

# Customer Opinion and Organisational Learning in Adult Social Care

Annual Report  
2019/20

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## Introduction

Since the 1st April 2019, BCP Council has provided services to around 400,000 residents from Hamworthy and Broadstone in the West to Highcliffe in the East - the twelfth largest resident population of any council in England.

Feedback from customers is vital to any organisation in making improvements. BCP Council Adult Social Care welcomes and encourages feedback by any means including complaints, compliments, comments, surveys, consultation, engagement or audits and uses this feedback systematically to try to make services better.

Locality authorities have a statutory responsibility to report complaints and other representations about health and adult social care under the Local Authority Social Services and National Health Service (NHS) Complaints (England) Regulations 2009. They require councils and NHS bodies to produce an annual report about the complaints they have received, issues that have been raised and any action that has been taken to improve services.

This annual report covers feedback and learning for the period. 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020. It aims to:

- review the management and performance of the statutory complaints and representations process in 2019/20 (including statistics, the nature of complaints and compliments received, and how the learning from these has been used to improve services);
- give examples of how improvements have been made using other forms of customer opinion given by service users, their carers and families.

Read more about the statutory process at [Appendix 2](#).

## Executive Summary

From April 2019, the councils that served Bournemouth, Christchurch and Poole were replaced by one new council known as BCP Council. This report presents the valued opinions Adult Social Care (ASC) service users, carers, families and partners gathered over the year 2019/20. This is the first annual opinion and organisational learning report for BCP Council and therefore it has not been possible to add in bench marking data, however, to allow some perspective, legacy authority and regional information has been included where appropriate.

In the 2019/20 the total number of complaints for BCP Council ASC was **178**.

In 2018/19 the total number of complaints received for the Bournemouth Christchurch and Poole legacy authorities totalled 187.

Communication, professional practice and finance have been highlighted as the most common themes from complaints;

- communication was raised in 65 complaints;
- perceived professional practice was the reason for 57 complaints;
- issues around finance were highlighted in 62 complaints.

A total of **83** individual concerns were managed outside the complaints process with the individuals involved not wishing to pursue a complaint despite being offered the service, but felt they needed support to resolve a situation. These cases were dealt with in conjunction with Adult Social Care operational teams. Moving forward consideration is being given to how learning from these issues can also be extracted however the learning is often individual rather than organisational.

A further **74** general signposting enquiries were also recorded for this period. These usually require signposting the individual to the correct service to assist them, for example safeguarding.

It is important to note that as well as 178 complaints and representations, BCP ASC also received **275** compliments and messages of thanks during 2019/20. A further breakdown of these compliments can be found further down the report.

To put complaints into perspective, in the period from April 2019 to March 2020 Adult Social Care received contact from external customers on 91,480 occasions, including telephone calls, emails and via people walking into customer centres. This contact included reports of safeguarding concerns, calls to the Crisis Loan Line for assistance and contact calls to practitioners.

Over the year, customer opinion has also been sought via consumer surveys, consultations and engagement events. These findings feed into Quality Assurance reporting to senior leaders for direction and to influence planning for service developments.

# Complaints

## Local resolution

It is stated in legislation that most complaints should be resolved by local resolution. This means trying to resolve complaints at the earliest opportunity and as close to the point of service delivery as possible.

## Investigation

An investigation may be carried out if requested by the complainant, or if it is judged by the Complaints Manager to be the best way to respond to the issues raised.

## Local Government and Social Care Ombudsman (LGSCO)

The complainant can also approach the LGSCO at any stage of the complaint.

## Summary of complaints activity in 2019/20

### Complaints received

In the 2019/20 the total number of complaints for BCP Council ASC was **178**.

In 2018/19 the total number of complaints received for the Bournemouth Christchurch and Poole legacy authorities totalled 187.

## Acknowledgement of complaints

99% of the complaints received were acknowledged within the 3-day requirement. The only complaint not to be acknowledged in this timeframe was a complex case with 97 pages of complaint to consider.

Complaints resolved within 20 days (local best practice)

- 153 (86%) were responded to within 20 working days
- 25 (14%) were responded to outside of 20 days due to the complexity of the case or;
- 11 of the 25 late complaint responses were delayed due to the council's planning and response to the COVID-19 pandemic

## Formal investigations

2 formal investigation were instigated this year and are being managed by independent investigators. As of 31<sup>st</sup> March 2020 both cases remain ongoing. The themes for these investigations are communication and professional practice.

## Complaints made to the Local Government and Social Care Ombudsman (LGSCO)

In 2019/20:

- 22 complainants referred their complaint to the ombudsman for an independent review
- The ombudsman chose not to investigate 9 of the 22 referrals due to the either; a premature referral, the complainant did not have the authority to make the complaint, the length of time it had taken for the complainant to raise the referral or the ombudsman felt that the council had already done all they could to rectify the situation and an investigation would not change the outcome
- 13 complaints were investigated; 9 decisions have been received and 4 are currently still under investigation.
- 7 ombudsman decisions were upheld and learning from these cases is included in the table further down the report.

