

HULL ADULT SOCIAL CARE

Customer Feedback

Annual Report 2021-2022



Hull
City Council






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1. Introduction

Welcome to the 2021/22 Adult Social Customer Feedback annual report.

As part of the Council's commitment to openness, quality assurance, service development and listening and learning from individuals who receive support from us, this report provides summary information from compliments and complaints received under the statutory procedures in relation to Adult Social Care provided by or commissioned by Hull City Council for the year 1 April 2021 to 31 March 2022.

2. Background

Local Authorities are required to have a system for receiving representations by or on behalf of people in need of adult social care support who have a range of support needs due to a disability or frailty (Local Authority Social Services and National Health Services Complaints Regulations (England) 2009.) Services cover assessment and case management, direct service provision or the arrangement of a range of services, including support at home, day opportunities, supported housing, intermediate, residential and nursing care or provision of equipment. Representations are defined as comments, compliments and complaints.

Some complaints received do not meet the criteria to be dealt with under the statutory procedure. When this is the case, these are registered under the Council's corporate complaints procedure. The arrangements for handling these complaints are different from the statutory process in terms of timescales and the independence of the people who investigate and review the complaints.

The purpose of the ASC Customer Feedback process is to ensure that:

1. The views and experiences of people who access our services are heard.
2. Positive feedback is used to develop services and acknowledge good practice.
3. When things haven't gone so well we can not only put things right but acknowledge our error's and use this feedback as valuable tool to implement change within our practice which is ever evolving and continually monitored.
4. We learn as an organisation from both positive and negative feedback; and as a service area the focus remains on the people who access support from Adult Social Care and the people around them maintaining our vision to experience 'a life not a service'.
5. We use feedback as a measurement of our success in achieving our mission statement - 'enabling people that use our service to experience love, friendships, and relationships to have meaning in their lives and be valued and contributing members of their communities'.

3. What is a complaint?

Hull City Council's definition of a complaint conforms to the Local Government and Social Care Ombudsman's definition;

“An expression of dissatisfaction about a Council Service – whether that Service is provided directly by the Council or by a contractor or partner – that calls for a response.”

When dealing with a complaint we promise we will;

- **Keep the customer informed**
- **Treat the customer fairly**
- **Fully investigate their case and surrounding circumstances**

If it is the first occasion the customer has reported an issue, we may decide to treat it as a request for service or as a suggestion that can be remedied locally and informally.

The customer should make us aware of their complaint within 12 months of the incident occurring or within 12 months from when they first became aware that they had reason to complain.

This time limit may be extended at the discretion of the service area where there is good reason for the delay. Where late complaints are not accepted an explanation will be given. These timeframes are given in order to ensure the complainant has sufficient time to approach the Local Government Ombudsman should they choose.

4. What is a compliment?

A compliment is any appreciative statement about our service or employee from customer, organization or individual who still isn't our customer. Compliments are recorded on our customer service management system and are used to facilitate learning, bring attention to service development whilst reinforcing and celebrating good practice.

When we receive a compliment we ensure that it is shared with the staff member, their Manager our Senior Management team and many compliments are published as a good news story in our monthly ASC newsletter.

5. Who can make a complaint?

Anyone coming into contact with Hull City Council can make a complaint. The Corporate Complaints Procedure provides a process for all individuals to use. If the complaint is about Adult Social Care the statutory complaints procedure for Health and Social Care services must be used.

A person is eligible to make a complaint under the statutory complaints procedure where the Local Authority have a power or duty to provide or secure a service. This includes a service provided by an external provider acting on behalf of the Local Authority. In such a case service users or their representatives can either complain directly to the provider or to Hull City Council, as commissioner of the service.

Commissioned providers are encouraged to attempt to resolve complaints at the first point of contact in line with good practice highlighted by the Local Government and Social Care Ombudsman, but are equally advised to direct service users or their representatives to commissioners of the service, where local resolution is not possible or appropriate, or where the complainant remains dissatisfied. Ultimately responsibility sits with the commissioner of the service under the guidance of the Local Government and Social Care Ombudsman.

A complaint can be made by the representative of a service user who has been professionally defined (under the Mental Capacity Act 2005) as having no capacity to make decisions, as long as the representative is seen to be acting in the best interests of that service user.

Anyone can complain who is affected (or likely to be affected) by the actions, decisions or omissions of the service that is subject to a complaint.

We also receive complaints from third parties such as elected members, MP's, charitable organisations and advocates, the Ombudsman states there is no 'wrong door' to receiving a complaint.

6. Our processes

Individuals can make complaints via numerous channels these include-

- Directly via the council's website
- Via calling 300300
- Via email
- By letter
- Via a council employee
- Via a third party



The different ways complaints are received

Method	2020-2021	2021-2022
Directly via the council's website	19.5%	32%
Via calling 300300	43%	26%
Via email	17.5%	23%
By a letter	10%	7%
Via a council employee	3%	4%
Via a third party	8%	8%

Initial contact by the council website or via email has increased from the year before, this has been useful to capture complaint issues more accurately and in a more efficient timescale.

