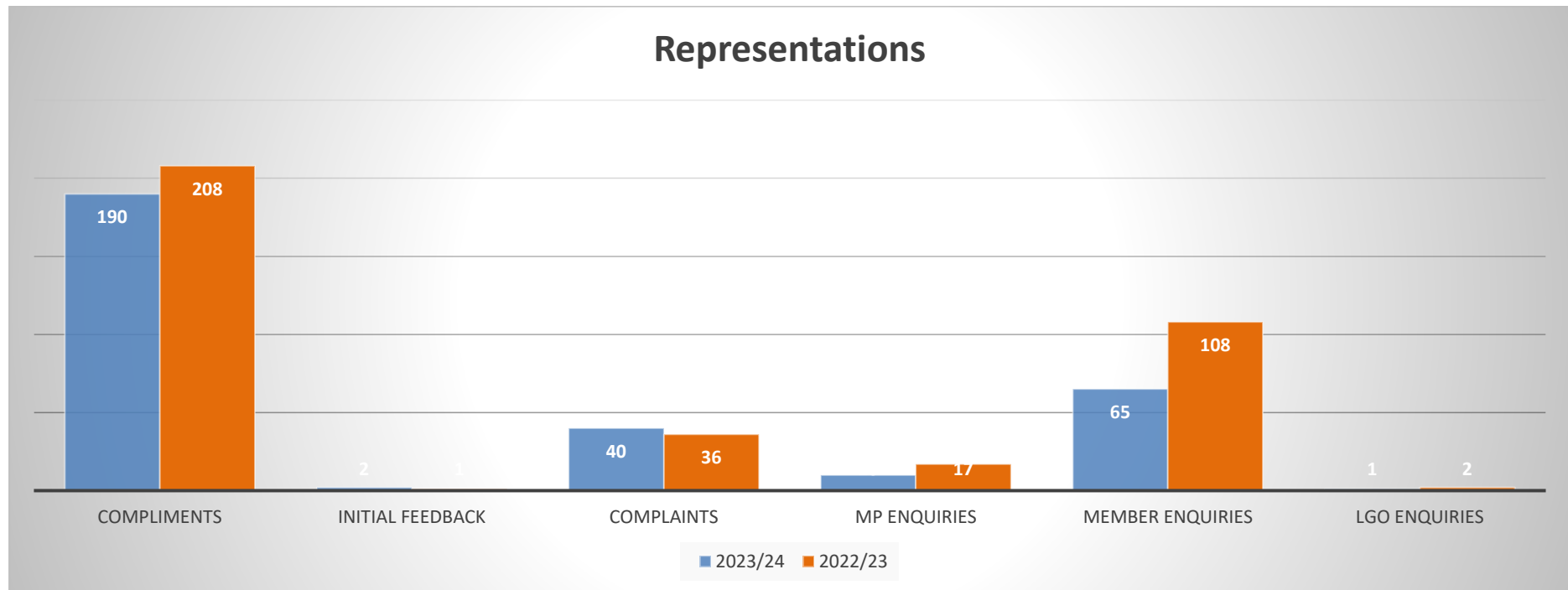


Appendix 2 – 2023/24 Adult Social Care Complaints & Representations Report

1. Volume of Representations 2023/24 vs 2022/23

Below is a comparison of representations received for both years. A total of **308** representations were received in **2023/24** compared with **372** for **2022/23**.



2.Complaints – 2023/24 vs 2022/23

Below is the comparison between the two years broken down into more specific detail including those complaints involving both internal and external providers.

Feedback:	Initial Feedback	Complaints	% of complaints upheld in period	% timeliness of response for those due in period
2023/24	2	40	63%	85%
2022/23	1	36	66%	85%
Difference	+1	+4	-3%	0

For 2023/24:

- 40 complaints were responded to in the reporting period. These are shown within section 4.
- 34 of 40 (85%) were responded to within timeframe.
- 25 of 40 complaints responded to (63%) were upheld. These are shown in section 5 and the learning is detailed within section 3