Please see [Appendix 3](#) for details around cases and decisions.

## Complaint themes

To allow detailed recording and identification of key areas of learning and improvement, complaints may have more than one theme recorded.

Complaint theme	2019/20
Communication (perceived inadequate communication, information and advice)	65
Finance (decisions around funding, invoice disputes/delays, self-funders approaching the Council for funding, financial assessment)	62
Professional practice (level of support and guidance, feeling involved/empowered in assessment process) (member of staff for Bournemouth)	57
Decision around assessment and eligibility	42
Policy or process	25
Quality of domiciliary provision	13
Delay in providing a service	11
Quality of residential or nursing home	11
Safeguarding process	7
Commissioning	3
Respite	3
Extra Care Housing	1

The 3 top themes for complaints were also historically a concern for the legacies authorities and are explained in further detail below.

### Communication

Many of the complaints around communication relate to providing information in a timely manner and to the expectations service users and carers have of our response to contacts and queries.

Adult Social Care is looking to address this issue and consider what additional support can be provided to staff to improve communication. Please see the learning table in [Appendix 6](#).

### Financial (funding issues, charges or fees)

Individual complainants have made challenge around national and local policy decisions in terms of funding eligibility. Also included in this theme are cases where there have been

delays in financial assessments and issues with the payment system for Christchurch residents which has now been resolved.

## **Complaints about professional practice**

Challenges have been made around the expectation of the level of service provision available and the approach to how needs and services are determined. These include individuals not feeling empowered and supported during the assessment process.

## **Complaints and the local government reorganisation (LGR) process**

Prior to the inception of BCP Council, complaints from Christchurch residents were managed by Dorset County Council. They reported 3 complaints for the ASC Christchurch area for the year 2018/19. In 2019/20 we have received 24 complaints. 6 of these complaints were upheld and related to the LGR process (financial recording on the Mosaic system) however the other 18 were general service complaints not related to LGR.

## **The lessons we have learnt from customer feedback**

In many instances, outcomes to complaints are specific to the case, and there are few general learning points that would influence policy or procedure. This is similar to the national picture, as noted by the LGSCO, who reports that in 201-/20 78% of the cases they investigate the outcome was a remedy for injustice for the individual, i.e. an apology, financial redress or provision of service, with the remaining 22% recommending organisational learning and improvement at organisational level, e.g. staff training or procedural change (reference <https://www.lgo.org.uk/information-centre/reports/annual-review-reports/adult-social-care-reviews>).

Individual issues about specific teams are dealt with through supervision with the team managers and team meetings. This can be followed up through the performance management and operational management meetings where specific elements of learning are discussed, and actions agreed as required.

Please see a full table of learning, including organisational learning, being rolled out across BCP Council area, in [Appendix 6](#).

Further improvements planned from learning from 2019/20:

- The Quality Assurance Team are planning to attend team meetings around complaint themes and trends.
- Complaints training will be reviewed as part of the ongoing service development for BCP Council including the involvement of the user voice in sessions.

## Monitoring the effectiveness of the complaints procedure

As part of aligning the complaints process from 3 legacy councils, thought is being given to how we monitor the effectiveness of the complaints process.

The majority of complainants now prefer to communicate via email so an online feedback survey is being considered where a link to the survey can be included in the closing complaint email.

## Staffing and aligning of the complaints service

Currently there are 2 officers in post that manage the day to day process including, acknowledging, recording, tracking and monitoring each case.

Since BCP Council was formed in April 2019, work has progressed to align the 3 legacy authority's complaint processes. The service now operates as one including contact details, day to day procedures and reporting. The final element is to align the complaints policies, which is currently being progressed.

## Training

There is now an BCP online complaints training module for practitioners to use across the whole of social care. This course is intended to be used for an induction and refresher. Since being rolled out at the beginning of 2020, 28 people have completed the course.