This is due to the specific detail outlined by the complainant at the first point of contact. Email contact also provides complainants with written evidence of the submission of their complaint and also enables the ASC Feedback and Complaints officer to acknowledge this quickly.

All complaints are recorded on our internal monitoring system-C360, this allows management and monitoring of all feedback received. The system also benefits from the overview of the Corporate Feedback Team.

Appendix A shows the process undertaken when an initial complaint is received. The overriding ethos is to resolve the issues raised as swiftly as possible in order to achieve a satisfactory outcome for the individual concerned. The ASC Feedback and Complaints Officer triages all concerns received and endeavours to find a local solution at the initial stage of contact therefore alleviating the need to submit a formal complaint.

At ASC we have promoted trying to find informal solutions and encouraged using our recently updated informal process to ensure a consistent approach across our service. This result was achieved 55% of the time from 1st April 2021 to 31st March 2022.

For complaints which enter the formal process the ASC Feedback and Complaints Officer risk assesses the content of the contact in the first instance.

The purpose of this being undertaken is to ascertain the seriousness of the issues raised and to ensure the appropriate and timely course of action is taken.

Any complaint that they feel raises significant issues regarding the quality of care, safeguarding issues, denial of rights, or has clear quality assurance or risk management issues that may cause lasting problems for the person receiving support or the council is highlighted immediately to senior managers and if appropriate follows the council's safeguarding procedures as an initial priority.

If any such issues are raised in relation to those people receiving a homecare service, or living in residential or nursing homes, then the Contract Performance and Quality team will also be notified along with the relevant Locality Team Manager and allocated social worker.

The ASC Feedback and Complaints Officer allocates all formal complaints to an Investigating Officer from the ASC leadership team.

This process ensures the Investigating Officer undertaking the investigation is not from the team the complaint is about to ensure an independent and transparent view.

Statutory guidance states investigations should be completed within 6 months however in ASC we aspire to complete enquires within 28 working days.



7. Review of feedback received

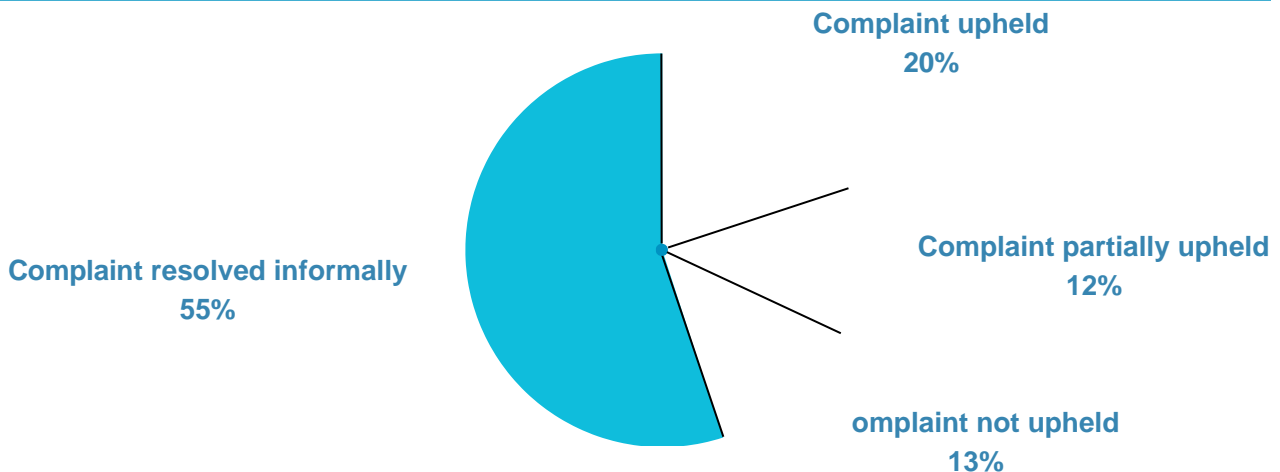
The table below indicates the number of complaints received annually during the 5 year period.

	April 2018 - March 2019	April 2019 - March 2020	April 2020 - March 2021	April 2021- March 2022	Year to date
Formal complaints	Specific data not available	53	51	38	27
Informal complaints	Specific data not available	33	30	47	47
Total complaints received	64	86	81	85	74

Detailed data for the period April 2018 - March 2019 is limited due to restricted access to the previous recording system however the above data suggests from April 2019 to the current date ASC's complaints received are at a stable amount in the region of 80 - 90 per year.

The above data also suggests over the last two years there has been a shift in formal complaints being reduced considerably and the amount of informal resolutions have increased significantly since ASC have introduced a new and robust feedback process and various monitoring mechanisms discussed further in this report.

We received a total of 85 complaints from April 2021 - March 2022, the outcome of these are reflected in the pie chart shown here.