3. Learning and/or outcomes from upheld complaints:

Complaint Number	Team	Complaint	Learning
Complaint 1	The Homesteads	Complaint raised that the social worker had visited the service user for a day out, without any money for the day to cover costs.	A new process was implemented with the service user's family where they will provide the social worker with money on visits for days out with the service user.
Complaint 2	Romis Care	Staff did not attend for a scheduled visit and a call to the scheduled worker was not answered.	It was made clear to staff to inform management if there are any instances of sickness or lateness
Complaint 3	Romis Care	Complaint that the service user's family were not informed that the service user was unwell in a timely manner.	It has been made clear to staff of the importance of timely communications with a service user's family.
Complaint 4	Romis Care	Complaint that staff are leaving without feeding the service user	It has been made clear to staff to ensure that they encourage the service user to eat and make sure they eat before their visit ends
Complaint 5	Romis Care	Concern that staff did not give tablets to the service user on their visit	Inclusion of record taking via an electronic system (NurseBuddy E-Marr chart) is now in place as an additional method of recording any medication that is administered.
Complaint 6	Sunnyside House	Staff member was found to be sleeping whilst in attendance at a weight watchers' group, when	A disciplinary case took place with the member of staff concerned

		they were in attendance to support service users	
Complaint 7	Manor Way House	Member of staff who was working nights was found sleeping	Staff member was found to be working too many overnight shifts, therefore the duty rota was adjusted accordingly
Complaint 8	Clarity Homecare	Concerns that staff were not carrying out tasks in an acceptable manner and were not encouraging the service user to eat meals that are provided	Staff informed of the expected standards with regards to the care provided to service users
Complaint 9	Clarity Homecare	Service user complained that carer was not engaging with them during visits and was instead scrolling on their phone.	Staff member spoken to and advised to ensure that they sit and talk with service user if all tasks for attendance are completed, instead of updating their attendance notes on their phone.
Complaint 10	Clarity Homecare	Carer visited service user for scheduled visit too early	Member of staff was not following the rota correctly and was reminded to ensure they arrive at scheduled times
Complaint 11	Caring for Thurrock	Service user complained that not all carers are reading his care plan in relation to applying creams and that not all carers are signing the Medication Administration Record (MAR) chart to mark when cream has been applied.	Carers informed that they must update the MAR chart when cream is applied to ensure there is a log/record. The completion of the MAR chart for the application of non-prescribed creams has also been added to the training programme.
Complaint 12	Caring for Thurrock	Complaint that the carer makes the service users feel uncomfortable in their own home,	Carer spoken to and informed of the expected standards. A letter of expectation was issued. A new carer was also put in place.

		due to time spent on their personal phone.	
Complaint 13	Caring for Thurrock	Concerns regarding care calls to apply medication not being carried out at scheduled times or being cancelled.	A new role was created to ensure consistency in monitoring and operating the electronic care call system. This will ensure greater accuracy and assurances that any medication care calls that are time specific are given priority.
Complaint 14	Complex Care	Complaint regarding handling of a care assessment and lack of support from the allocated social worker.	Staff member has been spoken to, where the expected standards to be followed at all times when preparing a care plan were made clear.
Complaint 15	Clarity Homecare	Complaint regarding use of surface wipes to undertake personal care.	Carer involved completed additional training and instructed to attend in-depth retraining on the Mental Capacity Act and Deprivation of Liberty Safeguarding. Email also sent to all staff to raise awareness
Complaint 16	Grays Court Care Home	Concerns regarding standard of care provided in the nursing unit in relation to feeding	Arrangements made with the service user's family that they fill in fluid or form when they are assisting with feeding. This will ensure accurate amounts of food are given at all times
Complaint 17	The Whitecroft	Concerns regarding level of support service user is receiving in regard to toilet use	Staff will now be carrying out regular checks with the service user to ensure they