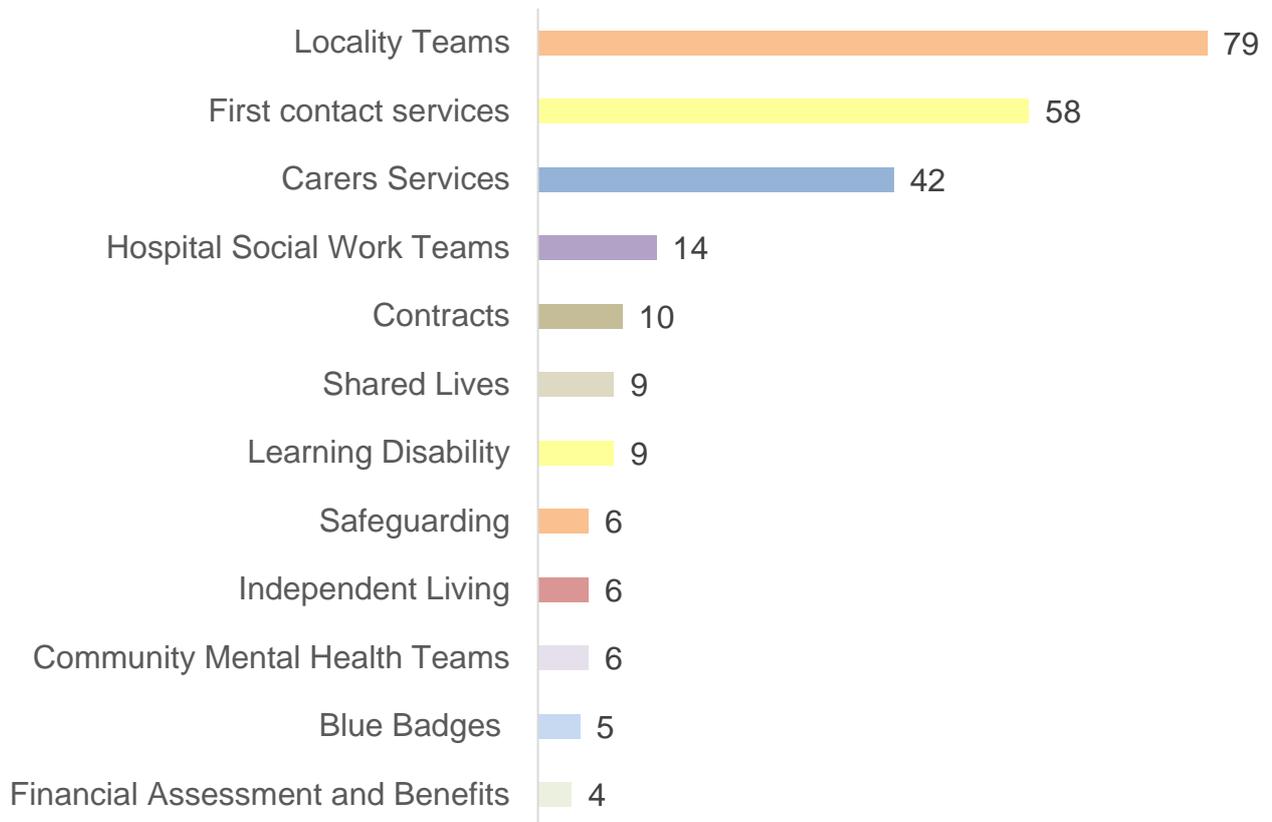
Face to face training is being reviewed as part of aligning the services and thought is also being given how to deliver this with the COVID-19 restrictions in place. The ambition is to also offer bespoke workshops and team focused complaints training.

An online staff tool box is in design to provide support documents such as letter templates, language checklists, legislative information and LGSCO information.

## Compliments

Service users and staff are encouraged to report feedback about services. Compliments are vital because they help to give us a complete picture of the services offered. In addition to complaints, they can help us make changes to improve services further by identifying good practice.

In total, **275** compliments and messages of thanks were received. The teams with the largest numbers of complaints are shown in the graph below but many other teams also received positive feedback. See [Appendix 5](#).



Compliments and positive feedback are shared with staff on a weekly basis through the staff newsletter. At the same time, teams are reminded to feedback comments from adults and carers and many teams now have a systematic way of doing this. A small selection of compliments and thank yous received is at [Appendix 1](#).

## Other forms of customer and community feedback

### Satisfaction surveys

#### NHS Digital Adult Social Care User Survey

In January 2020 local authorities with adult social care responsibilities took part in the national annual survey that asks users of adult social care services about their quality of life and how services they receive impact on this.

The survey was sent to all adults in receipt of long-term support services funded or managed by the Council on the date chosen to extract the data. A total of **681** people completed the questionnaire, a **34.1%** response rate. The survey informs seven performance measures in the Adult Social Care Outcomes Framework (ASCOF).

#### Adult Social Care Outcomes Framework (ASCOF) indicators (subject to ratification):

Response	BCP Council	South West average	England average	Bournemouth	Dorset (incl. Christchurch)	Poole
	2019/20	2018/19	2018/19	2018/19	2018/19	2018/19
QOL score	19.4	19.3	19.1	19.3	19.4	19.2

#### 1B – The proportion of people who use services who have control over their daily life

Response	BCP Council	South West average	England average	Bournemouth	Dorset (incl. Christchurch)	Poole
	2019/20	2018/19	2018/19	2018/19	2018/19	2018/19
I have as much control over my daily life as I want	81.3%	79.7%	77.6%	81.7%	79%	78.8%

### 111 – The proportion of service users who report that they have as much social contact as they would like

Response	BCP Council	South West average	England average	Bournemouth	Dorset (incl. Christchurch)	Poole
	2019/20	2018/19	2018/19	2018/19	2018/19	2018/19
I have as much social contact as I want with people I like	47.5%	46.6%	45.9%	46.9%	46.5%	42.3%

### 3A – Overall satisfaction of people who use service with their care and support

Response	BCP Council	South West average	England average	Bournemouth	Dorset (incl. Christchurch)	Poole
	2019/20	2018/19	2018/19	2018/19	2018/19	2018/19
I am extremely/very satisfied with the care and support services I receive	62.1	67.1%	64.3%	63.1%	69.8%	60.3%

We will look to gain more of an understanding of satisfaction from our service users, potentially as part of a focus group discussion around the survey results so we can understand the voice of the user. We can then use the learning from this to feed into the Adult Social Strategy and commissioning plans in order to improve our services.

