

Slough Borough Council Annual Complaints Report

Summary of complaint activity for adult social care 2019-20

Introduction

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 Council's statutory complaints procedure. This summary for Slough Borough Council Adult Social Care is designed to meet this requirement of adult social care and is a public document.

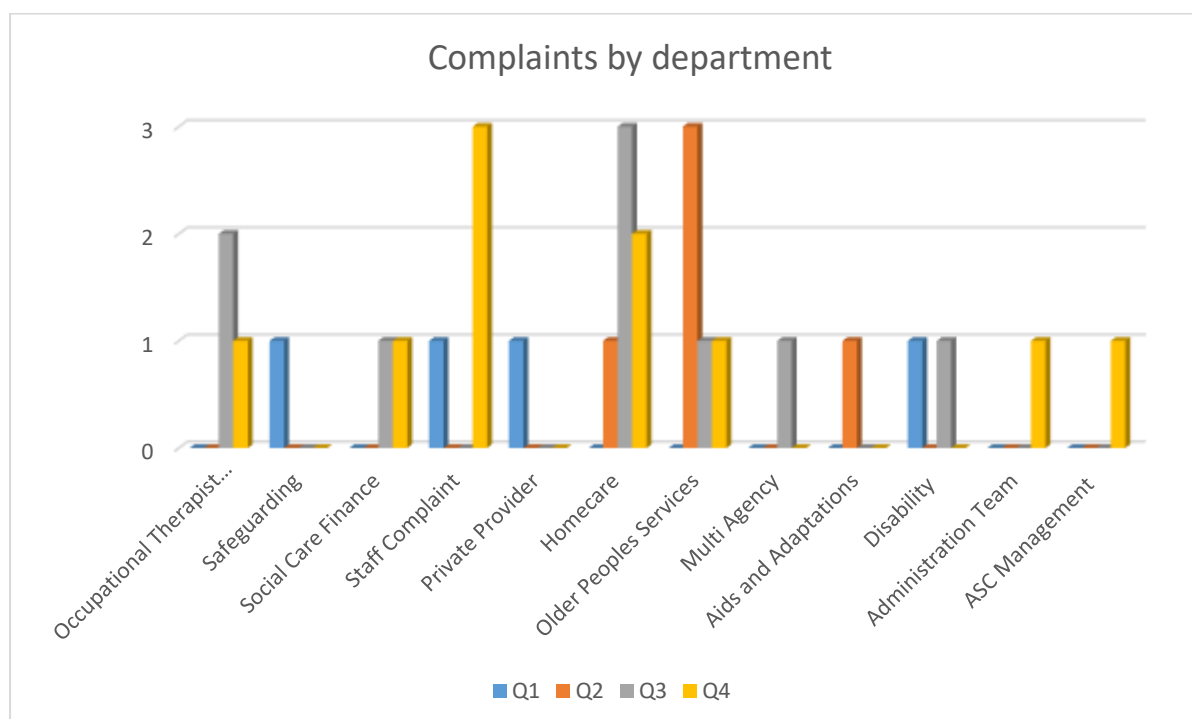
The Local Authority has a duty to ensure that any individual (or appropriate person acting on their behalf) who wishes to make a complaint about the actions, decisions or apparent failings of a local authority's social care provision have access to the Adults statutory complaints procedure.

Complaints

There were 28 investigated complaints from 1 April 2019 - 30 March 2020. This is similar to the previous year numbers.

