



Sheffield City Council

Annual Report of Complaints Received Regarding Adult Social Care & Wellbeing Services

1 April 2023 – 31 March 2024



1. INTRODUCTION

- 1.1. This report provides information on the complaints received about Adult Social Care and Wellbeing Services between 1 April 2023 and 31 March 2024 under the requirement of the complaints procedures established and governed through the NHS and Local Authority Social Services Complaints (England) Regulations 2009. This is a national legal framework.
The legislation provides a single complaints process for people who are receiving services from both the Local Authority Adult Social Care Department and the National Health Service (NHS).
- 1.2. The report has been written by the Council's Complaints Manager (in the role of Complaints Manager as defined in the Regulations) and the Director of Customer Experience & Communities, on behalf of the Strategic Director of Adult Care and Wellbeing Director of Direct Services. The Director of Adult Care and Wellbeing has an accountability to provide a local offer in relation to provision of complaints. The provision of an annual report is a statutory requirement.
- 1.3. Sheffield City Council's Adult Care and Wellbeing Directorate ensures services are delivered to people in need of social care under the Fair Access to Care Services criteria. Services are delivered to people with a learning disability, physical disability and/or sensory impairment, and to older people.

2. WHAT IS A COMPLAINT?

- 2.1 The Statutory guidance of defining a complaint under the Care Act 2014 is 'An expression of dissatisfaction or disquiet about the actions, decisions or apparent failings of a local authority's Adults Social Services and the National Health Service provision which requires a response'.
- 2.2 Sheffield City Council defines a complaint as "any expression of dissatisfaction whether justified or not."
The aim of the Council is to resolve complaints to the satisfaction of the citizens who have made them.

3. WHO CAN MAKE A COMPLAINT?

- 3.1. Anyone who uses Sheffield City Council services can make a complaint.
- 3.2. The Council's corporate complaints procedure provides a process for all citizens to use.
- 3.3. If a complaint is about Adult Social Care, the statutory complaints process, as defined by the NHS and Local Authority Social Services Complaints (England) Regulations 2009, is used.
- 3.4. Section 5 of the Regulations (2009) requires local authorities to consider complaints made by someone who:
 - Is receiving or has received services from the authority.
 - Is affected, or likely to be affected by the action, omission or decision of the authority.

- A person is eligible to make a complaint where the local authority has a power or duty to provide, or to secure the provision of a service for someone.

4. THE ADULT SOCIAL CARE STATUTORY COMPLAINTS PROCEDURE

- 4.1. The statutory complaints procedure is a single stage process designed to resolve matters at the earliest opportunity. However, Sheffield City Council has introduced an optional 'review stage,' through which a complainant who remains dissatisfied may request that a review of the investigation is carried out by a more senior officer. Where a complaint cannot be resolved, and the complainant remains dissatisfied, they are informed of their right to raise this with the Local Government & Social Care Ombudsman.
- 4.2. A key characteristic of the statutory complaints process is the involvement of the complainant in how their complaint will be resolved and how long this will take to investigate.
- 4.3. On receipt, the complaint is assessed against a set of criteria that determines the way it will be investigated. The majority of complaints are investigated and resolved by the service, but complaints can be investigated by independent investigators where this is judged appropriate. Independent investigators make recommendations to the Council's senior managers.
- 4.4. Complaints that are about both health services and social care services are investigated jointly with relevant NHS organisation/s. A single, coordinated response is made.
- 4.5. All statutory complaint responses are approved and signed by the relevant Assistant Director or, where appropriate, the Director of Adult Health and Social Care Services.
- 4.6. The 2009 regulations set a benchmark for all complaints to be investigated within six months. If a complaint is going to exceed this timescale the council should write to the complainant to advise them of this and explain the reasons why. The corporate complaints process is used for anyone else who makes a complaint.
- 4.7. Customers who remain dissatisfied may refer their complaint to the Local Government and Social Care Ombudsman at any time, although the Ombudsman will usually expect the Local Authority's complaints process to be completed before becoming formally involved.

5. ANALYSIS OF COMPLAINTS AND FEEDBACK

Complaints Received

- 5.1. During 2023/24, **153 new complaints** were received and considered under the Adult Statutory Complaints Procedure. This is 35% increase on the number of Statutory complaints received 2022/23 (113).

The areas within Adult Care and Wellbeing which received the highest volume of complaints is Adults Commissioning (23%) and Access, Mental Health & Wellbeing (22%).

Table 1 below shows a breakdown of the numbers of complaints by service/team over the past 3 years.

- 5.2 The cause of complaint is categorised from the customer's perception upon receipt. A single complaint can be recorded against more than one category, and so the total will usually exceed the number of complaints received.

Table 2 shows that from the complainant's perspective, the highest overall category of complaint during 2023-24 was in relation Staff conduct (44%). The highest detailed category of complaint was poor customer care (33%).

The Adults' Social Care service works hard to resolve complaints at the local resolution stage of the procedure and service managers will often, (with the agreement of complainants), become personally involved and meet complainants to address and resolve any outstanding/continued dissatisfaction, without the need for formal investigation.

