

Paper Title: **Complaints and Compliments annual report 2011/2012**

Lead Director: Paul Hogg, Trust Secretary

Paper Author: Debbie Bruniges, Acting Complaints & Litigation Manager

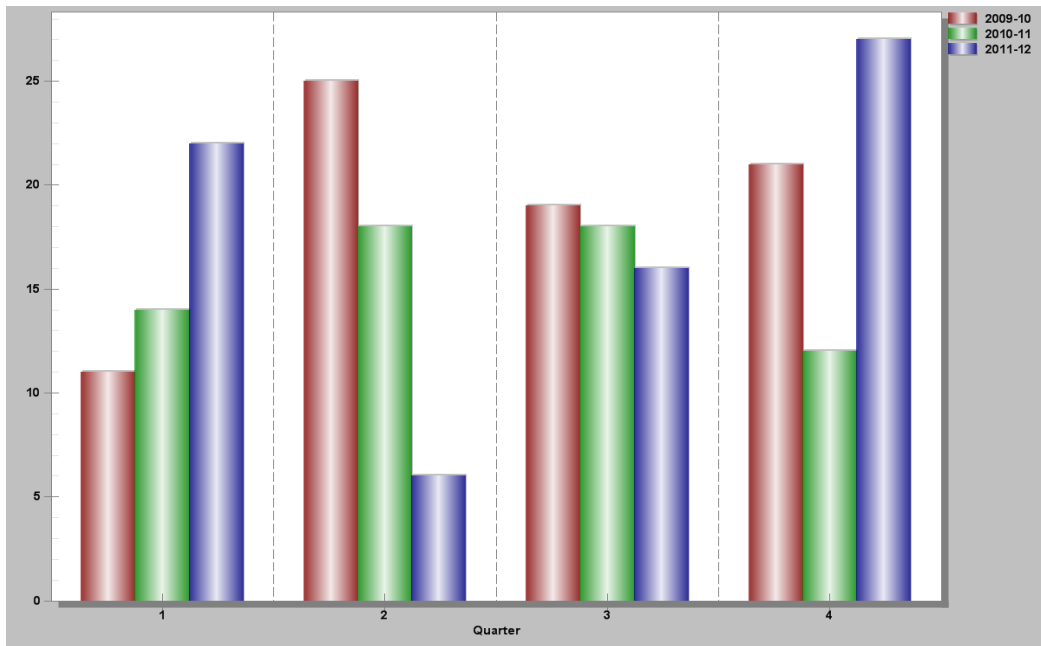
A requirement of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 is that each Trust publishes an annual report providing the following information:-

1. The number of complaints received
2. The number of complaints with which the Trust decided were well founded
3. The number of complaints referred to the Ombudsman, which the Trust is aware of
4. A summary of the subject matter of the complaints, any matters of general importance arising from the complaints and any actions taken to improve services as a consequence of complaints.

On a small number of occasions, the level of service provided might be below an expected standard. We are never happy when this happens and will make every effort to handle complaints directly and quickly, with fairness and with confidentiality. As part of our drive to receive real feedback on our services we welcome comments from the people who use our services and their families. There are always lessons that can be learnt, either locally or more widely across the Trust. Services can always improve as a result of listening to individual experiences.

1. The number of complaints received

The following graphs show the number of complaints received during 2011-12 and comparative figures for previous years.