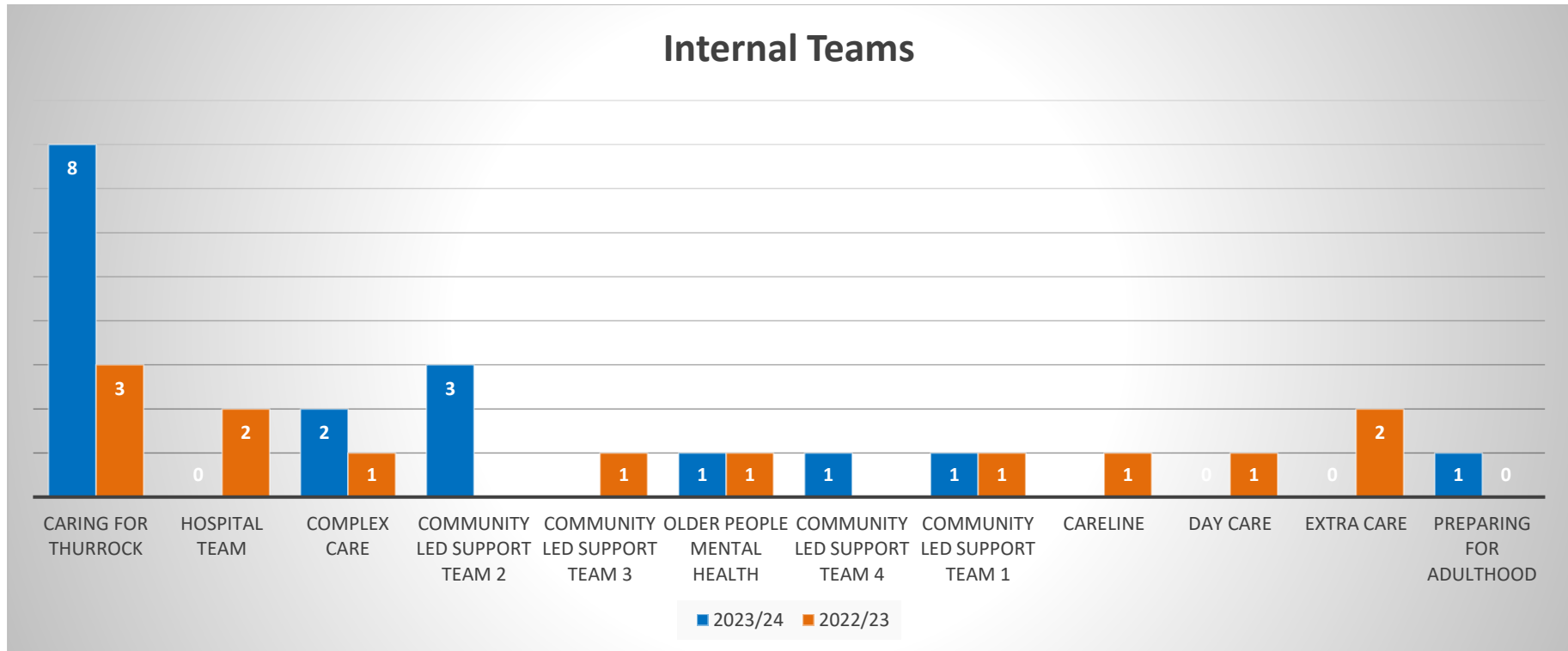
			are using the toilet and a reassessment with an incontinence nurse was also rearranged.
Complaint 18	Clarity Homecare	Incorrect medication dosage being given	Reminder sent to staff to ensure they follow medical instruction in the electronic MAR sheet. Regular reviews put in place
Complaint 19	Clarity Homecare	Service user is not familiar with carers being sent, and lunch not being prepared correctly	To ensure that regular carers attend
Complaint 20	Caring for Thurrock	Support plan not being adhered to	Regular care staff implemented for the service user with training provided to these staff on the support plan
Complaint 21	Caring for Thurrock	Service user being left in bed without the carer noting that they were unwell or informing a family member or other staff	Training and further supervision implemented for the carer involved highlighting the importance of escalating concerns regarding a service user appropriately to allow relevant actions to be taken
Complaint 22	Caring for Thurrock	Carer arrived a few hours ahead of preferred care call time which worried the service user	Changes made to ensure there is consistency in the care call time ranges for the service user and that their preferred care call time is adhered to as much as possible

Complaint 23	Caring for Thurrock	Care call rearranged with no prior notice given	All care call planners, coordinators and scheduling staff reminded of importance to notify service users when changes are necessary to a call time slot
Complaint 24	Community Led Support Team 2	Concerns regarding lack of support, engagement and organisation for Social Worker	Additional training to be implemented for social worker on organisation, prioritisation and time management.
Complaint 25	Community Led Support Team 2	Concerns raised regarding allocated social worker using incorrect method to enter the property	Social Worker removed from attending any further calls and all staff reminded to use the correct agreed access for this service user

4A. Breakdown of complaints received - Internal teams and staff:

Below is a comparison of the complaints relating to internal teams responded to during the last two reporting periods.

17 of 40 complaints responded to within this period are for internal teams/services. This compares with **14 of 36** during 2022/23.

