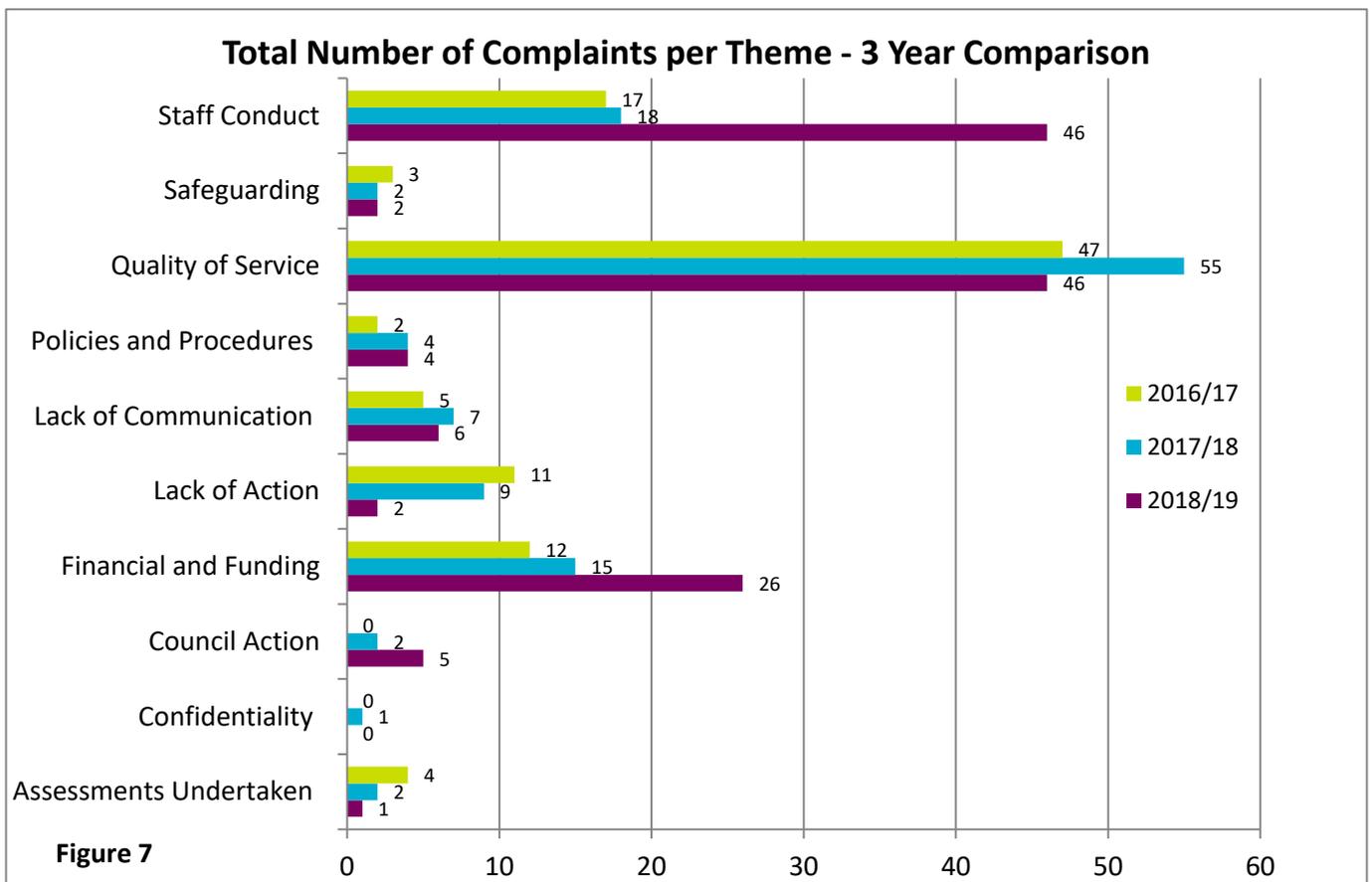
- A complaint may have been upheld, due to a number of minor or varied issues, which have overall resulted in a poor experience for the Service User and/or their families.

Complaint Themes

When complaints are received, they are given a theme based on the main overarching concern.

There are currently 10 standard themes used to classify Adult Services complaints. These themes help Adult Services to quickly identify trends and patterns whilst aiding in the recognition of action required; however, if a complaint has got a number of aspects to it, it is often difficult to highlight one particular theme; therefore, ‘Quality of Service’ tends to be used. In March 2018 the themes were reduced from 12 to 10, ‘request for service’ and ‘miscellaneous’ are no longer used. A further review of the themes will be undertaken at the end of this year to tie in with the implementation of a new complaint management system; sub categories will be explored to give a further breakdown into complaint trends.

The following chart shows the breakdown of the annual complaints by theme:



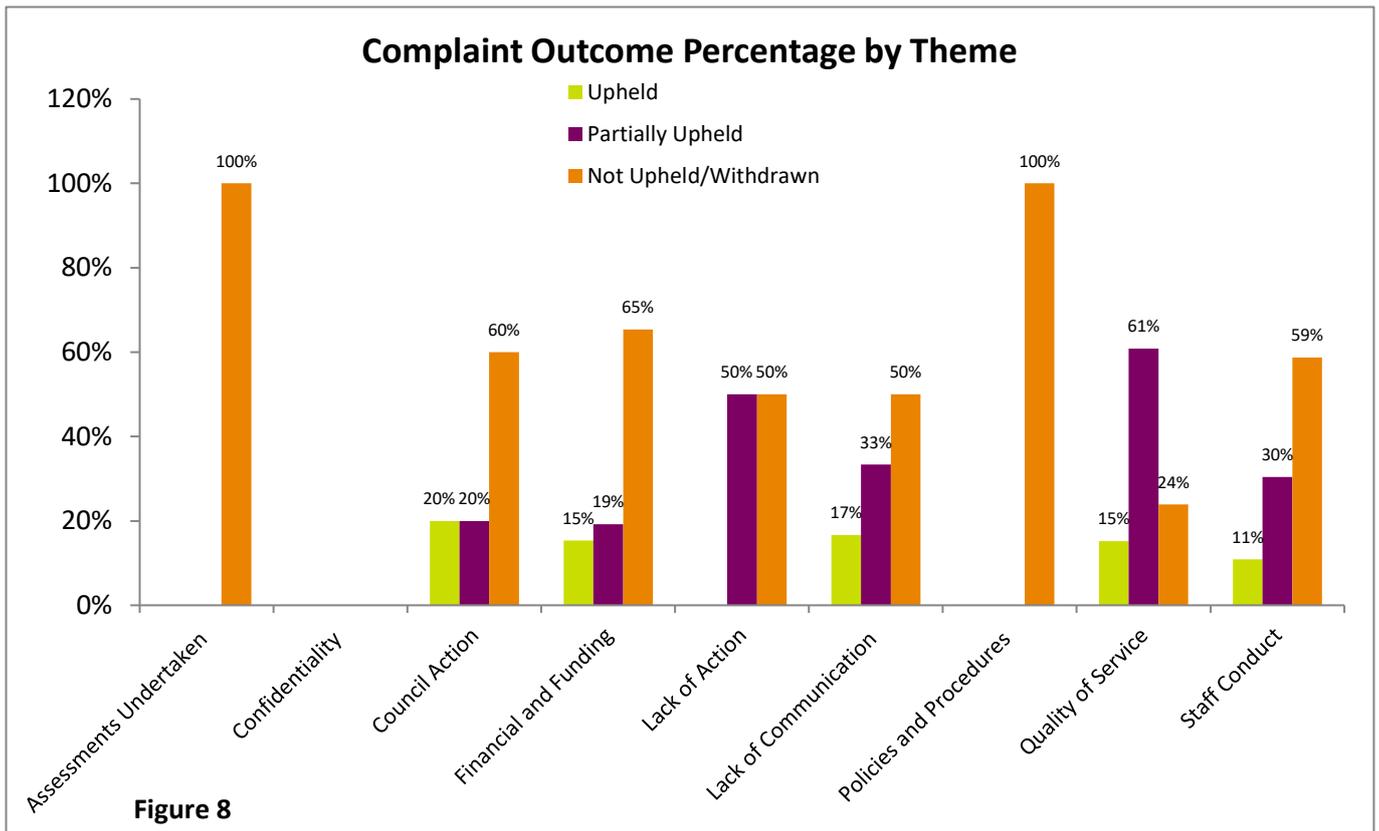
The theme of “Quality of Service” continues to be a prevalent theme for received complaints. This may be due to the very general nature of the theme, which can encompass a number of areas. It must be noted that only 15% of complaints in this category were fully upheld.

“Staff Conduct/Treatment of Customer” is also highlighted as the main theme this year. Key topics raised within this theme include; service user/family expectations not being met, miscommunication or poor communication

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and lack of involvement of the family. An area for future improvement in order to reduce the number of complaints in this theme could be to better manage service user and family expectations of both the service and the role of the social care workers, through clear communication.

50 percent of the complaints received were found to be upheld in some element. This can be seen clearly in the chart below which provides a further breakdown of the annual complaints by theme, in relation to the outcome.



Perceptions of quality of service are very real to service users and must be listened to, in order to make necessary improvements to our services. It is essential that open and clear discussions with service users and, if appropriate their family, occur early on, to provide an opportunity to address any misunderstandings and alleviate any concerns. This should be followed by very definite checking of understanding, in order that the expectations can be managed and attained wherever possible.

On occasions where poor conduct of staff has been raised, the manager will address these concerns with the member of staff in supervision meetings. It must be noted that there are only five themes whereby the complaint has been fully upheld; Council Action, Finance and Funding, Lack of Communication, Quality of Service and Staff Conduct.

Timescales

Legislation requires local authorities to respond to Adult Social Care complaints within a six month timeframe. This requirement was met for 100 percent of the complaints received during the year. However, we understand that people raising concerns would prefer to receive an outcome more quickly than this, so we set

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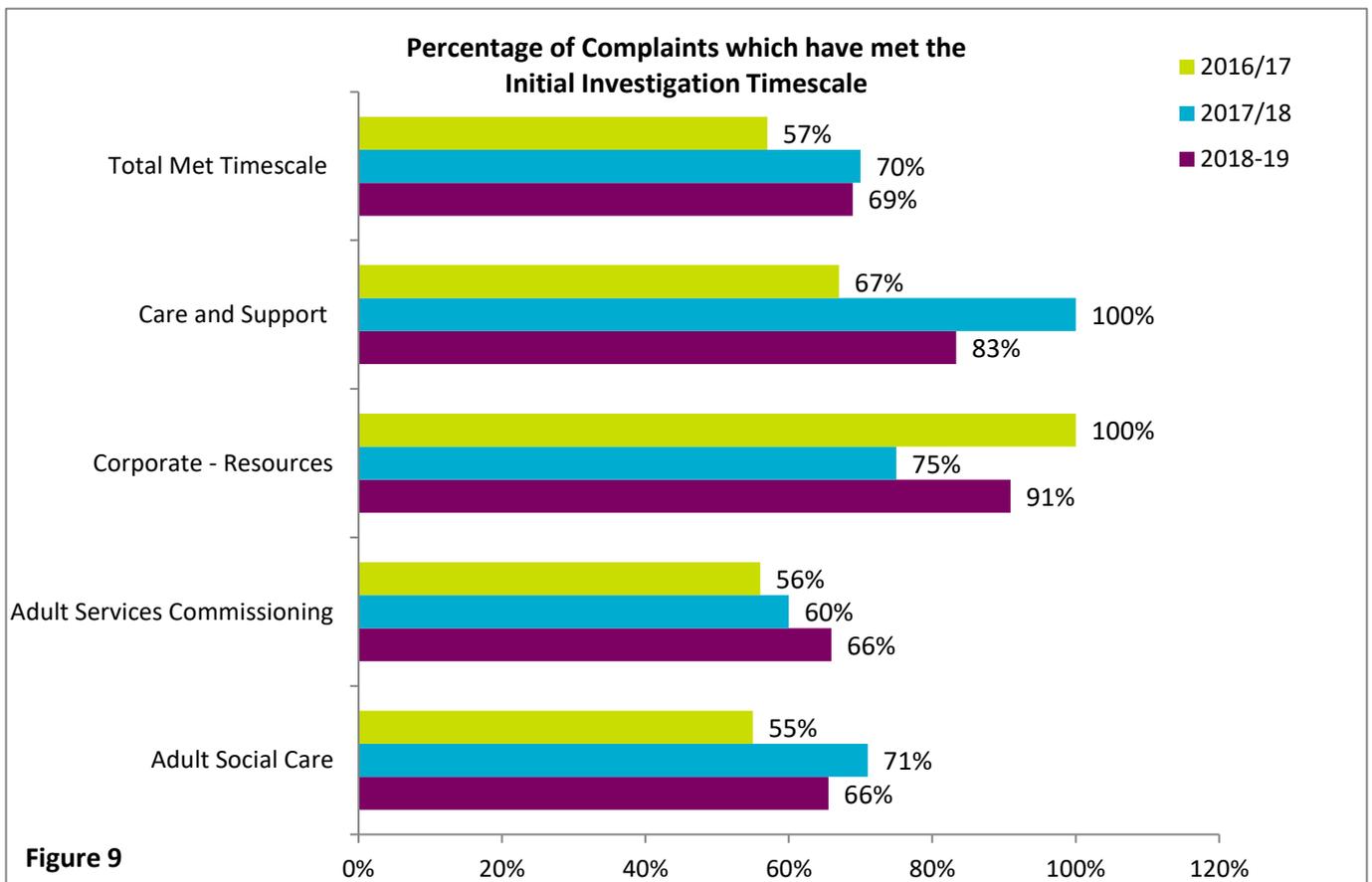
ourselves a high target, and typically commit to responding to customers within 20 days. It is this target that we measure ourselves on, and to which the statistics in this section relate.