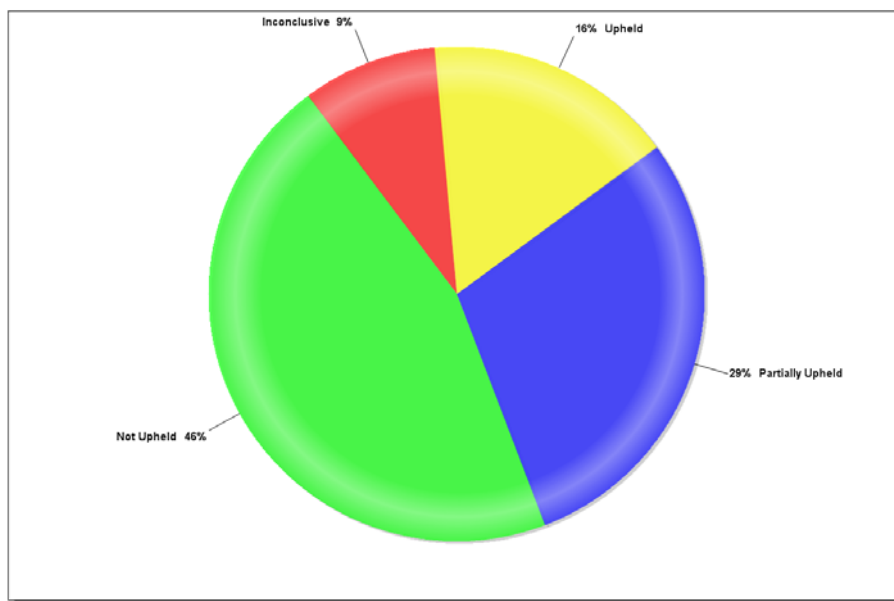


Year	No. of complaints
2009-2010	76
2010-2011	61
2011-2012	71

2. The number of complaints with which the Trust decided were well founded

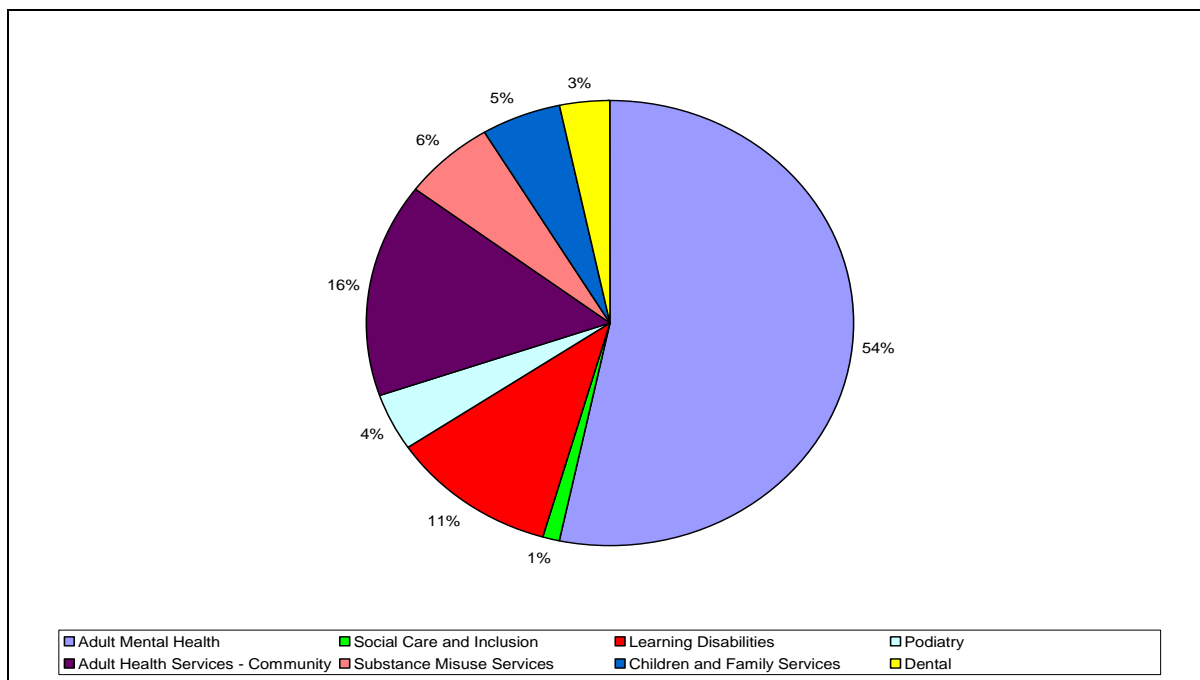
Each formal complaint will have different components. There are few complaints in which every component is found to be not upheld. The graph below indicates the outcome of closed complaints.

Components (147) of the 71 complaints received found to be upheld for 2011/12



Complaints figures for the Trust are also reported to the Department of Health via KO41. Where a complaint has one component upheld or partially upheld the Trust must report this as 'upheld' and will be reflected in the figures published by the Department of Health.

Breakdown of Complaints received during 2011-12 by Care Group/Business Area



Not all complaints relate to one service area. Where the highest number of components of a complaint are identified that area will be registered as the area of the complaint.

