

Slough Borough Council Annual Complaints Report

Summary of complaint activity for adult social care 2018-19

Introduction

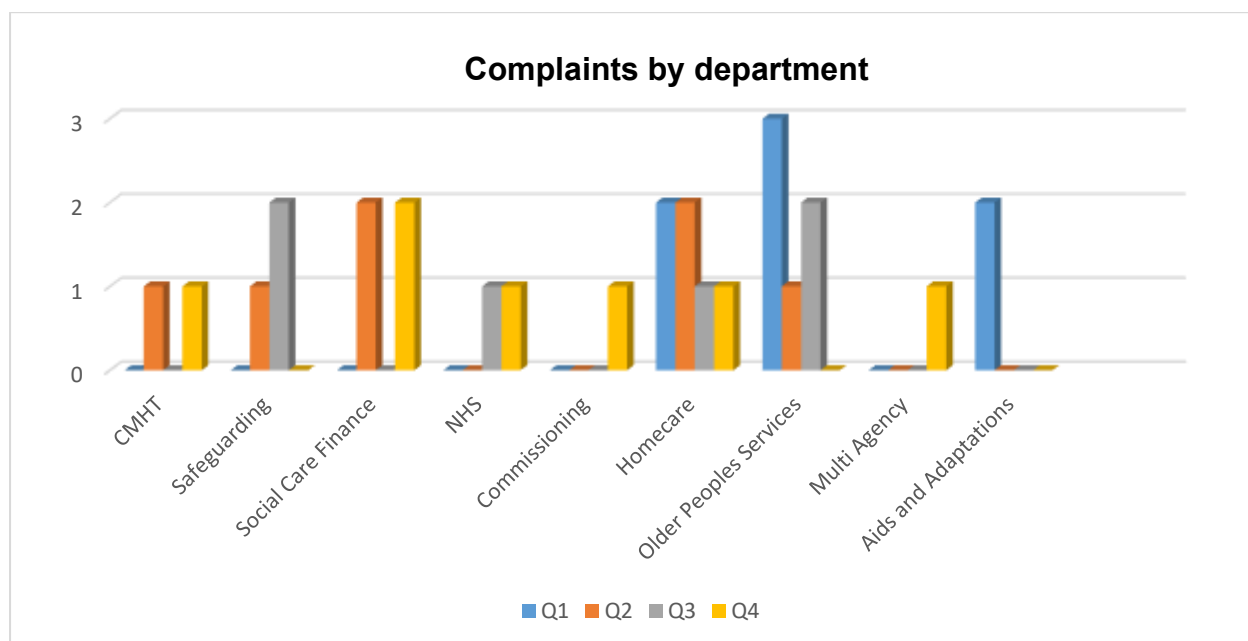
The production of a complaints report is a statutory complaints requirement for adult social care to provide an overview of the complaints received and handled through the Council's statutory complaints procedure. This summary for Slough Borough Council Adult Social Care is designed to meet this requirement 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.

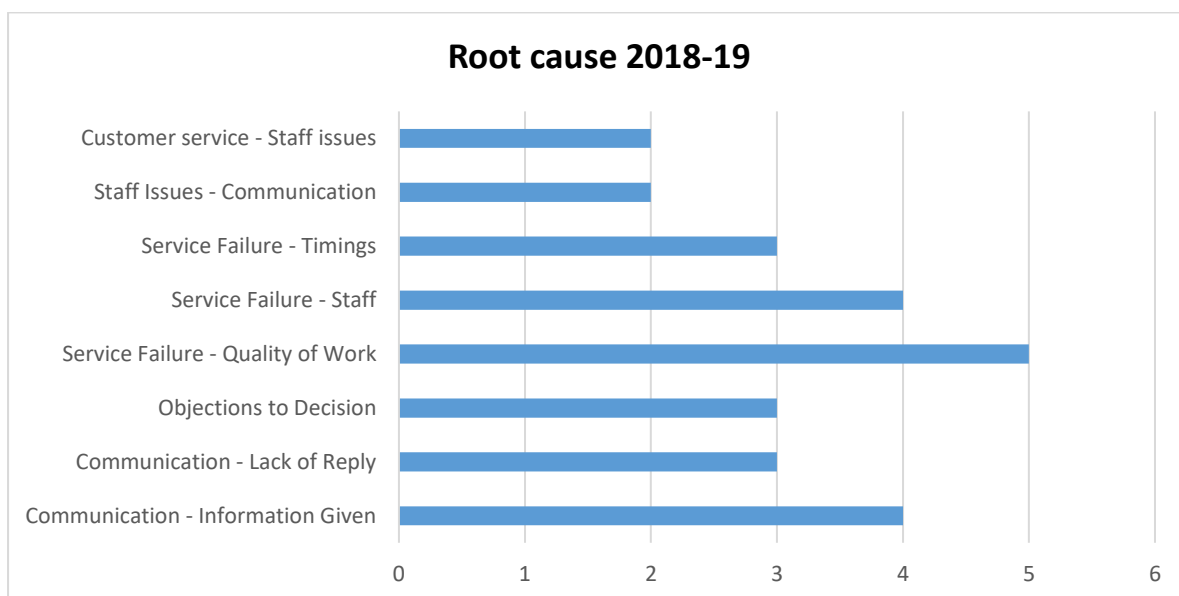
Complaints

There were 26 investigated complaints from 1 April 2018 - 30 March 2019. This is one less than the previous year.

Complaint numbers by department for each quarter.