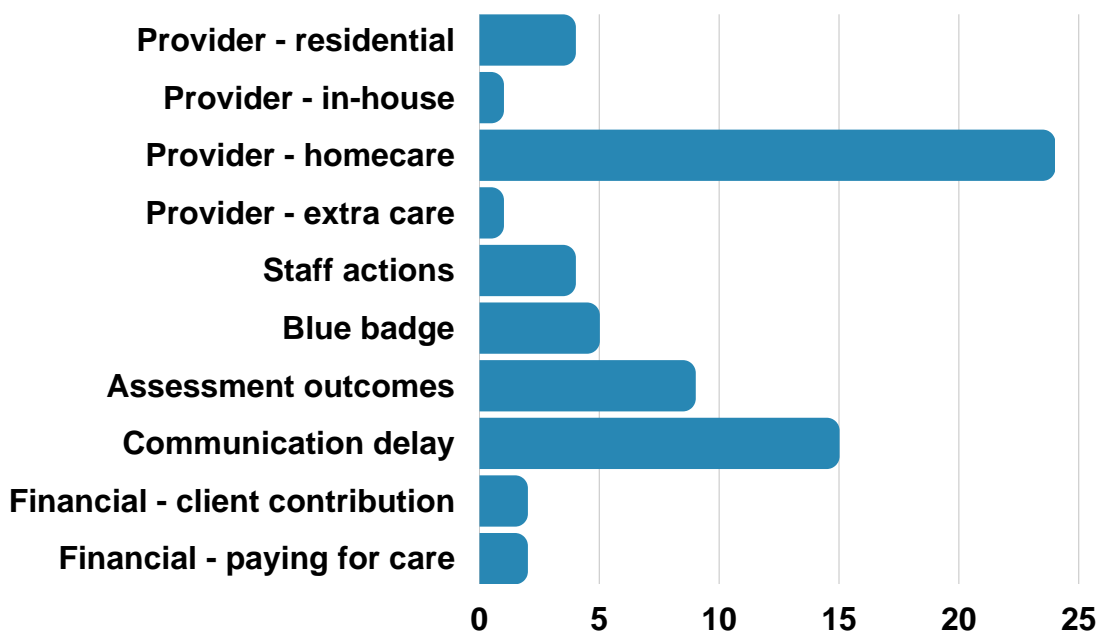


In the complaints above we achieved making initial contact with the complainant within the three day timescale 100%.

72% of complaint investigations were completed within the 28 day timescale and 28% required extensions to the deadline due to complexity and extensive gathering of information.

As the graph above demonstrates 55% of total complaints received were resolved informally, the table below reflects the themes of complaints received that achieved an informal solution.

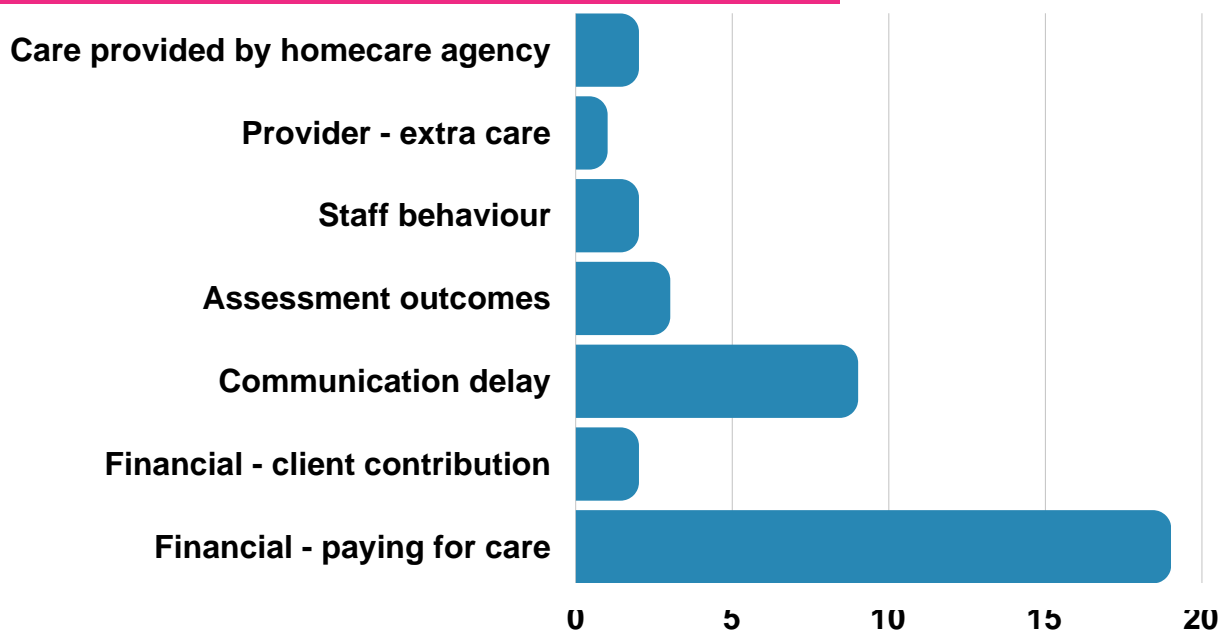
Informal resolutions achieved



7. Review of feedback received

Over the year the following themes were identified from the 38 formal complaints received, please see the graph representation below.