### 3D1 – The proportion of service users who find it easy to find information about services

Response	BCP Council	South West average	England average	Bournemouth	Dorset (incl. Christchurch)	Poole
	2019/20	2018/19	2018/19	2018/19	2018/19	2018/19
In the past year, I have generally found it very easy to find information and advice about support, services or benefits	68.7%	70.5%	69.7%	72.4%	71.2%	78.4%

We will be reviewing our information and advice offer as part of the redesign of the first point of contact service and recommending the factsheet approach to providing information and

advice. This will include the review and modernisation of the online information and advice directory My life my care. The website will continue to be promoted to staff through the Champions, newsletter and team updates, to encourage the use of the system.

#### 4A – The proportion of people who use services who feel safe

Response	BCP Council	South West average	England average	Bournemouth	Dorset (incl. Christchurch)	Poole
	2019/20	2018/19	2018/19	2018/19	2018/19	2018/19
I feel as safe as I want	70.0%	70.1%	70%	69.4%	73.9%	71.1%

#### 4B – The proportion of people who use services who say that those services have made them feel safe and secure

Response	BCP Council	South West average	England average	Bournemouth	Dorset (incl. Christchurch)	Poole
	2019/20	2018/19	2018/19	2018/19	2018/19	2018/19
Care and support services help me in feeling safe	87.0%	87.7%	86.9%	83.6%	84.1%	90.8%

#### Q2a - Do you feel the services you use are the right ones to best meet your needs? (Local question)

Yes	79.8%
Some of them but not all of them	18.9%
No	1.2%

#### Q2b - Did you have a say in what services you use? (Local question)

Yes	66.2%
Some of them but not all of them	22.5%
No	11.3%

#### Q3 - If you receive care in your own home from a care agency arranged by BCP Council Adult Social Care, overall how satisfied are you with the help that you receive from them? (Local question)

I am extremely/very	70%
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A full report of the survey will be presented to senior managers and a full improvement plan will be developed around the findings.

## **First point of contact services**

Surveys are sent to individuals who contact Poole ASC Helpdesk and who then receive information and advice, have a visit and/or an assessment by a visiting officer.

In 2019/20, 179 people completed a survey. Of these, 99% said that they found the visit or call was helpful and informative and that their needs were identified, and 99% felt they had received the right information and advice.

Many positive comments were received. For example, one person said the visiting officer 'was very understanding of both my wife's and my own needs, and has provided my wife with follow-up information telephone service'; and another told us that the visiting officer 'was excellent, she picked up my needs, understood my independence, it's nice to know she is always there, in the background, should I need help, advice, a listening ear - bearing in mind I live alone with no family nearby'.

Moving forward and as part of the work to ensure that there is one "Adult Social Care Front Door offer" across BCP Council area we will be working to ensure the opinions of those who use the service is captured for the whole area not just the Poole locality.

## **Special Educational Needs and Disabilities (SEND) Peer Challenge**

The Local Government Association (LGA) were invited to undertake a Peer Review of BCP Council SEND service at the end of January 2020. The peer review analysed all aspects of the service and offered a number of challenges to support improvement.

The findings from the review highlighted that the council has invested in supported living accommodation for 18-25 year olds, and are in the process of commissioning a further supported living service for young people from age 16-25, with the focus on supporting young adults in preparing for adulthood. The challenge also identified the positive development of the recently established Preparing for Adulthood team and suggested that it had the potential to broaden it's remit to focus on the wider Preparing for Adulthood agenda and link into the SEND and Inclusion Strategy.

A number of recommendations were made from the LGA which have been incorporated in the SEND improvement plan and include ensuring statutory partners understand and demonstrate their commitment to delivering the requirements of the SEND reforms, develop a clear communication strategy and to engage with parents and carers to build confidence and consult on the draft SEND and Inclusion Strategy as soon as possible.

## **Consultations/engagement/information and advice**

A number of engagement and consultation exercises have been carried out with adults who have used services over the past year including:

- Through the Adult Social Care User Survey, we identified 198 people who said they may like to be involved in the work of Adult Social Care in developing services.
- The Virtual Consultation Group is ongoing and has been used on a regular basis, including to give feedback on new My life my care pages and new forms being designed.