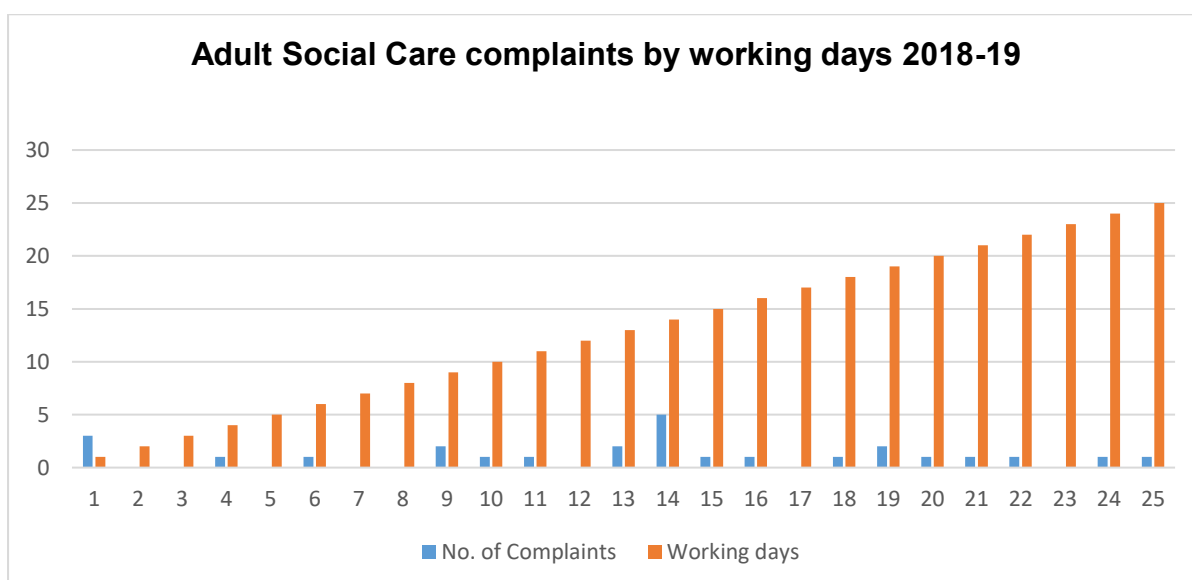
Complaints by root cause



Response times

Slough Borough Council Adult Social Care services received and investigated the 26 complaints. Of these, 19% (5) were responded to on or after 20 working days. This timing was required as there were detailed/legal related investigations.

50% (13) were responded to within 11 working days, however 8 of these (a representative 31% of all investigated complaints) were responded to within 10 working days. In the previous year, more than 50% of the investigated complaints were responded within 10 working days, the overall response time is greater than the previous year, with an average response time of 13 days.



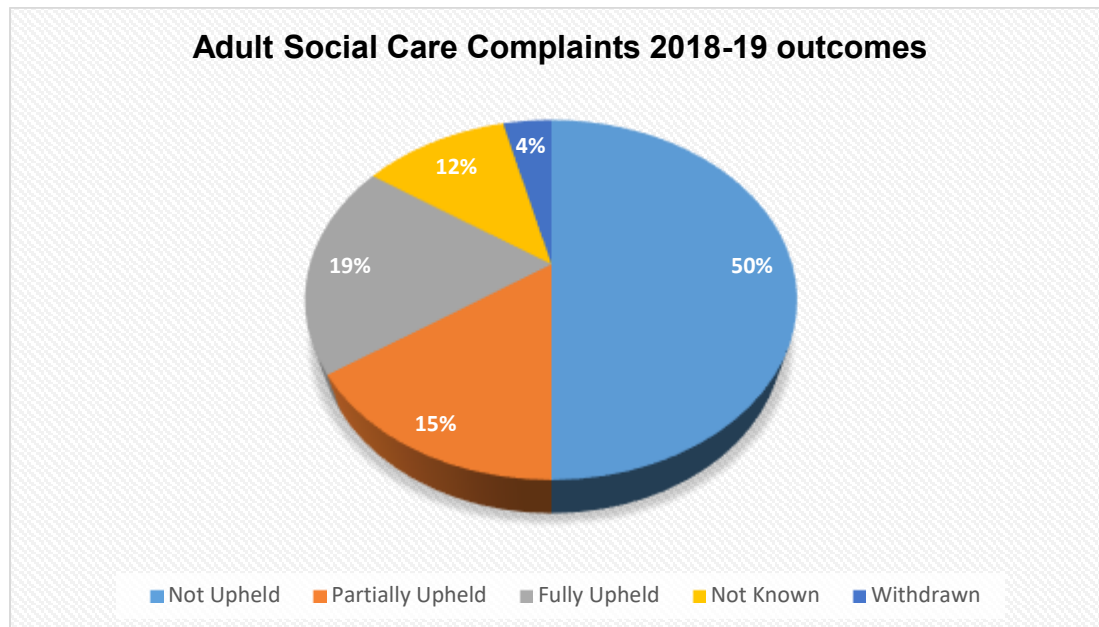
Provider complaints

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 were no complaints in relation to the attitude of a care provider.

Complaint outcomes



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 6 Adult Social Care enquiries & complaints from the Local Government & Social Care Ombudsman in 2018-19. Two of these complaints were formally investigated by the Ombudsman.

One was upheld with a finding of maladministration with injustice.

This complaint referred to the council's handling of the complainant's request to move his care to another council and live in extra care housing. Slough Borough Council was not at fault for its assessment of the care needs and the care it provided. The council failed to provide suitable advice and information to the complainant and a relative resulting in avoidable uncertainty. Adult Social Care offered to review the complainant's care as a result, apologised and paid each party £150 in recognition of the uncertainty caused by the identified fault.

This remedy was recognised by the Ombudsman as being compliant.

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 manner at all times.
- Improve social worker record keeping on difficult incidents.
- Team meetings to enhance customer service skills.

End of report