The graph highlights that the majority of contacts being received consistently relate to Adult Mental Health. It is worth noting that the number of cases received from Adult Mental Health in patient wards are on the whole larger than the number of cases received from other areas of the Trust; this can be attributed to the nature of the care being provided to acutely unwell patients; staff are also pro-active in referring service users to the Complaints Procedure if they cannot resolve concerns locally.

Informal Complaints by Care Group/Directorate - Annual total (2011/12)

Salaried dental Services	Podiatry	Children & Family Services	Speech and Language	Adult Mental Health	CAMHS	Older People's Mental Health	Forensic	Adult Health Services	Learning Disabilities	Social Care	Corporate
7	2	3	3	68	8	11	9	10	11	4	8

During 2010/11 the Trust recorded 65 complaints as resolved at a local level. This has significantly increased to 144 in 2011/12 period, with the largest number in Adult Mental Health. This is encouraging; the Trust encourages service users, patients and carers to tell us when they are unhappy with services in order to give us the opportunity to learn from experience and ensure we are providing a high quality of care.

Compliments

A total of 327 compliments were recorded by the PALS and the Complaints Department during 2011/12.

This figure signifies the compliments that are sent to the Complaints and PALS Departments for recording. The Trust acknowledges that there are more compliments received and recorded locally by individual teams.

Notable compliments were:

- A number of compliments have been received by the Intensive Home Treatment Team for the support offered to service users.
- A mental health therapist at Somerset House received thanks from a service user for their patience and understanding and never giving up on them
- A Nursing Home has thanked a Community Mental Health Nurse who had undertaken a consultancy role in a pilot scheme. They found the approach useful and refreshing.
- Heather Ward received a letter from a previous service user thanking staff for all their input over the previous years and their support through challenging times.
- A family thanked the staff at Duchy Court and Community Staff for the support they had given their late sister. They also made a donation. The Chief Executive personally wrote back to the family to thank them for their kind words and donation.
- A letter of thanks was received by Older People's Mental Health about the level of support given to a man on his transition from hospital to community and how the service benefitted a successful return to the community.
- Several letter thanking individual staff have been received in various care groups.

3. The number of complaints referred to the Ombudsman, which the Trust is aware of

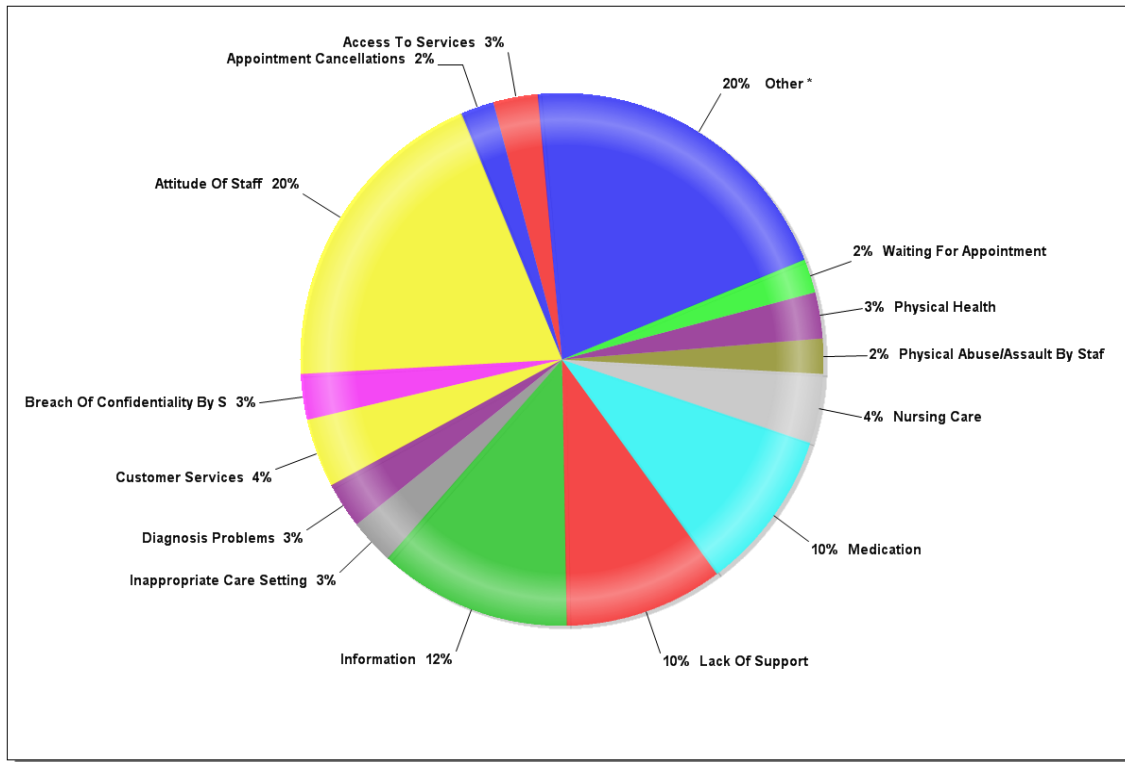
The Trust is aware of 7 complaints which were referred to the Ombudsman during 2011-12 for independent investigation. There was no further investigation for six of the cases. The Ombudsman investigated one case and upheld the complaint.