Table 1: Complaints received by service area.

**There was a change to structure of the Adult Services in 2022-23 so some areas were amalgamated into different teams which is reflected below:*

Breakdown of New Complaints Received		Totals 2021/22	Totals 2022/23	Totals 2023/24
Old Service Names	New Structure	Statutory	Statutory	Statutory
Commissioning - (Contracts)	Adult Commissioning	13	14	35
Commissioning - (Strategic)			3	
Commissioning - Mental Health			2	
Commissioning (Strategic)			1	
Equipment and Adaptations Service	Living and Aging Well Short-Term Support	2	6	17
City Wide Care Alarms		0	3	
Disabled Facilities Grant			1	
STIT / Care4you		10	1	
First Contact Team	Access, Mental Health & Wellbeing	10	14	33
Safeguarding		0	0	
Hospital Out of Hours	Living and Aging Well Long-Term Support	4	8	21
Locality 1, 3 and 5		37	14	
Locality 2 and 4			17	
Locality 6 and 7			9	
Social Care Accounts Service (SCAS)	Care Governance and Financial Inclusion	3	18	19
Future Options	Adult Future Options	1	1	23
Adults Wellbeing & Care Exceptions	Adults Wellbeing & Care Exceptions			5
Withdrawn			1	
Total		73	113	153

What the complaints were about

5.3 An analysis is made of each complaint on receipt. Therefore, the categorisation in the table below is based on the complainant's perception when making a complaint and does not take into account the findings and conclusions following an investigation.

5.4 It should be noted that complaints are categorised against multiple categories to capture all areas of dissatisfaction. Therefore, the totals in Table 2 are greater than the total for the number of complaints received (Table 1).

Table 2: Complaints by cause/problem category
(Statutory data only)

Problem	Details	Number 2021/22	Totals 2021/22	Number 2022/23	Totals 2022/23	Number 2023/24	Totals 2023/24
Access	Other access to service or information problem	0	0	0	0	0	0
Delay	Delay in providing information	2	30	2	11		11
	Delay in delivering a service	10		8		7	
	Delay in taking action	15		0		4	
	Delay in returning phone calls	3		1			
Failure or Refusal	Failure or refusal to deliver a service / take action	18	34	13	17	17	21
	Failure or refusal to give advice/provide information	3		1		1	
	Failure or refusal to respond to letters/emails/phone calls or meet	2		2		2	
	Failure or refusal to take action/make a decision	11		1		1	
Quality	Inadequate or incorrect advice/information given	1	49	2	25	2	56
	Inappropriate or incorrect action taken	27		20		35	
	Incorrect/unreasonable decision	7		2		9	
	Poor communication/unclear or misleading information given	6		0		6	
	Service provided but then changed or withdrawn	5		1		4	
	Breach of Confidentiality	1		0			
	Loss or damage to property	2		0			
Staff Conduct	Discriminatory behaviour	1	38	0	24	3	75
	Lack of / Poor customer care	30		21		56	
	Lack of knowledge/training	4		1		1	
	Unhelpful attitude	2		1		8	

	Rude or aggressive behaviour	0		0		6	
	Other	1		1		1	
Policy		1		1		3	
			152		78		169

6.0 RESPONDING TO COMPLAINTS

6.1 During 2023-24, a total of **148 complaint responses** were issued through the Adult Social Care services statutory complaints process.

6.2 The average response timescale for responding to complaints under the Statutory Complaints Procedure during 2023-24 was 60 working days. This is an improvement of 27 calendar days on the previous year, 2022/23.

6.3 The Department of Health has recognised the complexities of Adult Social Care complaints, and the difficulties in ensuring a quality response in a set timescale, and so takes this into account when drafting the complaint regulations.

6.4 The regulations require that a timescale is agreed with the complainant for each complaint, as opposed to there being a fixed response timescale. However, the regulations state that all complaints should be resolved within six months.

6.5 In line with the regulations, the timescale for all statutory complaints is agreed with the complainant in each individual case, however reducing response times under the Statutory framework is a key priority.