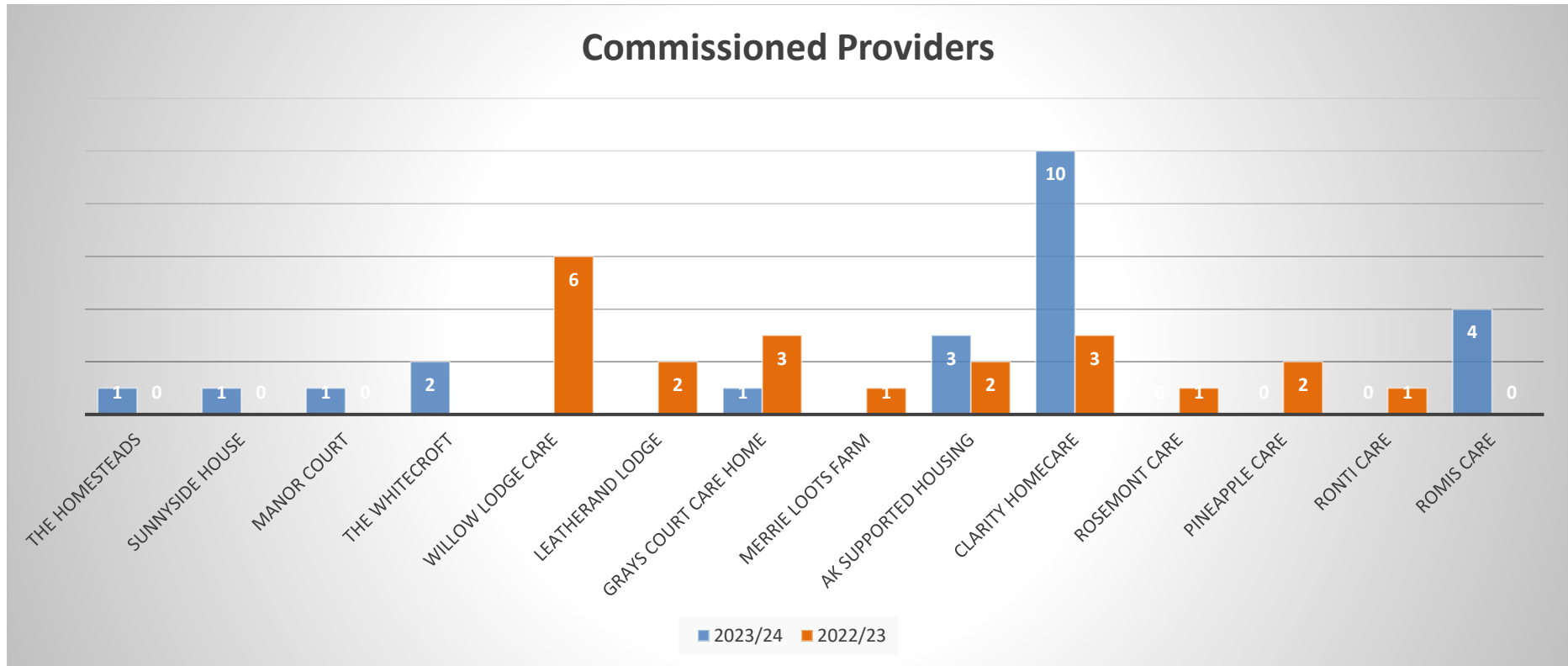


4B. Breakdown of complaints received - Commissioned Providers:

Below is a comparison of the complaints relating to Commissioned Providers responded to during the last two reporting periods.

23 of 40 complaints responded to within this period are for commissioned providers services.

Commissioned Providers



5.Upheld Complaints:

Below is a comparison of the number of complaints upheld from those responded to during the last reporting period.

Complaint Area	Volume Closed	Upheld	Volume Closed 2022/23	Upheld
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	2023/24			
Caring For Thurrock	8	7	2	2
Romis Care	4	4	0	0
Willow Lodge Care	0	0	6	6
The Homesteads	1	1	0	0
Leatherland Lodge	0	0	2	2
Clarity Homecare	10	6	3	2
Careline	0	0	1	1
Community Led Support Team 2	3	2	0	0
Hospital Team	0	0	2	2
Rosemont Care	0	0	1	0
The Whitecroft	2	1	0	0
Sunnyside House	1	1	0	0
Complex Care	2	1	2	0
Grays Court Care Home	1	1	3	1
Community Led Support Team 4	1	0	0	0

Merrie Loots Farm	0	0	1	1
Community Led Support Team 3	0	0	1	0
A K Supported Living	3	0	2	1
Extra Care	0	0	2	1
Ronti Care	0	0	1	1
Older People Mental Health	1	0	1	1
Manor Court	1	1	0	0
Day Care	0	0	1	1
Pineapple Care - Homecare	0	0	2	0
Community Led Support Team 1	1	0	1	1
Transitions Team	0	0	1	0
Preparing for Adulthood	1	0	0	0

6. Local Government and Social Care Ombudsman (LGSCO) Complaints:

There was **1** enquiry from the Local Government and Social Care Ombudsman (LGSCO), where they reached a final decision on any cases within the reporting period.