- A regular focus group has been established to further engagement with service users and carers around the information and advice offer and other areas of business when needed. This group was meeting bi-monthly face to face but is now planned to be delivered online due to the COVID-19 pandemic.
- A number of bespoke workshops have been held with service users and carers to provide projects such as falls prevention and loneliness and isolation with direct user experience.
- The Learning Disability Partnership Board represents the BCP Council area and continues to drive service improvements through change action groups as part of the Big Plan 2018 to 2021. The Board and action groups engage with adults with a learning disability and family carers to enable them to have a voice, as well as with partners such as Health and the police. The care and support framework for adults with a learning disability and/or autism was implemented on 1 April 2019. Co-production with self-advocates and carers to develop information has included domestic violence leaflets in easy read as well providing ideas and information for local websites including My life my care and Local Offer.
- Poole Over 55s forum is now supported by Community Action network and is reviewing its aims for the community. Bournemouth Older Peoples forum has now been running for 5 years and has membership of over 300.
- The Proud to Care Recruitment campaign has been used to engage and support care homes and homecare providers. We have also run a Facebook advertisement calling for people interested in working in care to get in touch. The campaign reached over 70,500 people of which over 4200 clicked to view.
- A care provider newsletter continues to provide regular updates and communications.
- Work continues to promote adult social care factsheets with GPs, community centres and libraries and this is being extended to places of worship and sheltered accommodation.
- Since the factsheets replaced our leaflets, there have been over 67,000 downloads from the factsheet web page with Comments, Compliments and Complaints, START and The Financial Assessment being the most popular.
- The My life my care (MLMC) online information directory has been promoted at a diverse range of events and meetings across Bournemouth, Christchurch and Poole to professionals and the public alike including patient participation groups, locality teams and hospitals. The site received 301,740 hits in 2019/20.
- MLMC Pages were quickly developed in response to the COVID-19 pandemic which were used by BCP corporate teams, Healthwatch, the public and other professional partners, as well as our own staff, to provide much needed crisis support.

## Appendix 1 – a selection of compliments and thanks received



I am writing to say thank you for all the help and support you have given me over the past months. The adaptations to my home have helped me a lot - I find it easier to get in and out of the house with the grab rails. The new stair rail also makes me feel safer when going up and down stairs. I really appreciated your help with the Blue Badge application and since receiving it my life has been greatly improved and I can now get out more. I am very grateful for your help and would like to say thank you once again.

I think every visitor, visit, phone call from this department has been really excellent. No-one has been hasty or disinterested and I praise everyone who has visited or written to me. I praise you all.

Wanted to thank you all for your wonderful support which he found so helpful whilst he was caring and to say what a fantastic service we are offering.

Thanks for the help and support over the last three years.

Dear team. Thank you for your speedy, friendly and efficient service in the handling of my request.

I want to thank you for this amazing service...Both [therapies] have helped to relieve a lot of the stress I carry because of my role and mother/carer to my son. CRISP are a wonderful team of two highly qualified ladies who have come into my life, not just as professionals, but as friends. [They] have supported me psychologically as well and physically, and I'm very grateful that thanks to CRISP, I was able to have both treatments to help with my stress. Once again, thank you to all of you at CRISP and to Jane for originally arranging this for me. I look forward to my next twelve vouchers, which I presume I'll receive in the next few months. People should be shouting about CRISP at the top of their voices. This service is truly awesome.

To all carers: The 'START Team' were truly professional in every aspect. They guided me and helped me regain my confidence to live independently once more. They were extremely patient, cheerful and competent - a dream team. Thank you for everything and we hope the team enjoyed their chocolates!!

I just wanted to bring to your attention how grateful we are to my brother's new worker, who has worked tirelessly on his behalf. She has been so professional and supportive to both of us. We count ourselves very lucky to have her at our side.

To all carers: [the team] were truly professional in every aspect. They guided me and helped me regain my confidence to live independently once more. They were extremely patient, cheerful and competent - a dream team. Thank you for everything.

Thank you so much for caring for Mum in such a determined professional and dedicated manner. We feel very lucky to have had you in our corner and thank you from the bottom of our hearts. All the best.

Thank you again for coming to see [X], she has a lifelong mistrust of officials and social workers and you eased this considerably for her which was lovely.

Mrs X wanted to thank Sue for all her work and support for herself and her husband in obtaining him a respite placement. Mrs X was very pleased

We would like to express our gratitude and appreciation of the care and hard work R has displayed whilst supporting our family in finding the best outcome for my mother in law. At no time has anything been too much trouble. R has listened to all of our concerns and mum in law and we feel very happy with the care home chosen. D is enjoying her new home, very much joining in with the singing etc. So please pass on our sincere thanks to R

Many thanks for all your support and encouragement, you are an absolute star and helped us more than you will ever know.

I will certainly miss having you there as support throughout all of Mum's transition from hospital to home and all I can say is how right you all were! Mum has thrived at home and you would not recognise her. The care she is receiving has a lot to do with that and she has learnt to accept it gracefully and welcome it. Long may it last. Take care and thank you.

Daughter V wanted to say a huge 'thank you' to you, E, for all your hard work in getting things underway for her dad. Really, very much appreciated.

Thank you so much for your email. Really appreciate you getting in touch. We were so very lucky to have you working with my Dad. You went out of your way to support us through the difficult journey, and we're extremely kind. I know I can speak for both Mum and I that we loved working with you and getting to know you.



## Appendix 2 – the Joint Adult Social Care and Health Complaints Procedure

### **What is a complaint?**

An expression of dissatisfaction or disquiet about the actions, decisions or apparent failings of a local authority's adult social care services provision which requires a response.