Identified themes of formal complaints received



The two key themes identified were regarding paying for care and lack of communication or delays in communication.

8. What we have learnt from the data collected and what changes have been implemented.

50% of all formal complaints investigated were regarding paying for care - in a bid to remedy this service failure and improve in this area there is currently a project underway working with learning and development and our finance team to ensure a suite of financial training is delivered to staff within ASC.

Concerns around holding financial conversations with customers and or their family members are repeatedly reported combined with these conversations not being recorded on liquid logic and the paying for care handbook not being issued or signed we are upholding a majority of financially related complaints resulting in an increased amount of fees being waived/reimbursed due to lack of evidence that discussions about paying for care has been explained to people.

A new Care Act Needs Assessment has now been implemented which enables us to use this as a support tool guaranteeing the assessment cannot be completed without the required financial conversations and signed paperwork being recorded and uploaded. It is anticipated this will make a significant change to the cultural errors we have made around our approach to finance being an integral part of meeting a person's social care needs and it is hoped this amount of fee waiving will be reduced dramatically throughout 2022 - 2023.

A further 24% of all formal complaints received were around communication issues. When people receiving our support and their families are referred for support, they require information on subjects they may have not encountered before. They also need to be kept informed of progress and decisions in processes that are complex and often appear confusing. These may be services directly provided by the Council or those delivered through a variety of providers and can include care and support delivered in care homes, care facilitated in people's homes and a range of other community support services.

The communication themes seen during 2021 - 2022 were as follows, information not being shared in a timely manner when a social worker is awaiting a decision from management to feedback to families awaiting changes to their package of care, families/ individuals not being updated regarding care call time changes and a lack of information provided when hospital discharges were being planned and facilitated. Other issues highlighted were centred around a lack of financial information being discussed with clarity, information not been received regarding financial assessments and then being completed within a reasonable timescale after initial assessment.

8. What we have learnt from the data collected and what changes have been implemented ... continued.

As these themes have emerged, training requirements and group supervision has been identified around specific subject areas. For example, on best practice regarding communication, and the importance of recording clear and concise case recordings to ensure a detailed and personalised reflection of the individual we are supporting to achieve the best possible outcomes for them. As a result of this mandatory training has been arranged with all appropriate staff expected to attend and improve practice.

In December 2021 the Complaint Charging Review Panel (CCRP) and the Complaint Adjudication panel were introduced to ASC. The purpose of these panels is to ensure consistency in the quality of responses sent to complainants. Parity regarding remedies offered and proportionate responses dependent on the complaint made. The panels also review the investigation and provides support to the Investigating Officer (IO) provides endorsement from Senior Management. The CCRP panel is supported by our Income and Payments team which encourages collaborative working and overview from our financial colleagues.

All of these mechanisms provide the complainant with reassurances that we are listening to their concerns and looking to resolve their issues as a priority without delay. This also allows us to identify any lessons learnt quickly and implement any changes required therefore ensuring we continue to strive for best practice across the service area. The ASC Feedback and Complaints Officer completes a tracker which compiles data on all feedback received, which service areas the complaint was about, what the issue was and what the outcome and learning objectives were.

Bi-monthly Implementation meetings provide a platform for accountability and an opportunity to identify themes for learning to implement changes to encourage best practice service wide. This is actively monitored and constantly reviewed across the service and with Senior Management (DMT). Quarterly reports are also presented to Senior Management.

In addition to the above-mentioned improvements to the ASC Customer Feedback process we have also implemented a robust joint working process with our colleagues at Humber Foundation Trust. We have also implemented a process that tracks fee waivers, we can now report in our quarterly performance updates and use to discuss directly with operational teams and individuals