It is good practice to keep the Complainant informed of progress at all times. Therefore, if for any reason, Adult Services is unable to meet the allocated timescale for response, contact should be made advising of the delay together with a new expected date of response and apology for inconvenience caused.

It must be noted, that wherever possible, every effort is made to achieve the realistic timescale originally provided to the Complainant. However, this is not always possible. It is recognised that not meeting an anticipated timescale does not assist in complaint resolution and further frustrates the Complainant. However, transparency on behalf of the Council is essential so the Complainant can understand the difficulties being faced and why the delay is necessary.

If a complaint timescale has to be extended, the complaint will be classed as ‘not meeting timescale’; the only exception to this is if the Complainant causes the need for extension, for example, by providing further information during the investigation process or if a meeting with the Complainant is required and the Complainant is unable to meet within the initial time frame.

Below is a graph showing a three year percentage comparison of the fully considered complaints which have met the initial investigation timescale.



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The overall percentage of complaints meeting timescale, although slightly less, has remained consistent compared to last year.

The timescales for Commissioning have remained relatively consistent this year compared to last year, however there is a slight improvement on the previous two years. The figures confirm that there is still room for improvement. The Quality Monitoring Officers within the Commissioning Team will continue to work with providers and communicate the importance of providing information for complaint investigations in line with our procedural timescales.

It is positive to see a vast improvement Corporate Resources complaints meeting timescale. Although Care and Support figures are down on last year; however, due to the small number of complaints in this division, this accounts for one of six complaints not meeting timescale.

It is unfortunate that Adult Social Care figures have dropped since the improvement in 2017/18. The initial timescales may not be met if the Director asks for further investigation work or clarification before the final response is completed. The Customer Relations Team meets weekly with the Director to discuss all cases at approval. Unfortunately on occasions, due to unforeseen circumstances, the meeting with the Director may be rescheduled; whilst we will attempt to rearrange for later that week, it may be that approval of a case would need to wait until the approval meeting the week after, and this may result in the case going over the initial set timescale. In order to try and reduce this happening as much as possible, 5 days of the 20 working day timescale is set aside for the approvals process. In all cases where we can foresee a delay, we will contact the complainant to advise of the delay and if possible provide a new expected date of response and apology for inconvenience caused.

The Customer Relations Team continues to work closely with all services in order to improve the number of complaints meeting timescale. The Team meets on a weekly basis with Adult Services Managers to discuss any ongoing complaints and to keep on track of progress. It must be noted that we would prefer to extend a timescale and keep the complainant informed of this, if it was to ensure that a more thorough quality response could be provided.

4. Local Government and Social Care Ombudsman

The Local Government and Social Care Ombudsman (LGSCO) investigate complaints from the public about councils and other bodies providing public services in England. It also investigates complaints about registered adult social care providers. It is the last stage of the complaints process, for people who have given the council or a provider the opportunity to resolve the issue first and where the Complainant feels that their issues have not been addressed or resolved to their satisfaction.

Some complainants prefer to contact the LGSCO in the first instance. The LGSCO will determine whether this is a premature complaint which must be directed back to the Council to investigate and respond to in the first instance or if they will commence an investigation based on the information provided by the Complainant.

Throughout 2018/2019, eight complaints received by the Council were referred to the Local Government Ombudsman. During the Ombudsman's investigation, the Council will be asked to provide the LGSCO with information; it is often the case that the LGSCO will make more than one request for information for each enquiry.

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There have been nine initial requests for information from the LGSCO, two further requests for information and three LGSCO Draft Decisions requesting the Council's comments. The Complainant also gets the opportunity to provide their comments on the Draft Decision.

Out of the 19 enquiries, 15 were responded to within the timescale set by the LGSCO (79%).

We have also received four LGSCO Final Decisions this year:

- Two were closed after initial enquiries – no further action
- Two were upheld - maladministration and injustice

Below are some examples of what the LGSCO has recommended:

- Council to provide the Complainant and the Service User with £5500.
- Council to review its procedures in relation to the DoLs process.
- Council should conduct regular quality assurance checks with care provider's to ensure the safety of the clients.