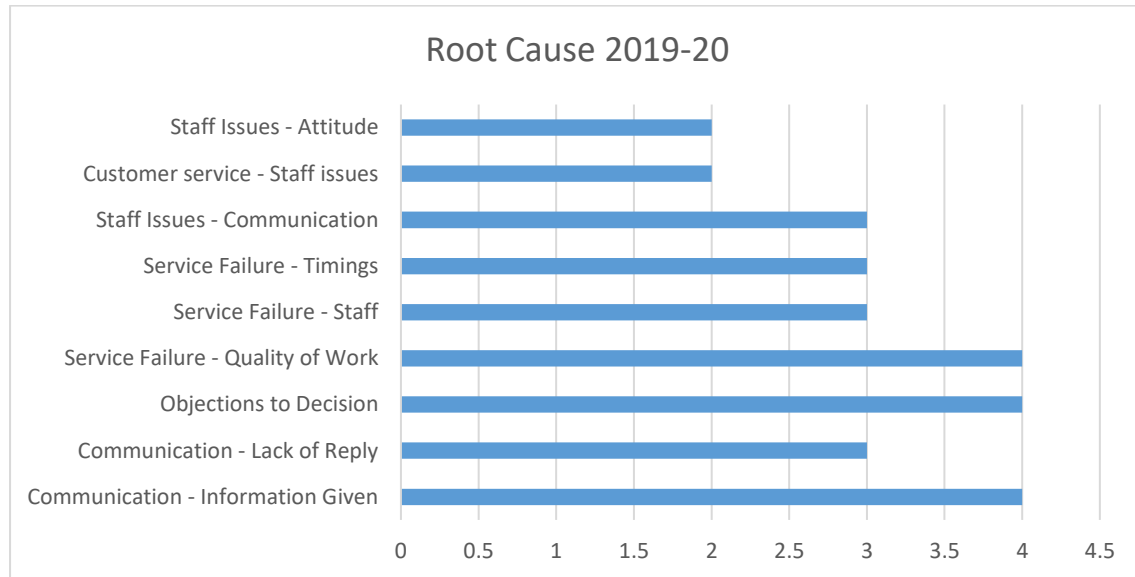
Year	Number of Complaints
2017-18	27
2018-19	26
2019-20	28

Complaint numbers by department for each quarter.



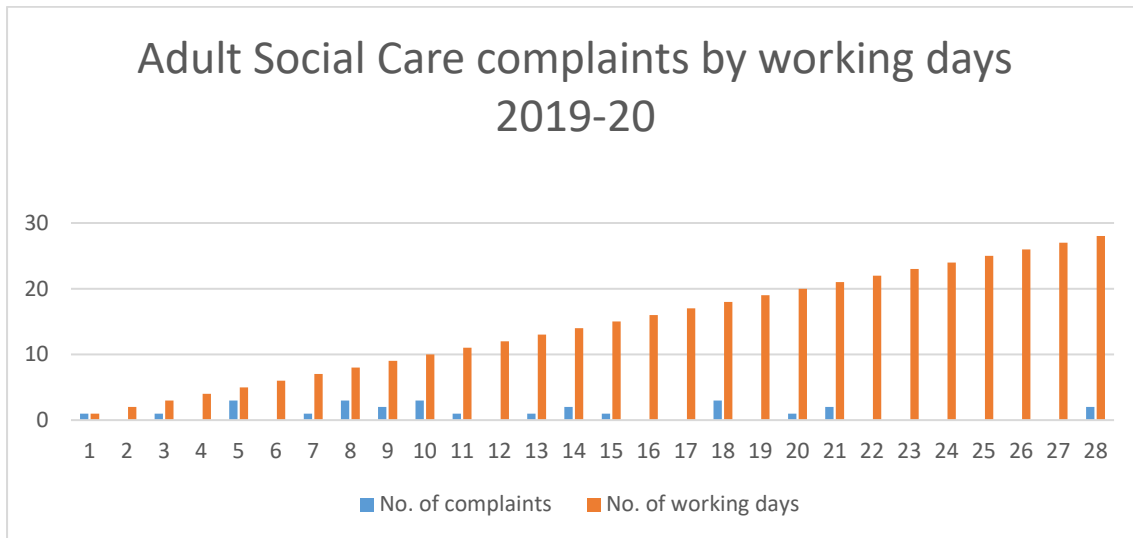
More than two thirds of the complaints received and investigated this year were in the last half of the financial year, with 19 of the 28 complaints investigated across Q1 and Q2. The most complained about departments/areas were Home Care (6), Older People’s Services (5) and Staff Complaints (4). This is reflective of what was observed in 2018-19, where Home Care and Older People’s Services received the highest number of complaints.