9. Local Government Ombudsman investigations

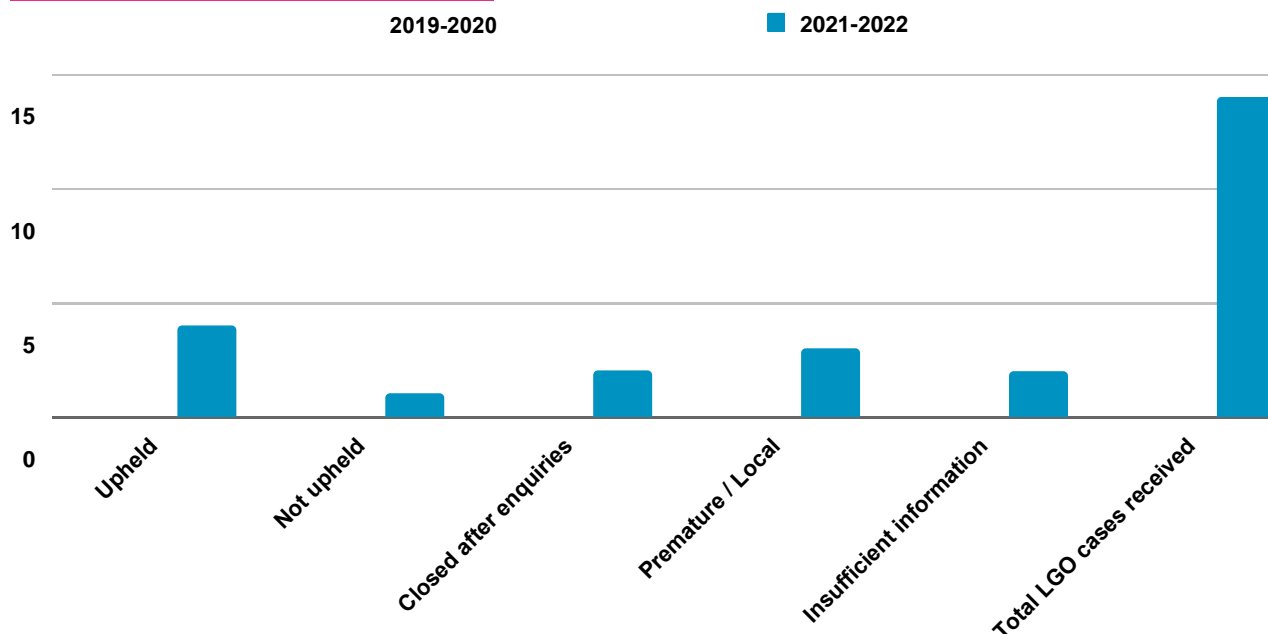
In October 2022 the LGSCO published their National Annual Review of ASC Complaints. A full copy of the report and associated data is available at the following link-

Adult Social Care Complaint Reviews

In the Ombudsman's comments he raises concerns about the reducing number of complaints being made about ASC in an arena of rising demand and need. He questions whether this is a true reflection or an indication of apathy by those receiving support.

In Hull City Council we have seen a reduction in complaints received which reflects the national trend as suggested by the Ombudsman. However, many complaints in 2020 were related to concerns around the Covid-19 pandemic which is an important factor to reflect on when considering this data. The table below reflects the data regarding Hull City Council from the Ombudsman over the last three years.

LGO Enquiries received



During April 2021 - March 2022 there were 14 decisions made by the Ombudsman regarding ASC. It should be noted that some of these decisions related to complaints made in previous years which had only just concluded. Of the 14 decisions -

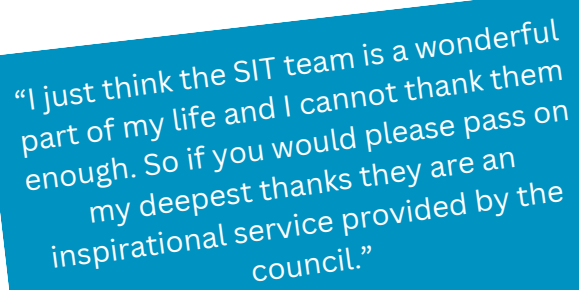
- 4 were upheld.
- 1 was not upheld.
- 3 were closed after initial enquires.
- 4 were premature/referred back for local resolution.
- 2 were closed due to insufficient information provided.

The four upheld Ombudsman complaints are summarised in Appendix B.

10. Compliments received

Feedback from compliments provides an equally valuable message, clearly affirming when services make a difference and personal qualities have added value to the outcome for people who receive our support. Compliments came from individuals and their family members, thanking individual members of staff and teams for the ongoing support and care provided by social workers, care teams and departments. Compliments are received by people calling 300 300, thank you cards, letters and emails. We also receive compliments about staff going 'above and beyond' within the service from colleagues and Management - this is often celebrated in our Adults Delivering Differently monthly newsletter.

Compliments included comments such as -




"I just think the SIT team is a wonderful part of my life and I cannot thank them enough. So if you would please pass on my deepest thanks they are an inspirational service provided by the council."



"I would like to say a 'big thank you' to our social worker as she fulfilled everything and more, Today we received an appointment that Dad thought he would have to wait months for and he is very happy. We are just very, very grateful and wanted you to know that."



"We have a positive relationship with the social worker as she is responsive and attentive."



"Good service to have, needed confidence to get back on my feet. Thank you. The staff were all very helpful & polite."

As part of the development of our ASC feedback service we have recently implemented a 'postcard from Tracy'- Tracy Meyerhoff the Director of Adult Social Care. Handwritten postcards will be sent to staff to thank them for their hard work and achievements when we receive positive feedback.

The ASC Feedback and Complaints Officer prioritises contacting people who have taken time to acknowledge the service they have received and provide us with feedback on this, this valuable information can then be used as an example of good practice when feeding back learning across the service and encourage other staff to work to the same exceptional standard.