5. Outcomes and Learning

Following the completion of the complaints process, managers are asked to identify any possible learning from the complaint, either for their own staff or team, or with implications across the Directorate.

Lessons Learnt and actions taken as a result of customer feedback are recorded and shared at the Department's monthly Governance Committee. The Committee agrees actions for the Department and identifies further learning and monitors the progress.

Please refer to **Appendix A** for a selection of lessons learnt in 2018/2019.

It must be noted that the complaint process is one of a number of ways in which Adult Services obtains valuable feedback in order to learn, improve and share best practice. **Appendix C** highlights some of the other ways in which Adult Services listens and learns from our customers.

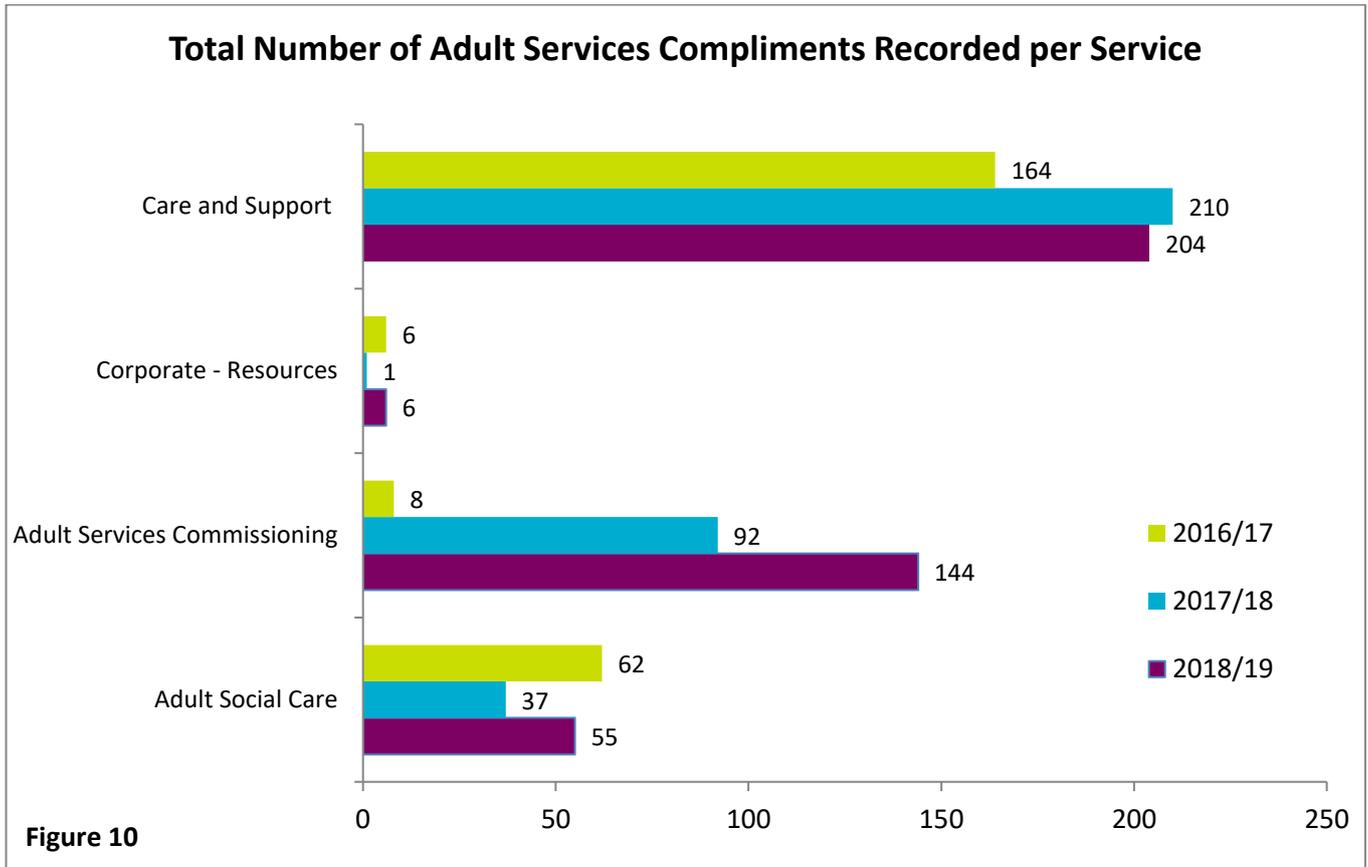
6. Compliments

Compliments are extremely important and help to highlight the areas in which we are improving or maintaining levels of high quality service. They act as a morale booster for staff and are evidence that every detail within service delivery matters. Good practice is commended and discussed at senior level to ensure it is implemented across the board where possible.

For the purposes of official compliment recording within the Department, a compliment can be defined as an unsolicited statement of satisfaction or praise received from an outside source regarding an aspect of the service or an individual member or members of staff.

The table below demonstrates the number of compliments recorded by Adult Services:

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Certain Teams remain very good at recording compliments received; however, there are services that rarely pass on compliment data for reporting purposes. The reported figures may therefore not be a true reflection of compliments received by Adult Services and can only show the number of compliments that have been officially recorded.