### **What is a representation?**

A comment, suggestion or compliment made about the service provided. Legislation states that if it is possible to resolve a lower level matter immediately or within 24 hours, there is no need to engage the complaints process.

### **Who can complain?**

An adult who is entitled to, or has a possible need for, a personal social service at any stage in their contact with the service. They also qualify if they are acting on behalf of the adult as their representative and acting in their best interests.

### **How the procedure works**

#### **a) Local resolution**

In the majority of cases, a problem-solving approach will be adopted to resolve complaints as close to the point of service delivery as possible. Most complaints are resolved using this approach and typically by the operational manager. Timescales for responding to complaints are agreed between the complainant and the Complaints Officer. Locally, complaints are normally responded to within 20 working days. If the complainant is not satisfied with the outcome of their complaint they have the option to ask for their complaint to be formally investigated or to request a further meeting, or they can ask the Local Government and Social Care Ombudsman to consider their complaint.

#### **b) Formal investigation**

In discussion with the complainant and Complaints Officer, an investigation can be invoked rather than using local resolution. The risk, complexity and seriousness of the complaint will be considered when making this judgement.

An in-depth examination of the complaint is completed by an investigating officer who is independent of the service area. A report will be compiled and forwarded to the Service Unit Head who acts as an adjudicator and will identify the Service Unit's response/decision on each point of complaint and any actions. Timescales for implementation will be included. Timescales are agreed between the complainant, the responding manager and the investigating officer.

### **c) Local Government and Social Care Ombudsman (LGSCO)**

The complainant can approach the LGSCO at any time during the procedure or if they remain unhappy after the local authority's efforts at resolution have been exhausted. However, if the Ombudsman considers that issues could be resolved at a local level they will refer the complaint back to the local authority.

#### **Complaints that have both health and social care elements**

There may be some occasions when complaints have elements of both health and social care services. If so, the Complaints Officer will look at the issues and decide whether the Protocol for Dealing with Joint Complaints needs to be adopted and the complaint progressed in accordance with this route.

## Appendix 3 - Local Government and Social Care Ombudsman (LGSCO) decisions received

### **Complaint 1**

The decision stated that the way the Council assessed Mr B's finances when he went into a care home was incorrect. The Ombudsman has recommended the Council apologise and re-assesses Mr B's finances from May 2017.

**Decision: Upheld**

### **Complaint 2**

There was a delay of three weeks in the Council arranging for an agency to provide Mrs B's home care. The Ombudsman decided that this caused Mrs B and her family avoidable inconvenience and meant the family were likely to have provided care that should have been provided or arranged by the Council.

**Decision: Upheld**

### **Complaint 3**

Mrs X complained about the care provided to Mrs Y and the lack of response to her complaint about this, and requested a response. The Ombudsman stated that the Council should have been more involved with the providers response to her complaints.

**Decision: Upheld**

### **Complaint 4**

Mr Y complained that the Council did not take account of Mrs X's housing costs when assessing her finances and deciding how much she can afford to pay towards her care however the ombudsman found that there was no issue with the way Council reached its decision.

**Decision: not upheld**

### **Complaint 5**

Mrs X complained that she felt the Council did not deal properly with her son's disability related expenditure, resulting in the charge for his care increasing from £18.88 to £34.35 a week, which she says he could not afford. The Ombudsman found that the Council was correct in the way it dealt with the son's assessed charge.

**Decision: not upheld**

## **Complaint 6**

Mrs X complained that the Council did not instruct an independent social worker to consider if Mrs X had unmet need from March 2016 when carrying out an independent assessment of her care and support needs following a previous complaint to the Ombudsman. Mrs X said this caused uncertainty to Mr and Mrs X with which the Ombudsman agreed and said the Council should provide remedy. The Ombudsman was happy with the Council's decision not to backdate Mrs X's increased care package to March 2016.

**Decision: Upheld**

## **Complaint 7**

Mrs C complained that she felt that its charging processes caused confusion and anxiety. The Council agreed to the Ombudsman's recommendation to waive historic charges and allocate a specific worker for the complainant to contact. The ombudsman stated the council did not deal with the complainant's complaint within the process and provided confusing and conflicting information which added to her anxiety. The Council agreed to apologise for these failures and make procedural changes.

**Decision: Upheld**

## **Complaint 8**

Mr X complained about the care needs assessment. The ombudsman could not find reason to believe the assessment process was not followed except that it did not consider his need for someone to accompany him to medical appointments. The Council agreed to reconsider its assessment on that point in the light of the Care Act.

**Decision: Upheld**

## **Complaint 9**

Mr X complained the Council did not provide his son, Mr Y, with suitable transport to a day centre. He felt the Council had not provided suitable transport to accommodate Mr Y's electric wheelchair since September 2017. The ombudsman recommended the Council pay Mr Y £900 for the distress caused and arrange suitable transport, with which the Council agreed. The Council also agreed to provide a payment of £100 to Mr X for his time and trouble in bringing the complaint to the Council and the Ombudsman and also for the frustration the matter has caused.

