

## Wandsworth Council Annual Complaints Report - Summary of complaint activity for adult social care 2017-18

### 1. Introduction

1. The production of a complaints report is a statutory complaints requirement for adult social care to provide an overview of the complaints received and handled through the Local Authority’s statutory complaints procedure. This summary for Wandsworth adult social care is designed to meet this requirement of Adult social care and is a public document.
2. The Local Authority has a duty to ensure that any individual (or appropriate person acting on their behalf) who wishes to make a complaint about the actions, decisions or apparent failings of a local authority’s social care provision have access to the Adults statutory complaints procedure.

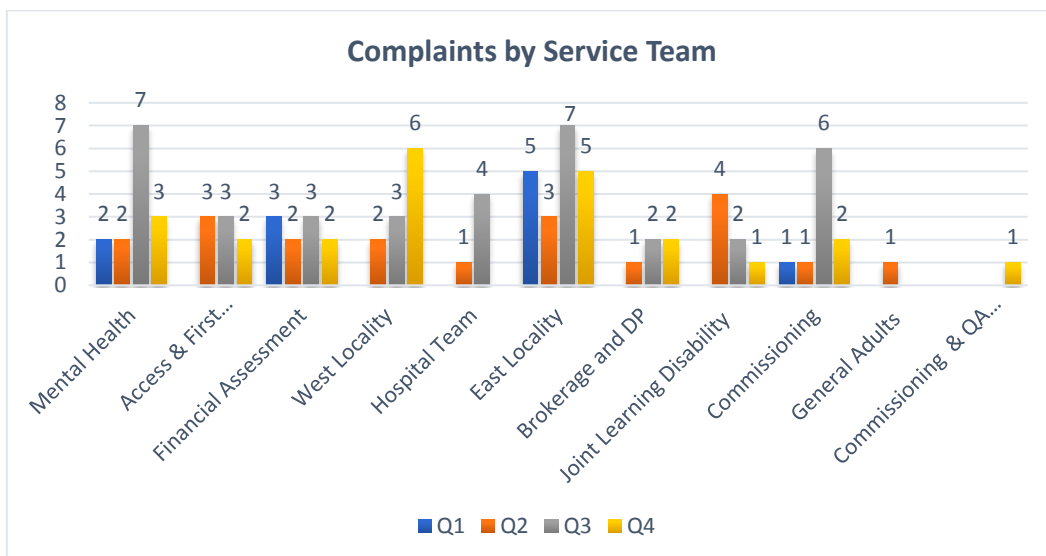
### 2. Complaints

1. In Wandsworth, there were 93 complaints investigated and 11 provider complaints during the period 1 April 2017 - 30 March 2018.

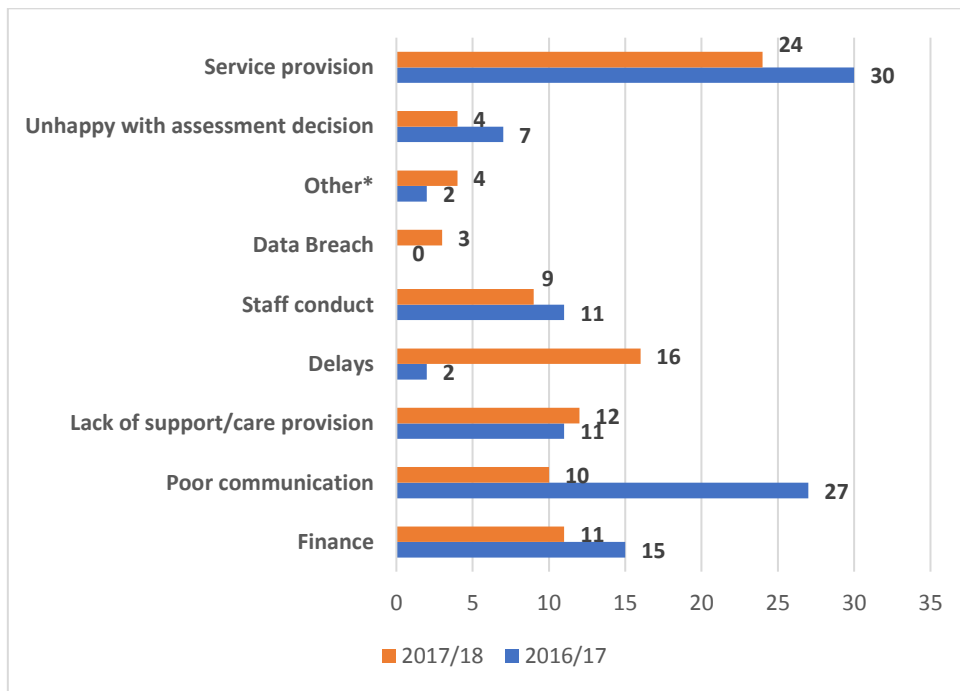
**Table 1 Complaints received 2014-18**

Wandsworth	2014/15	2015/16	2016/17	2017/18
	82	129	99	93

**Chart 1 Wandsworth Complaints by service team Apr 17 – Mar 18**



**Chart 2 Complaints by issue**



Other\* - Health and safeguarding

**3. Response times:**

1. Wandsworth Adult Social care services received and investigated 36 of the 87 complaints (six complaints were withdrawn or closed as investigated outside this process) within 20 working days and 51 complaints exceeded this timescale.
2. Complaints did take longer to respond in cases where the issues were complex such as reviewing financial records over a period of years, cross-agency involvement with Health or CCG, care provider related complaints, decision to instigate an independent formal investigation, concurrent investigations which superseded the complaint and staffing issues. However, it should be notes that a complaint is always considered on its individual circumstances with an aim to resolve the matter as quickly as possible.