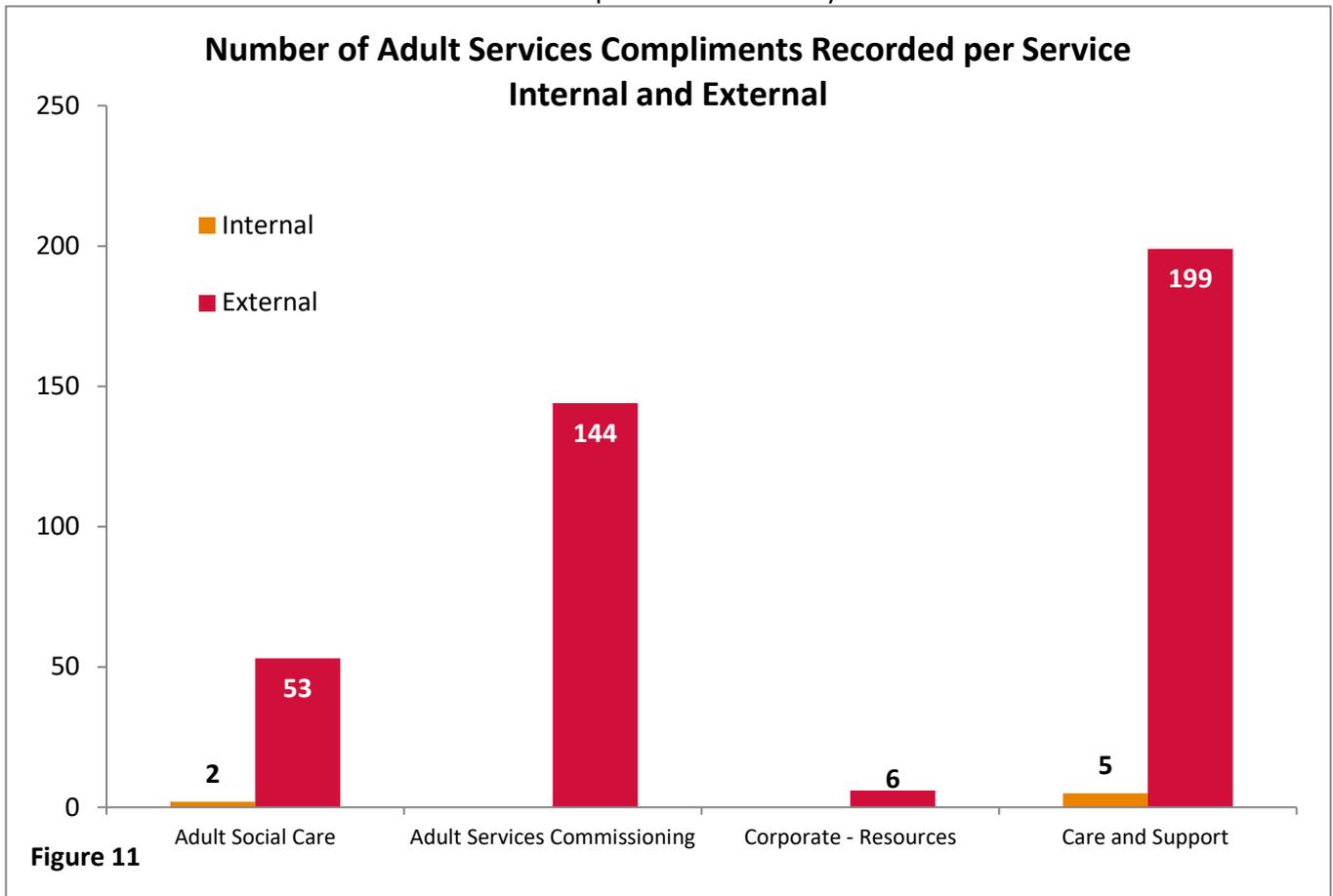
The Commissioning figures once again include feedback from the Carer of the Year Awards which has continued to have a successful impact on the numbers of compliments recorded in this area. Care and Support Services compliment figures remain consistently positive in alignment with previous years. It is positive to see that Adult Social Care compliment figures have increased in comparison to the previous year.

We will continue to raise staff awareness of the importance of logging all positive feedback and try and encourage reporting of additional feedback comments obtained in surveys and questionnaires.

From April 2019 all survey and questionnaire comments and compliments will not be transferred into the customer feedback system, to be counted in the above figures. This change has stemmed from discussions at the Strategic Customer Services Group and is due to no other Council services counting survey/questionnaire information in formal feedback figures. All feedback is very important and a fantastic way of showing staff that their hard work is appreciated and also for highlighting any minor issues. All comments on questionnaires will continue to be shared with staff and reflected upon and this information will still be included in the department’s Quarterly and Annual reports.

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The table below demonstrates the number of compliments received by Adult Services:



Front line services i.e. teams which primarily deal with the public, will have many opportunities to receive compliments from service users or their family members, by means of a thank you card, letter, feedback forms or verbally. On the other hand, front line services also bear the brunt of the majority of complaints received, which have to be investigated and recorded, whether or not they are upheld.

Services are encouraged to report internal positive feedback, as well as compliments from service users and their families. Below are examples of the internal compliments recorded:

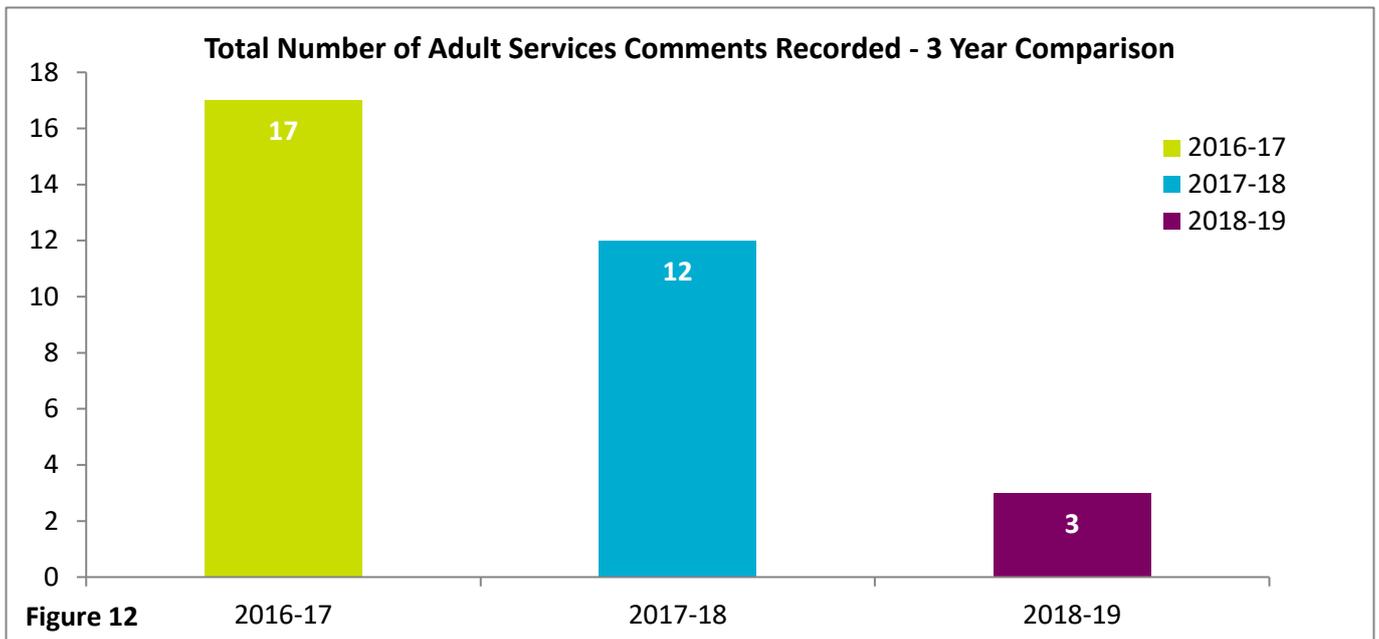
- *“I am very impressed by the homes best services as they managed to make a huge improvement in the living conditions for one of my service users. I have visited the service user to complete an assessment and there is a massive improvement in him.”*
- *“A home visit has been arranged very quickly for Y and I just wanted to say thank you to Adult Social Care for their quick actions on this matter”.*