11. Moving forward and next steps

1. The Health and Care Act introduced a new duty on the Care Quality Commission (CQC) to independently review and assess how Local Authorities are delivering responsibilities under the Care Act, this will begin in April 2023. Areas of focus for Local Authorities will be focused on 4 areas - Working with people, Providing support, Ensuring safety and Leadership. Customer feedback will play a valuable role in providing evidence of how people who receive our support feel about the services offered and their relationship with ASC. It will also give the council the opportunity to recognise areas for improvement, we can then put responsive measures in place to improve our service, use this as a learning tool and monitor the required service wide changes going forward.
2. The LGSCO has announced that they will be publishing a new code in 2023. This is likely to include the requirement to complete a self-assessment on our performance regarding the recording, investigation and management of complaints. Local authorities which do not meet the standards required by the new code will be expected to take remedial action. Whilst we are in a strong position this will be an opportunity to examine in detail our working practices, mechanisms and culture regarding feedback. Whilst the corporate feedback team will lead on this self-assessment they will require collaborative working from across all service areas of the council.
3. C360 (the system used for recording and management of complaints) will be replaced in the new year by Granicus. This has provided opportunity to make improvements to the functions available. Non-statutory feedback (e.g blue badges) will have a bespoke section within the system allowing more accurate reporting. Granicus will maintain the ability for the customer to make a complaint directly online with ease and is fully accessible. The new system will continue to allow for joint working with the corporate feedback team.
4. Work is required to ensure that what is recorded is reflective of what is received. Feedback received directly in to the teams isn't always shared with the ASC Feedback and Complaints Officer and therefore isn't counted in the data. More data provides a 'richer picture' for both learning and improvement, it would also demonstrate good news stories by potentially increasing the levels of compliments recorded. For further information please see Appendix C.



10. Moving forward and next steps

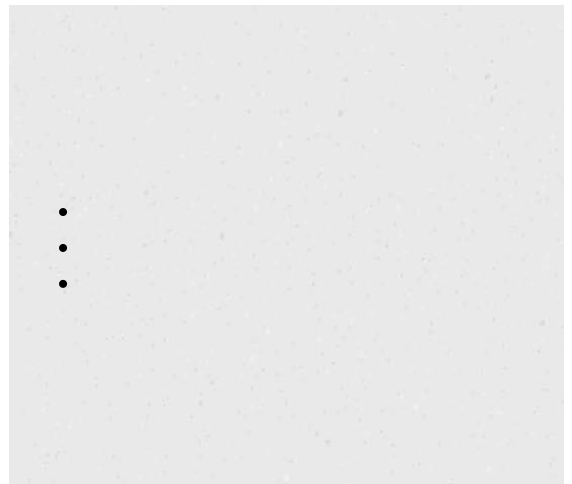
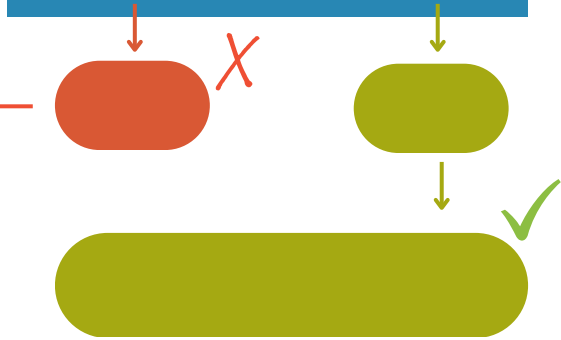
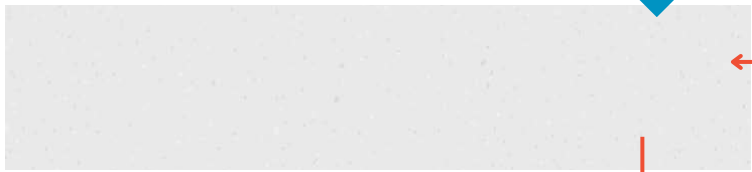
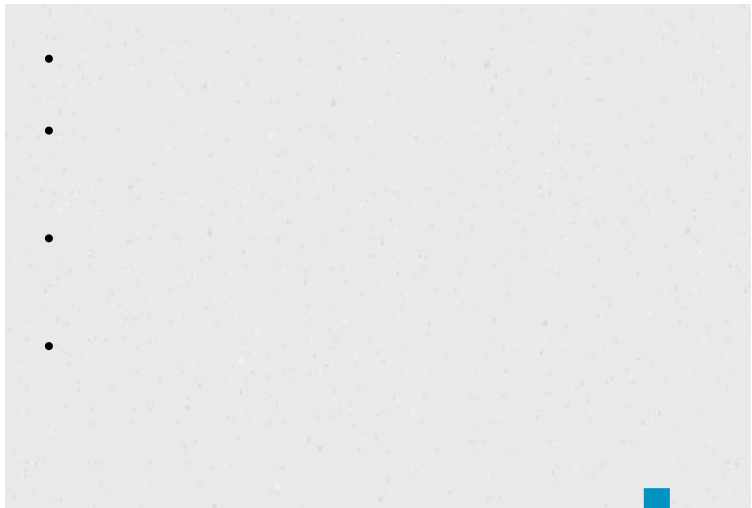
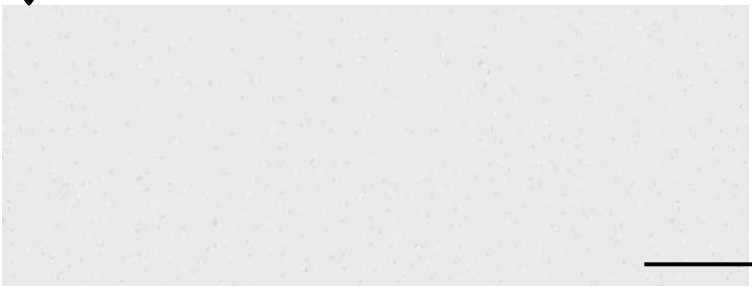
5. A priority in 2022 - 2023 is to pro-actively promote people who are supported by us to provide positive feedback and celebrate the successes and positive impacts we have had on people's lives. First steps will be to look at accessibility and understand what barriers exist to providing feedback. Working closely with our colleagues at customer services we are scoping whether we can incorporate the current govmetric tool which is used on the council website to provide a simple yet effective and easy to use traffic light system to enable people to give us basic feedback as straightforwardly as possible.