**Table 2 Wandsworth Complaint response times**

	2015/16	2016/17	2017/18
Within 20 days	58%	37%	41%*

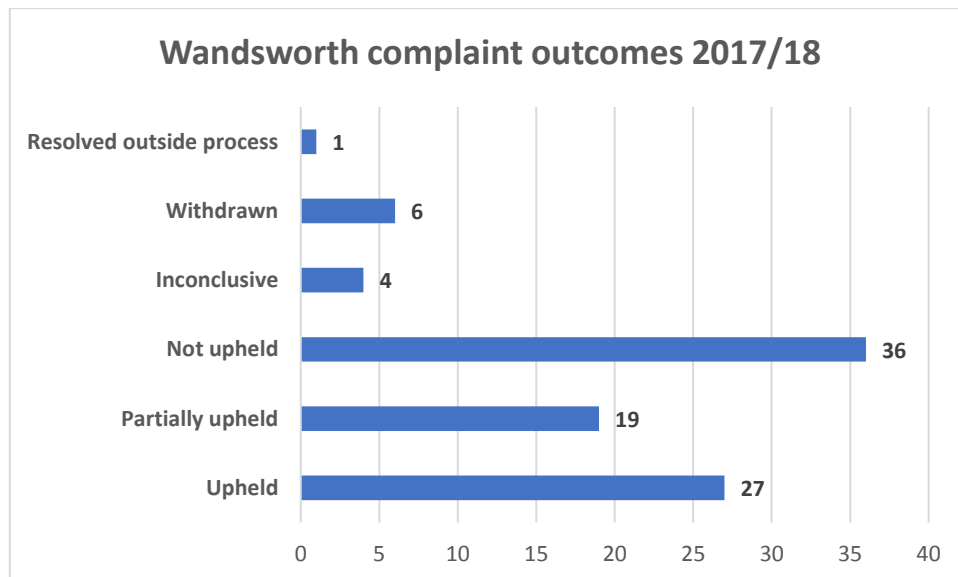
\*39% if including the 6 withdrawn or completed outside process complaints

#### 4. Provider complaints

1. The Quality Assurance Team manages and reports on complaints for commissioned care, which includes residential and domiciliary care services. Complaints regarding a commissioned service received directly within the complaints team, are logged and processed in accordance with the statutory complaints procedure and referred to the Quality Assurance Team. These do not include complaints by ‘self-funders’ who are able to complain directly to the care provider and/or Local Government & Social Care Ombudsman.
2. Wandsworth adult social care services received 11 provider related complaints which were logged by the complaints team, all for domiciliary care.
3. Examples of provider complaint issues:
  - The conduct and attitude of care staff
  - Not providing care in accordance with the care package
  - Sending carers in when they have not been required to attend
  - Missed home visits and delays
  - Leaving door unlocked when service user was bed bound
  - Safeguarding concerns

#### 5. Complaint outcomes

**Chart 3 Complaint outcomes**



#### 6. Ombudsman complaints:

1. A complainant reserves the right to refer their complaint to the Local Government and Social Care Ombudsman at any time. However, in most instances, the Ombudsman will seek to ensure that the Local Authority has been provided with the opportunity to respond to the complaint in accordance with the Council’s statutory complaints process.

2. Wandsworth adult social care services received 7 enquiries from the Ombudsman. One of the complaints was upheld identifying fault.

## 7. Learning:

1. Complaints learning is a key component of service improvement and quality assurance for the department. Complaints provide valuable information to improve services for the future. Some of the learning identified is detailed as follows:
  - Staff to ensure that they follow the protocols for email communication and specifically complying with data protection where sharing information.
  - Training staff in complaint handling and taking steps to ensure council officers follow complaint procedures.
  - The safeguarding role to be reviewed where working with other local authorities to ensure Independent Mental Capacity Advocates (IMCA) support is provided in a timely manner.
  - The hospital discharge team has undertaken a review of their processes in understanding the importance of giving appropriate information on paying for care in written form and explaining it verbally and ensuring assessments are completed and recorded appropriately.

## 8. Compliments received:

1. Positive feedback regarding staff or service delivery is another way in which the department can learn how well things are going. Staff are reminded to report compliments they receive and recognise the value of sharing this feedback.

### *What they said:*

*“Already my father is smiling more and seems more content. Thank you again for all your help and guidance - for you this is your everyday role but for us it is a once in a lifetime situation so it was nice to have things explained clearly.”* **St George’s Hospital Team**

*“Personally speaking, I think the Kite team and office are simply the best and that will continue with good management from C and the team. And thank you to you, Mr S.”* **Kite team**

*“We all can’t thank you enough for what you have done for us. A real life Mental Health worker...you’ve made such huge efforts. I’d forgotten what it was like to have help. You have been amazing – thank you so very much. As you probably realise, being the mother (& the family) of someone with such a serious illness is extremely debilitating and often depressing so the help you have given us is beyond everything we could have hoped for...THANK YOU. There are a few of you good ones around but not many. You’re a godsend. Bless your heart.”* **Mental Health Team**