Please refer to **Appendix B** for a selection of external compliments recorded.

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7. Comments

Comments are equally important as complaints and help to shape and improve the quality of service. If necessary, Adult Services will respond to comments based upon the same timescale as complaints. Each comment will be judged individually as to whether a detailed response is necessary or not. It is sometimes unsuitable to share details with the Customer; however, any necessary actions will still be undertaken. It is believed that Service Users are being more direct in conversation with Council Representatives and action is being taken early to try and prevent a complaint being logged.



Comments are usually received via the online feedback form directly from service users. Services do not always pass comments on to be logged therefore the above figures are not a true reflection of all ‘comments’ received by Adult Services and can only highlight the number of comments that have been officially recorded.

8. Members of Parliament (MP) and Councillor Enquiries

Blackpool Council’s Chief Executive maintains that all MP Enquiries should be actioned and responded to within 5 working days. This year the Councillor Enquiry timescales have been increased from 5 to 10 working days. MP and Councillor Enquiries can be categorised as:

- requests for information
- reasons for decisions
- requests for service
- requests for review of cases

The following table shows the annual breakdown of MP Enquiries received by Adult Services and the percentage which met the 5 day response timescale:-

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Member of Parliament Enquiries	2018/19	
	Number of Enquiries	% Meeting 5 Day Timescale
Adult Social Care	29	41%
Care and Support	2	0%
Business Support and Resources	2	50%
Commissioning	2	0%
TOTALS	35	37%

2017/18 Comparison		2016/17 Comparison	
Number of Enquiries	% Meeting 5 Day Timescale	Number of Enquiries	% Meeting 5 Day Timescale
19	47%	23	61%
2	33%	3	67%
1	Nil	1	100%
3	100%	3	100%
25	48%	30	66%

The number of cases meeting the 5 day response timescale is lower than the previous years. The 5 day turnaround for response is extremely tight especially in light of complex cases and again if the timescale is extended it is counted as missing the timeframe. We will continue to work with services to further improve timescales over the next year.

Adult Social Care accounts for the majority of MP Enquiries again this year (41%). Some complainants turn to their MPs for support during or after the complaint process in hope that involvement of their MP will achieve a better outcome for them. We can also receive multiple enquiries from an MP regarding the same individual; these are all logged as separate enquiries.

The following table shows the annual breakdown of Councillor Enquiries received by Adult Services and the percentage which met the 10 day response timescale:-

Member Services Enquiries	2018/19	
	Number of Enquiries	% Meeting 10 Day Timescale
Adult Social Care	16	75%
Care and Support	0	n/a
Business Support and Resources	0	n/a
Commissioning	0	n/a
TOTALS	16	75%

2017/18 Comparison		2016/17 Comparison	
Number of Enquiries	% Meeting 5 Day Timescale	Number of Enquiries	% Meeting 5 Day Timescale
3	100%	13	54%
3	100%	2	50%
1	100%	Nil	n/a
1	0%	2	100%
8	88%	17	59%

Although Member Services has increased the Councillor Enquiry timescale to 10 working days, the Customer Relations Team still request that, if possible, services provide their response within 5 days; this allows dedicated time for the approval process. All Councillor Enquiries received were for Adult Social Care; in light that the figures are double in comparison to last year, the number of enquiries responded to within 10 working days is still

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positive with 12 of the 16 enquiries meeting timescale and this is a significant improvement on 2016/17 where we saw a similar number of enquiries.

If we are unable to meet the timescales we will ensure that our efforts to provide the information as soon as possible are communicated to the MP or to Member Services and if need be, an interim update is provided. We will continue to work with services to further improve timescales over the next year.

9. Looking Forward

The Customer Relations Team facilitates the Customer Feedback process for Adult Services. The Team is also responsible for the production of statistical information and reports for all Council complaints and customer feedback.

The Team is currently working with the Council's ICT services to develop a new council-wide Customer Feedback System, with the aim of providing a more user-friendly, straight forward approach of logging feedback. The systems improved reporting tools will allow essential feedback data to be provided to services on a more regular basis. It is hoped that the new system will empower services to take better control of complaint and feedback management and provide additional subcategories for complaint themes, so that trends can be clearly identified and acted upon. The new system will be piloted within Adult Services during the last two quarters of the 2019/2020 year with the intention to go live across the Council in April 2020.

The Team will also be updating the Adult Services Customer feedback procedures document and will looking to provide further guidance and support to all services and the focus will be on improving the handling of complaints, the quality of responses and to increase learning from complaints and compliments, to ensure that a robust mechanism is in place for sharing lessons learnt, best practice and potential development.