6. As outlined in section 6, the largest volume of complaints is regarding paying for care. Moving forward, careful scrutiny and overview will be maintained to monitor the impact of the implementation of the new Care Act Needs Assessment. This will ensure we can demonstrate the effectiveness of the change and hopefully a reduction in this identified theme of complaints.

7. As outlined in Section 8, the council have seen a reduction in complaints received. Data will be monitored to track whether this is a growing trend which is reflected across the whole council or unique to Adult Social Care. At this time, we only have 12 months of precise data and two years of volume data, but this enables us to have insight that formal complaints received have decreased by a third. The implementation of the ASC Feedback and Complaints Officer may also have impacted this data as informal resolutions have increased. As the volume of data grows further organisational insight will be achieved.

8. Significant work is still required to shift the cultural stance which is currently embedded across Adult Social Care regarding the importance of feedback and where it sits as a priority. Unfortunately, like many organisations there can be a negative connotation when complaints are received, and they are not always prioritised or recognised as an important and essential tool for both individual and organisational improvement.

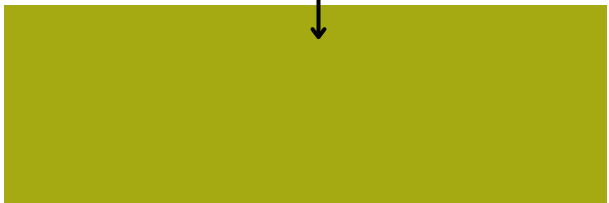
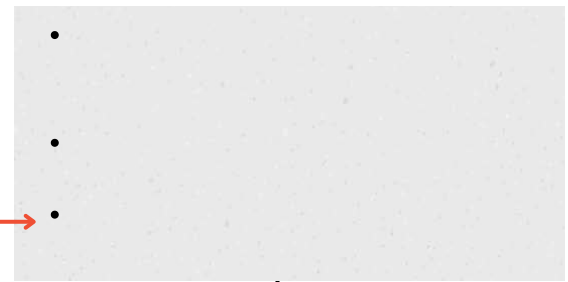




Investigation completed –

- Copy of DRAFT Complaint Investigation Outcome Letter (LETTER 3) and Complaint Investigation Panel Summary Sheet to be emailed to ASCCustomerFeedback@hullcc.gov.uk PRIOR to attendance at Panel.

IO attends CCRP / CAP to discuss complaint, investigation and recommended outcome/s.



Findings of LGO

Findings of LGO	Team	Outcome
<p>Mrs X complains home carers commissioned by the Council failed to follow the correct procedure when her mother, Mrs Y was unwell, resulting in a delay in Mrs Y being admitted to hospital.</p> <ul style="list-style-type: none"> Mrs X complains about how the Council dealt with her complaint about the above. 	<p>LGO Case ID – 21010343 Supporting Independence Team</p>	<p>Home care staff commissioned by the Council failed to follow the correct procedure when Mrs Y was unwell. The Council then failed to deal with Mrs X's complaint about this properly. The Council will within four weeks of the final decision:</p> <ul style="list-style-type: none"> provide Mrs X with a sincere written apology for the failings highlighted above; pay her £250 to acknowledge her time and trouble pursuing the complaint with the Council and the Ombudsman; pay her £250 for her distress <p>Final LGO decision received on 10/03/2022, Apology letter sent and £500 compensation issued on 16/03/2022.</p> <p>The LGO closed the case on 21/03/2022.</p>
<p>Mr F complains through his advocate about the Council's decision to reduce the hours he could attend a day centre from eight hours to six hours from May 2020 to March 2021, following the centre's closure in the first COVID-19 lockdown. In particular, Mr F says the Council:</p> <ul style="list-style-type: none"> Failed to properly justify the decision. Went against a decision that it was in his best interest to attend the day centre for eight hours. Were concerned about the financial implication of the care package rather than taking a person-centred approach. 	<p>LGO Case ID – 20014756 East Locality</p>	<p>Mr F complains about the Council's decision to reduce the hours he could attend a day centre following the centre's closure in the first COVID-19 lockdown. We found some fault which caused uncertainty to Mr F and his shared lives carers. The Council has agreed to apologise and make a payment to them.</p> <p>Agreed Actions</p> <p>Within a month of the final decision the Council has agreed to apologise to Mr and Mrs X and pay them £150 and Mr F £150 to acknowledge the uncertainty they were caused.</p>