**Decision: Upheld**

## Appendix 4 – Equalities information

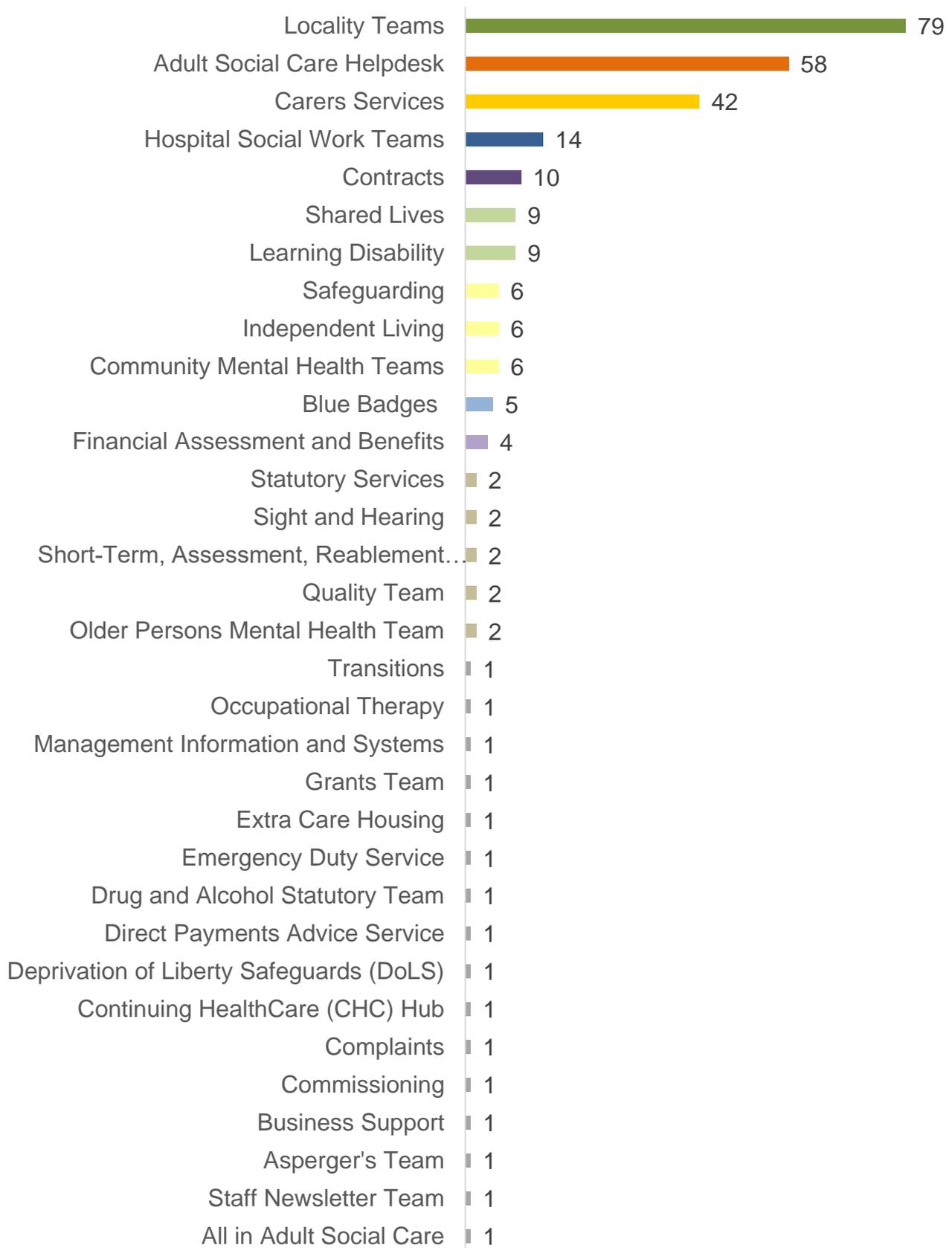
<b>Primary Support Reason</b>	<b>2019/20</b>
Physical Support - Personal care support	37% (66)
Learning Disability Support	13% (23)
Support with memory and cognition	12% (22)
Physical Support - Access and mobility only	12% (21)
Corporate	6% (10)
Mental health support	5% (9)
Social Support - Support to carer	5% (9)
Not recorded	4% (7)
Not applicable	2% (4)
Not known - not a service user	1% (2)
Social Support - Support for Social Isolation / Other	1% (2)
Sensory Support - Support for dual impairment	1% (1)
Sensory Support - Support for hearing impairment	1% (1)
Sensory Support - Support for visual impairment	1% (1)

<b>Gender</b>	<b>2019/20</b>
Female	60% (107)
Male	34% (61)
Corporate	3% (5)
Not recorded	2% (4)
Not applicable	1% (1)

Ethnicity	2019/20
White - English/Welsh/Scottish/Northern Irish/British	75% (134)
Not recorded	11% (20)
White - Any other White background	4% (8)
Corporate	3% (5)
Black/African/Caribbean/Black British - Any other Black/African/Caribbean background	1% (2)
Mixed/multiple ethnic groups - Any other mixed/multiple ethnic background	1% (2)
Other ethnic group - Other	1% (2)
Asian/Asian British - Any other Asian background	1% (1)
Asian/Asian British - Indian	1% (1)
Not applicable	1% (1)
Not recorded - refused	1% (1)

## Appendix 5 – Compliments

Breakdown of compliments received by team.