Complaints by Root cause



The root cause of the complaints received were varied, 35% (10) however, can be attributed to communication factors. Of the 28 complaints received and investigated, 25% (7) were attributed to staff (attitude, customer service and communication) and a further 25% (7) attributed to service (timings, staff, quality of work). A total of 14 % (4) were in objections to decisions made.

Response times



Slough Borough Council Adult Social Care services received and investigated 28 complaints in 2019-20. Of these, 21% (6) were responded to on or after 20 working days. This timing was required as there were complex investigations required.

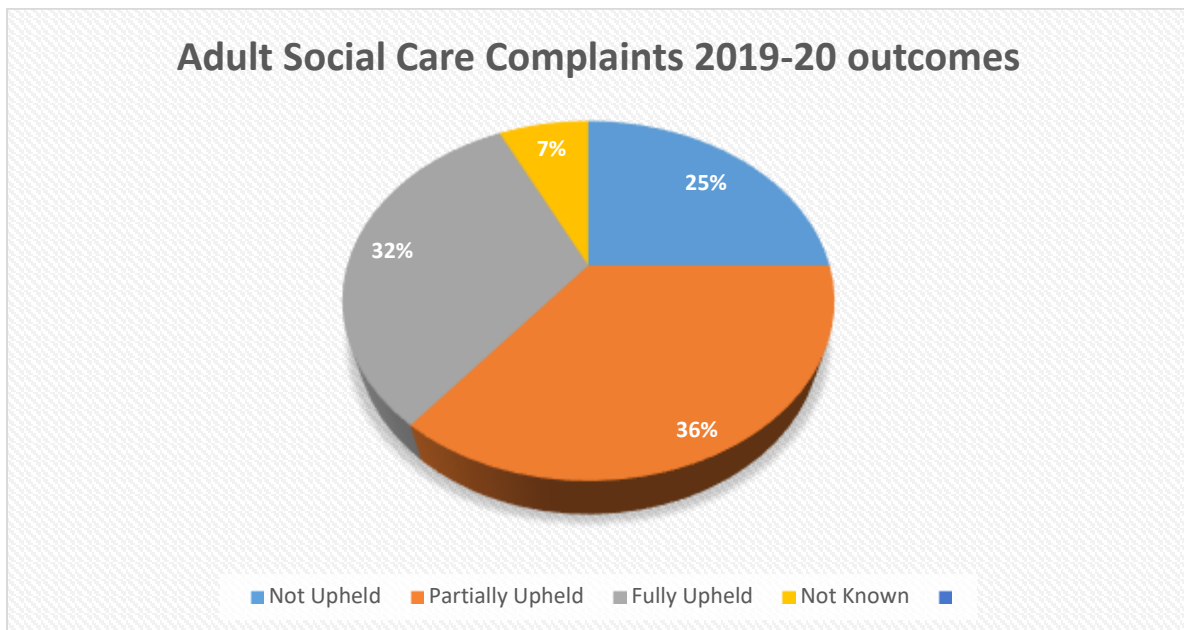
29% (8) were responded to after 11 working days, however more than 50% (14) were responded to within 10 working days.

Provider complaints

Complaints regarding a commissioned service received directly by the council, are logged and processed in accordance with the statutory complaints procedure and referred to the Adult Social Care management. 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.

There was one complaint in relation to the attitude of a care provider.

Complaint outcomes



68% of the complaints received were fully/ partially upheld, with only 25% not being upheld and 7% closed with no defined indication as to whether upheld or not.

Ombudsman complaints

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.

Slough Borough Council received 4 Adult Social Care enquiries & complaints from the Local Government & Social Care Ombudsman in 2019-20. None were formally investigated by the Ombudsman.

Learning

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 actions identified are detailed below;

- All staff in the Locality teams fully understands their Care Act duty to provide clear and accurate information and advice to people with needs and to ensure that they work in a timely, responsive and transparent way at all times.
- Improve social worker record keeping on difficult incidents.
- Team meetings to enhance customer service skills,

End of report