In addition, the Team will offer ongoing support to staff acting as investigating officers, with the intent to improve staff confidence by improving the timeliness and quality of responses made and with the aim to reduce the need for secondary or follow up enquiries. The updated procedural documents and a staff guidance tool will be available by December 2019.

The Customer Relations Team will continue to work closely with Adult Services Management to develop a unified approach for dealing with and reporting on all feedback from young people.

Adult Services will continue to work with the Customer Relations Team:

- To ensure that we acknowledge the importance and value of complaints and other customer feedback.
- To resolve the issues and concerns as soon as they are made aware of them in order to minimise the number of matters being escalated to a formal complaint.
- To ensure that complaints are handled in line with the Council's Customer Care Standards and any other relevant legal and policy requirements.
- To provide a clear route by which customers can raise concerns about the service they have received from the Council.
- To ensure that complaints are dealt with fairly, promptly and sensitively.
- To learn from our mistakes and use feedback from customers to continuously improve services.
- To share best practice learnt from compliments received.

APPENDIX A – A selection of lessons learned identified

Returning Calls: Social Workers have been reminded that all calls should be returned when they are made aware a message has been left for them; despite the time. Service users expect a call back if this is what they have been told will happen.

Allocating a new Social Worker to the case: In some cases a new social worker has been allocated to the case as a result of the complaint; this is not always necessary, however it can be difficult to maintain a good working relationship with families when they feel that the relationship has broken down so changing the allocated worker can be a good way to move forward.

Communication with Service Users (Social Work Teams): Social Workers have been reminded to keep in regular communication with service users and their families to ensure that they are kept up to date with the current situation in order to avoid any formal complaints.

Privacy of Hospital Meetings (Social Work Teams): It has been noted that sometimes when meetings regarding a service users discharge are held at the hospital they have to be held on the ward; this means that privacy is sometimes lacking. Social workers have been advised to be mindful of this and to try their best to make these meetings as private and confidential as possible by arranging a room, holding meetings outside of visiting times or using resources such as partitions.

Visiting times of Carers (Commissioning Care at Home Providers): Visiting times has been discussed at the Provider Forum in order to reiterate the importance of keeping to the scheduled time and to explain to carers that if they are going to be delayed then communication with service users and their families is vital – Service users just want to be kept updated.

Care Provider Staffing Levels: The Quality Monitoring Team will ensure that staffing levels of the care providers, particularly over the weekend are addressed at monthly review meetings to ensure that there is not a shortfall in the service provided.

Safeguarding Concerns regarding a deceased person: (Social Work Teams): There has been a review of the way Adult Social Care deal with safeguarding concerns when the person affected is deceased and it is felt that an alternative route of investigation may be more appropriate.

Emergency Care (Social Work Teams): All staff have been reminded to be extra vigilant when explaining to family members what emergency care is and how it works. This is the time when the families may be in distress and so it is important to ensure that they understand the information that is being given to them to avoid any confusion.

APPENDIX B - A selection of External Compliments Recorded

Y deserves recognition as a carer. He is very understanding, patient and caring and nothing is ever too much trouble for him. He is always happy and that makes us feel better. He treats us as individuals when he is caring for us and he is extremely professional. He makes us feel very relaxed around him and nothing is a chore for him. He always says that it is his pleasure but we believe and so do our family that the pleasure is ours
[Compliment for a commissioned service]

Thank you for all that you have done for me, even when I have disagreed with you, you always knew the best thing to do.
[Compliment for Mental Health services]

Thank you for all your help regarding the funding. We have spoken on the phone several times and it has not been easy but I have found your manner most reassuring.
[Compliment for Social Care Benefits]

I cannot praise the staff enough for all of the care and attention they gave to my husband. They treated him with respect and dignity at all times and kept me informed of any concerns they had about him. I could not have managed without their support and I am so very grateful for their kindness.
[Compliment for Keats]

I just wanted to say what a lovely young lady you are and it was a pleasure to have you in my home. When you spoke to me you made me feel like everything would be fine and if it wasn't, you made me feel comfortable enough to be able to ring you and you could sort it out for me. You have made a huge difference in my life because I don't have any family to ask to do things for me. Once again, thank you so much for your kindness.
[Compliment for Direct Payments]

I couldn't have wished for a better carer than X. She is very thorough in everything she does for example she always washes her hands before prepping my meals and see things that need doing without being told.
[Compliment for a commissioned service]

I have found Y to be an extremely understanding, helpful and thoughtful social worker. She is always very polite and professional and always shows empathy towards the situation. She is supportive, easy to talk to and we have built a very good relationship which has helped us cope with the ongoing care of my father.
[Compliment for social work teams]

My mother has thoroughly enjoyed the two visits she has had from the volunteer and she hopes this continues. The lady who comes cheers her up, gives her something to look forward to and someone different to talk to.
[Compliment for the Volunteers Service]

A lovely, warm, efficient rehabilitation home. This is excellent in every respect. Thank you
[compliment for the ARC]

We recently had a social worker discuss reablement care for my mother. The social worker explained things so clearly and efficiently – she did a great job
[compliment for social work teams]

APPENDIX C – Capturing and Learning from Feedback

Below is a section of other methods of capturing feedback that Adult Services utilise outside of the statutory and corporate feedback system:

▪ **Annual Department of Health service user survey and biannual Department of Health carers survey**

Adult Services Systems and Intelligence Team receives a defined questionnaire from the Department of health which must be sent out to a sample of clients/carers and we are required to meet a particular response rate to produce appropriate levels of confidence in the data we submit. The questions are wide-ranging and include opinions on levels of satisfaction with the care and support received; how easy it is for service users and carers to find information, how safe they feel, how much control they have over their daily life etc. We have the ability to add questions (which must be approved) but we are not allowed to remove or modify any of the questions to ensure that we are able to make a valid national comparison.

The data is used as part of our governance arrangements and relates to our performance assessment of how we are doing year by year. If there were significant variations in any of the indices, we might choose to undertake some work to understand why, if we do not already. To date there has only been minor variations, none of which have led to any specific work in respect of these, as they have not been statistically significant.