## Appendix 6 – Compliments

<b>Origin of learning and issues raised</b>	<b>Learning improvement identified</b>	<b>Further improvement to embed (if applicable)</b>	<b>Measure/outcome of learning</b>
2019/20 Complaints - There has been a recurring theme around Mosaic finance e.g. issues with invoicing, communication, backlog etc) staffing levels needed to support issues arising.	Additional staff being recruited to support backlog, improve communication; systems now operational and aligning	Full outcome to be determined, but onward monitoring will be undertaken to assess improvements.	To be reviewed in 2020/21
2019/20 Complaint - complaint raised regarding the support available for clients claiming Employment and Support Allowance and length of time taken to secure payments. In this case staff supporting the client had been off work for an extended period and no follow up had occurred.	A review of processes has been undertaken to ensure applications are followed up in a timely manner.		To date, no recurrence of the issues arising.
2019/20 Complaint - Language used in	A review of the correspondence sent to	Improved communications being used	To be reviewed in 2020/21

<b>Origin of learning and issues raised</b>	<b>Learning improvement identified</b>	<b>Further improvement to embed (if applicable)</b>	<b>Measure/outcome of learning</b>
letters from the Financial Assessment team. Wording in letters to the complainant was described as misleading	clients to ensure that wording is appropriate and is clear to the reader.		
2019/20 complaint - Issues have been raised from complaints that suggest that we need to consider improving the way care providers work with and manage families when relationships break down and how they manage expectations.	Factsheet produced on 'what to expect from your provider'. Plans to review contract and work with providers to look at what procedures they have in place and how these can be improved.	Open for consideration and planning	To be reviewed in 2020/21
2019/20 complaint - A complaint highlighted that shared inbox's were showing unread messages but all of the emails they could see had been read but the unread emails were not in the inbox. Consequently, some	An article for the Adult Social Care staff newsletter was produced to inform teams of the issue and how to avoid the problem	Newsletter circulated	No more issues of this nature identified

<b>Origin of learning and issues raised</b>	<b>Learning improvement identified</b>	<b>Further improvement to embed (if applicable)</b>	<b>Measure/outcome of learning</b>
emails sent by users were missed.			
2018/19 complaint	One complaint was received from a provider who had increased the home's fees and complained about the time taken to agree the new fee.	Process now in place with Contracts Team to address these issues.	No further complaints of this nature have been received
2018/19 complaint/ Adult Social Care User Survey	Further staff and public factsheets have been created following complaints or survey feedback, including 'Notice periods' and 'Working with your home care provider'.	The 'Working with your home care provider' factsheet is now also being rolled out across the whole of Adult Social Care.	No further complaints of this nature have been received
2019/20 complaint - Complainant did not understand who to talk to when they couldn't pay their invoice	Finance team reminded to add contact details to invoices on how to contact Council if there is difficulty in paying		No further complaints of this nature have been received
LGSCO recommendation – to consider if complaint arrangements with Commissioned services need reviewing. Since this recommendation a	Consider how to work with providers to ensure they understand our statutory process - involve SIT to be clear with homes as part of monitoring, consider a bespoke training event for	Open for consideration and planning	To be reviewed in 2020/21

<b>Origin of learning and issues raised</b>	<b>Learning improvement identified</b>	<b>Further improvement to embed (if applicable)</b>	<b>Measure/outcome of learning</b>
further 3 complaints have required responses from providers which has highlighted further issues in regard to what is expected from their response and process	providers. There may also be a need to involve commissioning managers and review our contract approach as to what is expected from providers		
2019/20 complaint - Complaint around the safeguarding process and a Best Interest Assessment (BIA) (family dynamics issue)	A number of improvements were made to the BIA process including rewording of letters for clarity and allocating different assessors for repeated assessments to ensure objectivity is maintained.	Improved correspondence was used  Allocating different assessors for repeated assessments to ensure objectivity is maintained	To be reviewed in 2020/21
2019/20 complaint - Complaint around a missed visit	Team members reminded about the importance of clearly recording visits in calendars.	Teams will also be reminded in complaints training.	To be reviewed in 2020/21

<b>Origin of learning and issues raised</b>	<b>Learning improvement identified</b>	<b>Further improvement to embed (if applicable)</b>	<b>Measure/outcome of learning</b>
2019/20 complaint - Complaint around the Royal Bournemouth Hospital discharge team and their information provided around charges (this was exacerbated by delays in financial assessments being completed)	Review information and advice packs that are well established in Poole and consider roll out across Bournemouth and Christchurch area	To be actioned in 2020/21	To be reviewed in 2020/21
Complaints around communication and comments from surveys	Reflection on working practices to improve communications	The ongoing Strengths Based Approach project will embed a model of social care work that will review our processes; in particular, those practices which we use to communicate with and work in collaboration with, our service users, cares and families	To be reviewed in 2020/21