Area	Issue Nature	LGSCO Findings	Financial Remedy	Learning where relevant	Did the council respond to the LGSCO timeframes
Adult Social Care	Complaint that the Council failed to provide consistent care for a service user, after support from their previous provider ended in July 2021	LGSCO Not upheld: No Fault.	N/A	N/A	Yes

7.Enquiries:

In the reporting period the following was responded to:

- 10 MP Enquiries
- 65 Member Enquiries

Member enquiries	Feedback total
Thurrock First	14
Community Development	14
Public Health	11
Local Area Coordination	7
Finance	5
Facilities	2
Community Led Support Team 2	2

Safeguarding	2
Thurrock Healthy Lifestyle	1
Thurrock Care at Home	1
Willow Lodge Care	1
Disabled Facilities Grant	1
Blue Badges	1
EPUT	1
Commissioning	1
Hospital Team	1

MP Enquiries	Feedback total
Safeguarding	3
Disabled Facilities Grant	2
Public Health	1
Thurrock First	1
Finance	1
Community Led Support Team 2	1

Community Led Support Team 3	1
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8.External Compliments:

A total of **190** compliments have been received during this period compared to **208** within the same period last year. A breakdown of the areas that these relate to is shown below.

Note – These relate to compliments that have been sent to the Complaints Team to record on the complaints system.

Service Area 2023/24	Number of Compliments	Service Area 2022/23	Number of Compliments
Pineapple Care	23	Community Led Support Team 1	53
Thurrock First	12	Thurrock First	32
Disabled Facilities Grant	12	Thurrock Care at Home	17
Rapid Response Assessment Service	10	Older People Mental Health	15
Contract Compliance	10	Hospital Team	14
Community Development	9	Rapid Response Assessment Service	12
Romis Care	9	Collins House	10
Thurrock Care at Home	9	Extra Care	7
Hospital Team	8	Day Care	6
Older People Mental Health	6	Disabled Facilities Grant	5
Collins House	6	Thurrock Healthy Lifestyle	4
The Homesteads	6	Careline	4
Achieve Together	5	Community Led Support Team 3	4

Community Led Support Team 3	5	Blue Badges	4
Clarity Homecare	5	Local Area Coordination	3
Complex Care	4	Contract Compliance	3
Sunnyside house	4	Community Development	3
Community Led Support Team 2	4	Preparing for Adulthood	2
A M Care Home	4	Community Led Support Team 2	2
Careline	4	Grays Court Care Home	1
Day Care	4	Meadowview	1
Extra Care	3	Complex Care	1
Cera Care	2	Barn & Coach House	1
Akeba Social	2	Joint Reablement Team	1
Blue Badges	2	Community Led Support Team 4	1
Finance	2	The Whitecroft	1
AK Supported Living	2	Leatherland Lodge	1
Local Area Coordination	2		
Peabody - Avalon	2		
Vibrance – Larwood	1		
Joint Reablement Team	1		
Carolyne House	1		
Thurrock Healthy Lifestyle	1		
Akaba Social UK Ltd – Homecare	1		

Thurrock Lifestyle Solutions – 23 Hathaway Road	1		
A K Supported Housing	1		
Leatherland Lodge	1		
Manorway House	1		
Akaba Social UK Ltd – 1 Trinity House	1		
Safeguarding	1		
Community Led Support Team 1	1		
Community Led Support Team 4	1		
Early Intervention & Prevention (East)	1		

9.Examples of External Compliments

Collins House

Daughter X asked to see me, she expressed how lovely the staff are and how compassionate and caring they all are. She noted that she has been made to feel very welcome and is really pleased her mother is staying with us in an interim bed.

Pineapple Care

X is lovely and passionate about what she does, she is hard working, and we love having her in here. We appreciate everything she does for us. X is the best carer we have ever had, and we appreciate everything she does for us.

Rapid Response Assessment Service

I wanted to thank you for your kindness when visiting Dad the other week. Discussing care issues with an elderly person who has always valued their independence is a very difficult issue, but you handled it with the utmost professionalism and consideration and put him at ease.

Although we now realise we are not quite ready for additional help at this stage we appreciate your visit and the promptness with which our enquiry was dealt with by everyone at Thurrock First. We are very lucky to have such an organisation in Thurrock and have always found all the staff we have dealt with to be efficient, sympathetic and very professional.