4. A summary of the subject matter of the complaints, any matters of general importance arising from the complaints and any actions taken to improve services as a consequence of complaints.

Breakdown of Categories of complaints received during 2011-12

Most complaints have more than one component. The Trust records all the components of a complaint to monitor any trends. The pie chart above represents the categories of components in complaints.

Categories are consistent with the previous year's categories with attitude of staff, information, lack of support and medication as the highest recorded categories. There is a noted reduction in complaints relating to patient's privacy and dignity which accounted for 7% of categories in 2010/11.



Recommendations/service improvements resulting from complaints investigations are implemented to effect change and improve performance overall. The majority of complaints have an action plan to address any recommendations.

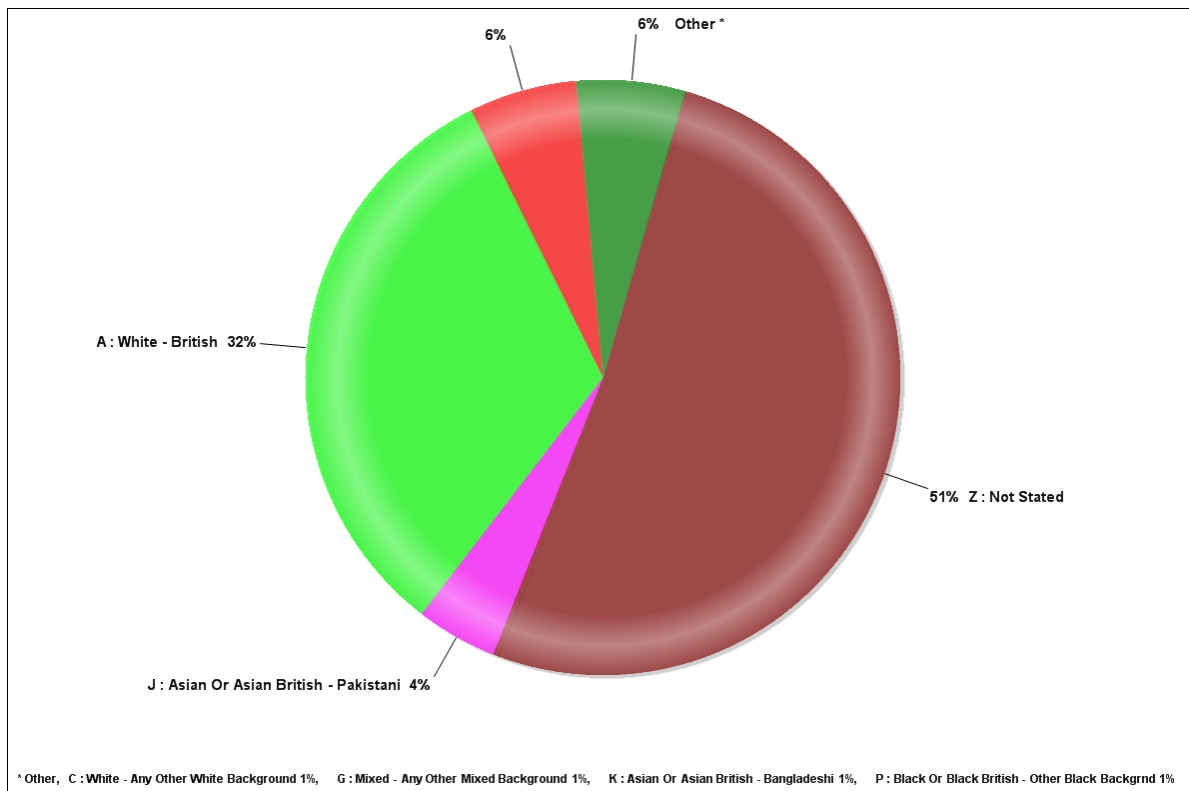
Notable points regarding improvements resulting from formal complaint investigations are:

- South and West Community Mental Health Team received 4 formal complaints; the previous year they had not received any complaints. Of the 3 complaints concluded 2 were upheld with similar themes arising. The findings will be fed into a peer review which will be undertaken.
- A notable theme arising in complaints is carers involvement and contact with services, namely feeling their concerns about service user's presentation not being listened to and lack of support.
- Half of the formal complaints received related to mental health services provided in the community, compared to one formal in patient complaint. It is noted that a higher number of concerns for in patient areas are dealt with through PALS officers.
- The Chief Executive has agreed a process of further assurance on complaints. Where there are areas of concern the Complaints Department will notify the relevant Director on behalf of the Chief Executive of the findings and outcome of the complaint. The Director will then consider if they require any further action within the service area.
- Carers continue to be a consistent theme in complaints. A recent Clinical and Safety Learning Forum explored this issue and themes and trends arising in complaints and Serious Incidents was presented.
- Adult Mental Health closed 11 2010/11 Action Plans during Quarter 2.
- Further complaints Training will be delivered in the New Year.
- The Investigation Procedure will be reviewed by the Clinical Risk Advisor and Complaints Manager. This may result in amendments to the Complaints Policy.

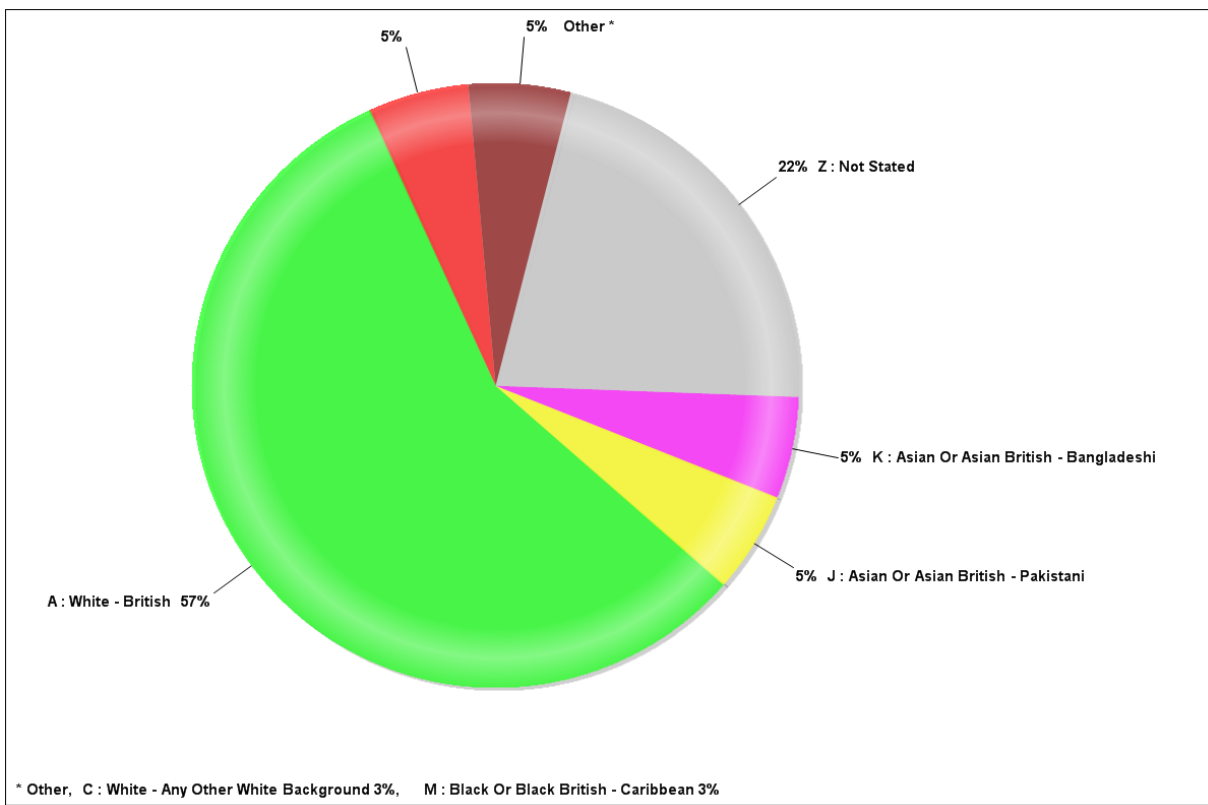
- When Estates are undertaking a building work project the Equality Team will be involved at the start to ensure impact assessments are an integral part of the project.
- Clear agreements are to be made for responsibility for carrying out equipment assessments on Social Care patients using social care for respite.
- Continence assessments must be carried out according to the Bradford District Care Trust policy, and re-assessments conducted every 12 months thereafter if patients are receiving continence products.
- Lead for Psychological Therapies has been asked to ensure a mechanism is in place to communicate outcome of CBT assessments to service users. An audit of assessment outcomes to be conducted.