Any specific individual issues highlighted which might need further exploration will be addressed on a case by case basis; we will contact the respondent explore the matter further.

▪ **Learning Disability Partnership Board**

We receive feedback through the Learning Disability Partnership Board in relation to any service gaps that have been identified, also any new services that have been highlighted. There are also a various items that are covered at the meeting, over the last year agenda items have included:

- Updates and information regarding carers
- Universal Credit information
- Providers have attended and given information in relation to services they are providing

▪ **Quality Monitoring Officers (QMO) feedback from providers and service users**

The Quality Monitoring Officers carry out both scheduled and unscheduled checks with providers on a regular basis. The QMO's will also carry out home visits or telephone calls to service users which includes visits to supported living houses. The QMOs offer meetings with families and service users to obtain feedback; if necessary the feedback will be logged as a formal complaint or compliment and dealt with in accordance with procedures. Provider Forums for care home and care at home providers encourage joint working and provide a platform so that learning, initiatives and concerns can be addressed and utilised positively for the benefit of all our service users. We liaise with the Care Quality Commission (CQC) frequently in order to share and identify good practices and to work closely with others to raise standards of care. We attend a Performance Monitoring meeting held by Lancashire with brings together quality teams, contracts teams and various Clinical Commissioning Group/Commissioning Support Unit representatives to share best practice and relevant feedback.

▪ **Social worker reviews at 12 weeks - service users and carers**

All commissioned services have an initial review within 4-6 weeks of commencing. This involves the worker who commissioned this service following a Care Act assessment meeting with the individual and their carer. The review checks that the service is meeting the assessed needs. A key part of this review is feedback from the individual as to the quality of the service being delivered and any concerns. These reviews can also include the care provider directly or if not and issues are identified will lead to discussions by the worker with the care provider to address.

APPENDIX C – Capturing and Learning from Feedback

In fairness when a new service starts it is not unusual for the worker to be in regular informal contact with the individual to iron out any initial glitches as they occur rather than leave everything to the more formal review. If there are concerns we would arrange to review again at 12 weeks to ensure that everything was settled and the individual and their carer satisfied.

- **Service Shapers Support Group - Adult Mental Health**

Service shapers is a group for carers of people with Mental Health problems. Service gaps are identified and new services for carers are shared with the carers. The carers will also request guest speakers in order to identify new services in the third and voluntary sector.

APPENDIX D – Report Data in Accessible Format

Complaint breakdown by Service	Total Number of Complaints 2018/19		Complaint Outcomes 2018/19				Fully Considered
	Totals	Percentage %	Upheld	Partially Upheld	Upheld and Partially Upheld	Percentage upheld in some element %	Totals
Adult Social Care	68	49%	2	25	27	47%	58
Adult Services Commissioning	50	36%	10	23	33	75%	44
Corporate - Resources	11	8%	3	2	5	45%	11
Care and Support	9	7%	3	1	4	67%	6
	138	100%	18	51	69	58%	119

Previous Years Complaint Data	2017/18			2016/17		
Complaint breakdown by Service	Totals	Percentage upheld in some element %	Upheld and Partially Upheld	Totals	Percentage upheld in some element %	Upheld and Partially Upheld
Adult Social Care	51	39%	20	51	35%	18
Adult Services Commissioning	35	80%	28	30	77%	23
Corporate - Resources	8	25%	2	1	0%	0
Care and Support	9	67%	6	6	50%	3
	103	51%	56	92	54%	44

APPENDIX D – Report Data in Accessible Format

Complaints - Timescales	Number of complaints meeting timescale 2018/19		Percentage of complaints meeting timescale in previous years	
	Totals	Percentage	2017/18	2016/17
Adult Social Care	38	66%	71%	55%
Adult Services Commissioning	29	66%	60%	56%
Corporate - Resources	10	91%	75%	100%
Care and Support	5	83%	100%	67%
Totals	82	69%	70%	57%

Complaints – Source – 2018/19	Totals	Percentage
Self	44	34%
Carer	2	2%
Relative	76	59%
Friend/Neighbour	3	2%
Other	3	2%
Totals	128	100%

Complaints – Group – 2018/19	Totals	Percentage
Physical Disability	24	19%
Physical and Sensory Disability	1	1%
Substance Misuse	0	0%
Older Person	80	63%
Learning Disability	3	2%
Mental Health	10	8%
Carers	4	3%
Not Applicable/Not Available	6	5%
Totals	128	100%

APPENDIX D – Report Data in Accessible Format

Compliments by Service	2018/19			Previous Years	
	Internal	External	Totals	2017/18	2016/17
Adult Social Care	2	53	55	37	62
Adult Services Commissioning	0	144	144	92	8
Corporate - Resources	0	6	6	1	6
Care and Support	5	199	204	210	164
Totals	7	402	409	340	240

Complaints by Theme	2018/19		Outcome Percentages % 2018/19					Previous Years	
	Totals	Percentage %	Upheld	Partially Upheld	Upheld and Partially Upheld	Not Upheld	Withdrawn	2017/18 Theme Totals	2016/17 Theme Totals
Assessments Undertaken	1	1%	0%	0%	0%	100%	0%	2	4
Confidentiality	0	0%	0%	0%	0%	0%	0%	1	0
Council Action	5	4%	20%	20%	40%	40%	20%	2	0
Financial and Funding	26	19%	15%	19%	35%	65%	0%	15	12
Lack of Action	2	1%	0%	50%	50%	0%	50%	9	11
Lack of Communication	6	4%	17%	33%	50%	33%	17%	7	5
Miscellaneous	0	0%	0%	0%	0%	0%	0%	0	1
Policies and Procedures	4	3%	0%	0%	0%	100%	0%	4	2
Quality of Service	46	33%	15%	61%	76%	17%	7%	55	47
Request for Service	0	0%	0%	0%	0%	0%	0%	1	0
Safeguarding	2	1%	0%	0%	0%	0%	100%	2	3
Staff Conduct	46	33%	11%	30%	41%	35%	24%	18	17
Totals	138	100%	13%	37%	50%	36%	14%	116	102