Findings of LGO

Findings of LGO	Team	Outcome
<p>Continued ... As a result he says the Council has not met his assessed needs and has breached his rights to access the community (under Article 19 of the Convention on the Rights of Persons with Disabilities).</p> <p>This has left him at risk of social isolation, lacking stimulation, and with increased anxiety and agitation which risks the stability of his care and accommodation. The decision has also caused distress to Mr F's shared lives carers.</p>	<p>LGO Case ID – 20014756 East Locality</p>	<p>Final LGO decision received on 11/03/2022, Apology letter sent and £300 compensation issued on 29/03/2022.</p> <p>The LGO closed the case on 12/04/2022.</p>
<p>Mr X's discharge from hospital to Saltshouse Haven care home was flawed. Specifically:</p> <ul style="list-style-type: none"> • Flawed record keeping by the Council and the Trust led to incorrect decisions being made about Mr X's welfare; • The Council and Trust did not involve Mr X's children in the discharge decision; • Mr X did not receive physiotherapy or rehabilitation treatment. 	<p>LGO Case ID - 20008910 Hospital Team</p>	<p>Mrs Y complained about the way the Trust cared for her father, Mr X, when he attended its emergency department and during two hospital admissions. She also complained about the way the Council and Trust dealt with her father's discharge from hospital to a care home. We have found fault in the Council's and Trust's record keeping and in the way the Trust managed Mr X's continence care. The Council and Trust accept our recommendations, so we have completed our investigation.</p> <p>Agreed Actions</p> <p>Within one month of our final decision, the Trust and Council will write to Mrs Y to offer meaningful apologies for the faults identified in this statement and their impact on her and Mr X.</p> <p>Apology letter sent on 28/03/22.</p> <p>The LGO closed the case on 29/03/2022.</p>

Findings of LGO

Findings of LGO	Team	Outcome
<ul style="list-style-type: none"> The council did not respond to original complaint in September 2018 over concerns of complainant's mother's mistreatment in 2 care homes. The council chasing for payment complainant states has already been paid. Complainant disputes the top up charges. 	<p>LGO Case ID – 18015760 Safeguarding Team</p>	<p>Kingston Upon Hull City Council, Holy Name Care Home and Barchester Healthcare Homes Limited all acted with fault when supporting Mrs Y. Those faults include personal care, an eviction notice, unfairly charging a top-up, best interest decision making, safeguarding investigations, and complaint handling. Those faults had an emotional and financial impact on Mrs Y son, Mr X.</p> <p>LGO Final decision –</p> <ul style="list-style-type: none"> Apologise to Mr X for the distress and uncertainty it caused by not making the decision to restrict Mrs Y visiting hours in Mrs Y best interests. It should also recognise the impact on Mr X human rights. Pay Mr X £200 to recognise the emotional impact the faults above had on him. That includes the distress and frustration he suffered from its handling of Holy Name's safeguarding investigation. <p>Final LGO decision received on 03/08/2021, Apology letter sent and £200 compensation issued on 13/08/2021.</p> <p>The LGO closed the case on 24/08/2021.</p>

Local resolution for informal complaints flowchart

Informal complaint received
in team / customer calling team with issue

Passed to the on-duty Practice Lead Manager

Practice Lead Manager reviews LAS case notes to take
necessary action.

Required action to be completed by the PLM / Senior SW on
duty or if there is an allocated worker in place and they have an
established relationship they may be asked to complete the
required task.

Practice Lead Manager/Senior Social Worker/ allocated worker
to contact the complainant and discuss the issue identified with
a view to local resolution.

Practice Lead Manager / Senior Social Worker / allocated
worker to complete necessary task.

Practice Lead Manager/Senior Social Worker/ allocated worker
to record LAS diary note confirming the action that has been
taken to achieve a local resolution - ASC Feedback and
Complaints Officer to be notified into the diary note to ensure
this is captured within the feedback process.

If local resolution cannot be achieved Practice Lead Manager / Senior Social
Worker / allocated worker to inform complainant of how to complain via the formal
complaint process.

ASC Feedback and Complaint Officer to process for Investigation when received.

Contact us

Lucy Merian
ASC Feedback and Complaints Officer



ASCcustomerfeedback@hullcc.gov.uk



hull.connecttosupport.org.uk



01482 300 300