Equality recording in relation to Formal Complaints

Race and Religion - Ethnicity of person making complaint on behalf of service user

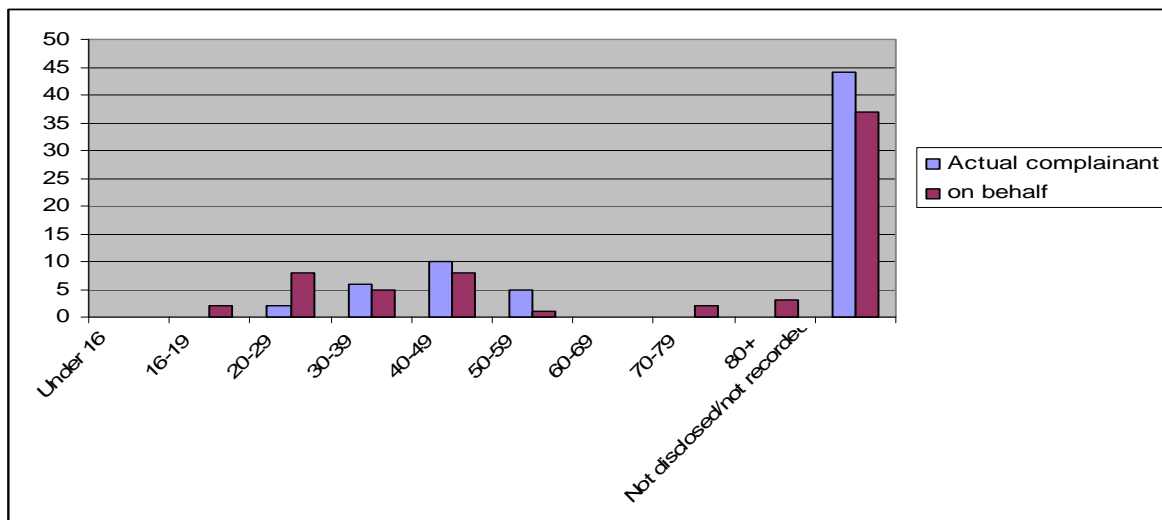


Race and Religion - Ethnicity of Service User



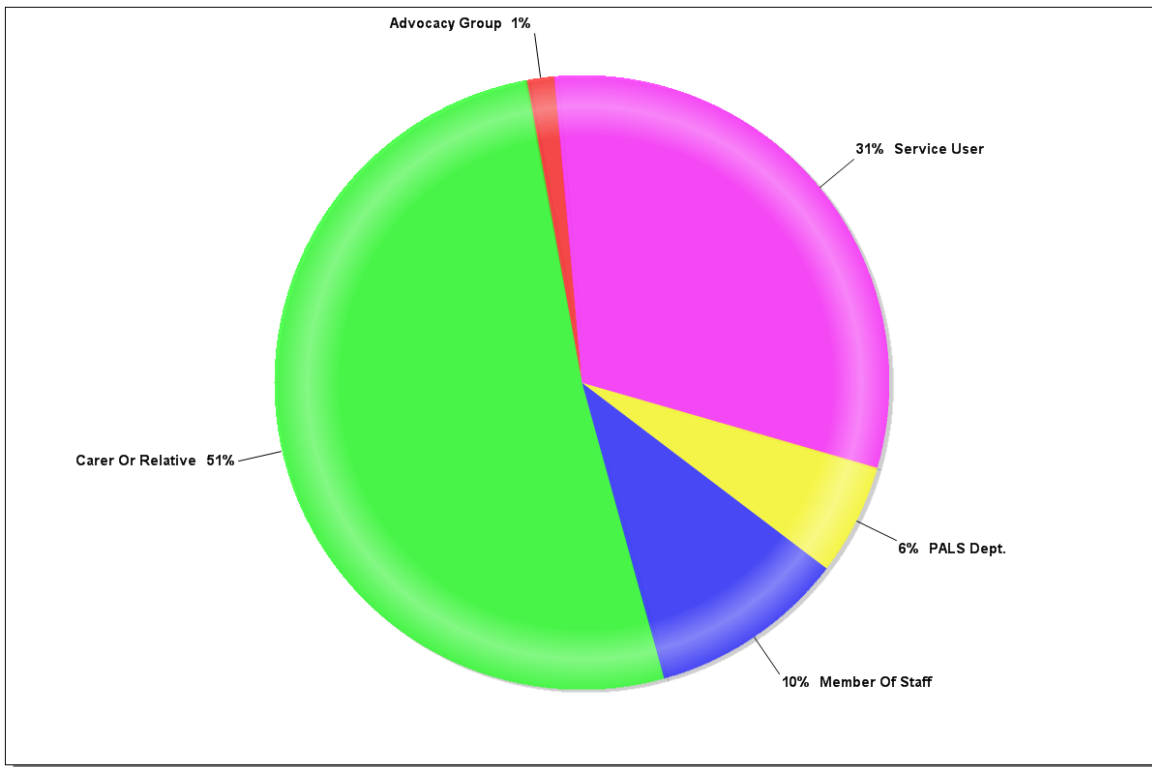
Age

This graph shows a breakdown of the age of those who made formal complaint during 2011-12.



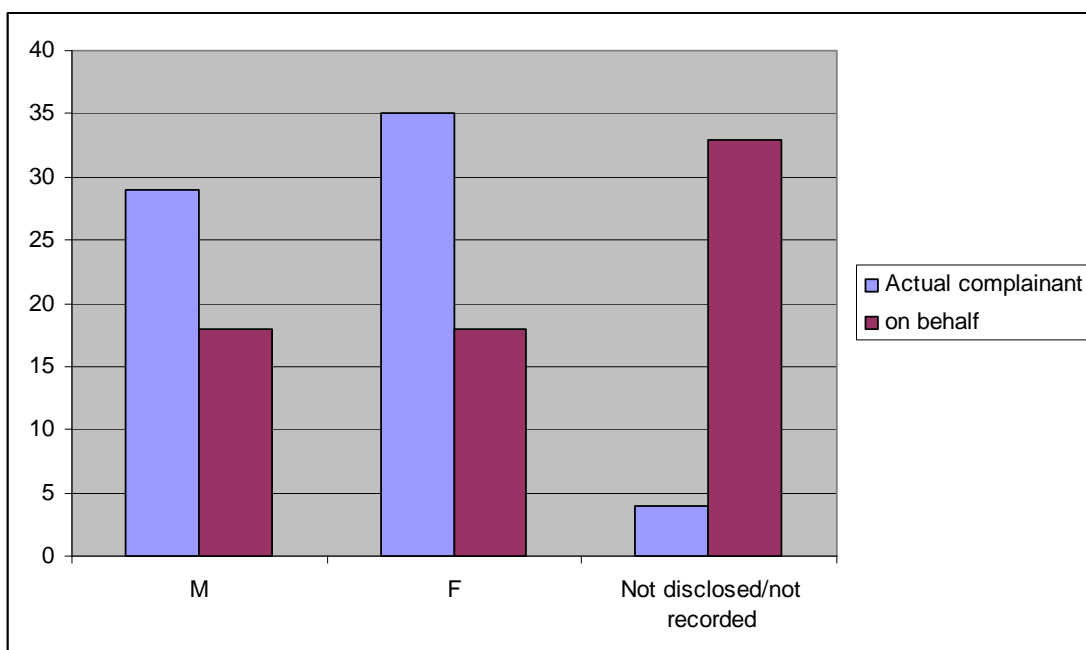
Carers

We record the source of a complaint. The graph below shows that 51% of the complaints received were from the carer or a relative.

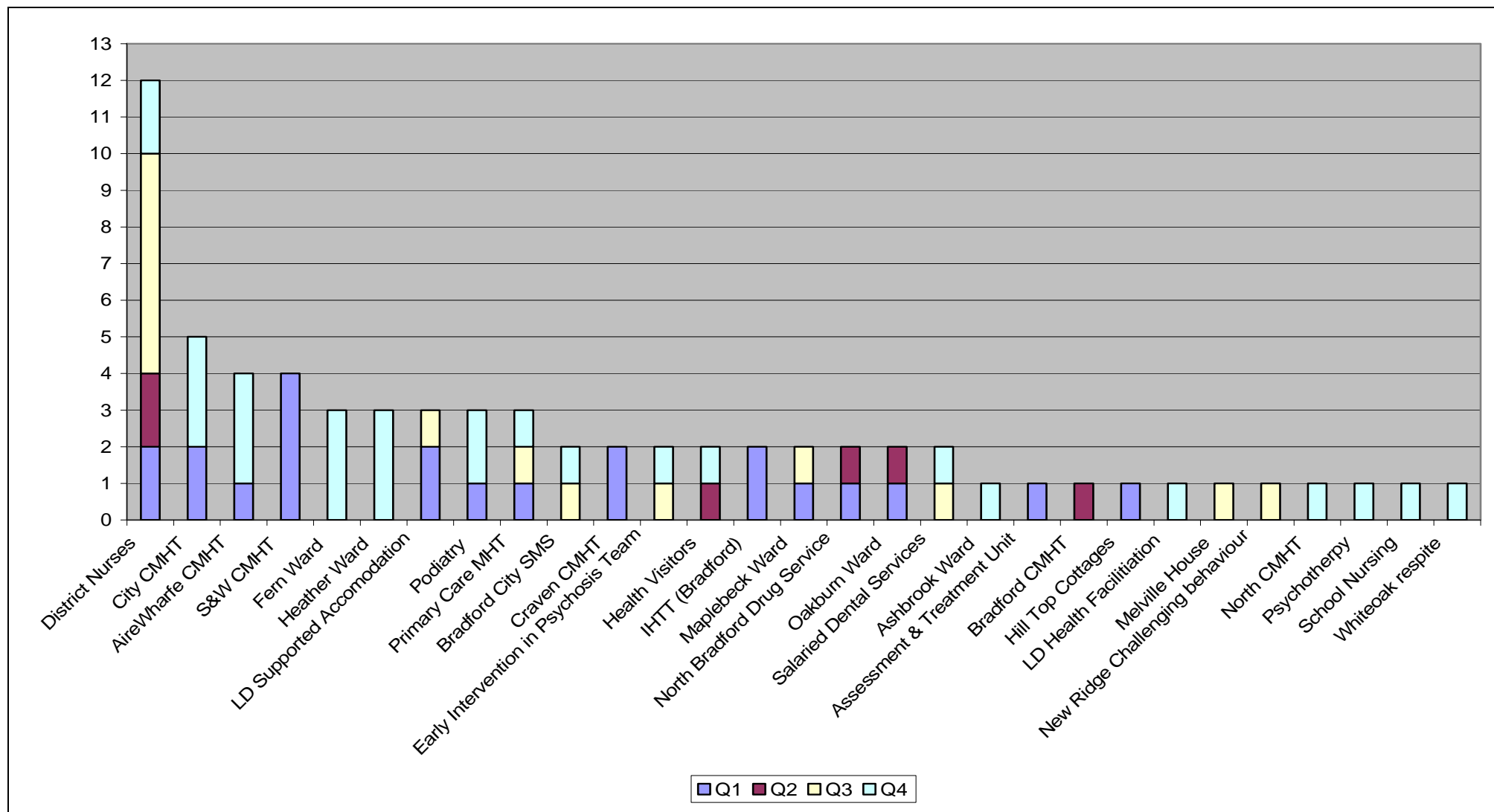


Gender

This graph shows a breakdown of the gender of those who made formal complaint during 2011-12.



Breakdown of formal complaints by service area for 2011-12, Quarters 1 – 4



Nb: The complaints registered in Quarter 4 for District Nurses were later withdrawn