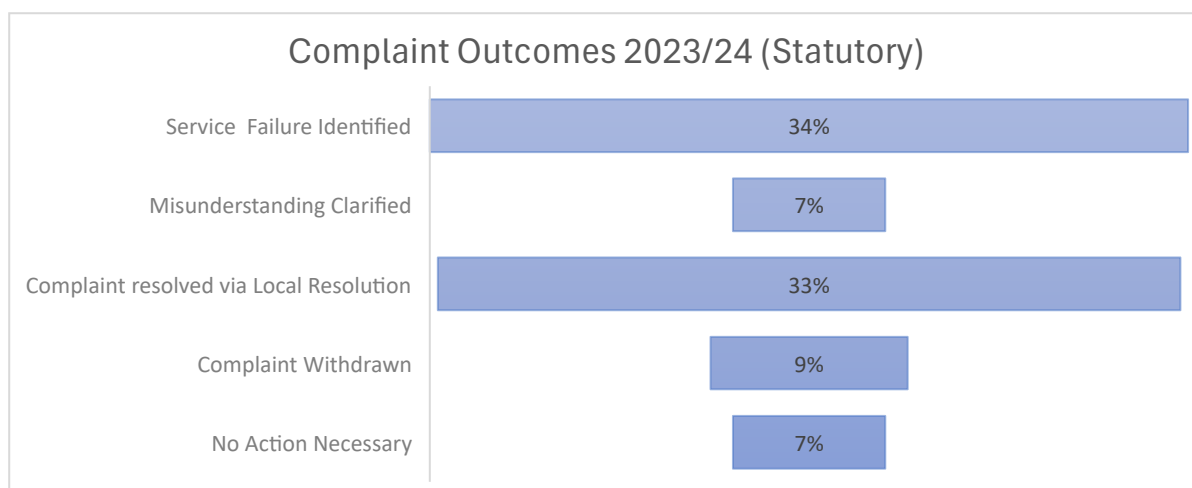
COMPLAINT ESCALATION

6.6 During the reporting year 1st April 2023 to 31st March 2024, 13% of complaints considered under the Statutory Procedure about Adult Social Care Services were escalated for review by a more senior manager.

6.7 There was a total of 14 Adult Health and Social Care related complaints escalated to the Ombudsman during 2023-24. (Further detailed information given in section 12).

7.0 OUTCOMES OF COMPLAINTS

7.1 When a complaint is responded to, the complaint outcome is recorded. In 2023-24, the following complaint outcomes were recorded:



The Council is committed to working together with complainants establish the problem and agree a resolution.

8.0 MULTI-AGENCY COMPLAINT HANDLING

8.1 The Adult Social Care Service has signed an inter-agency protocol with the local NHS organisations and aim to work together with local NHS organisations to provide single complaint responses to a citizen's problems. This ensures the joint consideration of issues and supports the improvement of services across health and social care boundaries.

8.2 The NHS organisations that Adult Social Care services work with most frequently are:

- Sheffield Health and Social Care Trust (usually around health and social care joint services to learning disability and mental health service clients)
- Sheffield Teaching Hospitals NHS Foundation Trust (usually around discharge from hospital and health and social care services in the community)
- Integrated Care Board (Previously known as the Clinical Commissioning Group).

8.3 During 2023-24, 24 new complaints were received with the response for and the subject of a joint investigation with health partners. This is an increase of 12 on the previous reporting year 2022-23.

8.4 Of these complaints

- 11 complaints were investigated jointly with the Sheffield Teaching Hospitals Trust.
- 5 with the Integrated Care Board (ICB) (previously known as the Clinical Commissioning Group);
- 4 with the Sheffield Health and Social Care Trust
- 2 were investigated with the Sheffield Children's NHS Foundation Trust

- 1 complaint was investigated with CAMHS and
- 1 complaint was investigated with Derbyshire County Council.

The services involved, and volumes are shown in table 3:

Table 3: Joint Complaints by Service Area:

TEAM	VOLUME
MENTAL HEALTH	4
SHORT TERM INTERVENTION & HOSPITAL OUT OF HOURS TEAM	2
HOSPITAL & OUT OF HOURS	3
SHORT TERM INTERVENTION	1
ADULTS FUTURE OPTIONS	2
CHILDREN WITH DISABILITIES SERVICE	2
SOCIAL CARE ACCOUNTS TEAM	1
SOCIAL CARE ACCOUNTS TEAM & SHORT-TERM INTERVENTION TEAM	1
SHEFFIELD SAFEGUARDING HUB	1
CHILDREN'S FIELDWORK SOUTH	1
LIVING & AGEING WELL LONG-TERM SUPPORT	4
LIVING & AGEING WELL LONG-TERM SUPPORT & HOSPITAL OUT OF HOURS TEAM	1
LIVING & AGEING WELL LONG-TERM SUPPORT & SOCIAL CARE ACCOUNTS TEAM	1

The Council led the investigation and response in respect of 10 complaints.

During 2023-24, we sent 23 joint complaint investigation responses.

9 REMEDIES AND SERVICE IMPROVEMENTS

9.1 A total of 38 remedies, made up of 35 service improvements and 3 financial remedies were captured in respect of 148 resolved Adult Social Care complaints.

However, of these 148 complaints, only 79 could have had a remedy recorded against it (excludes withdrawn, rejected, problem solved and staff error). This equates to 49% of possible cases recorded with a remedy.

9.2 Regarding Financial Remedies, a total of **£999.40** was paid relating to 3 agreed remedies.

Table 4: Adult Social Care remedies and service improvements

	2021/22	2022/23	2023/4
Financial Remedy	7	4	3
Apology	35	1	17
Change, review or provide a service	11	0	5
Improve customer care	1	0	2
Provide or review employee training or guidance	1	0	4

Provide additional information or explanation	1	3	2
Review or change customer literature	0	0	0
Review or change policy or procedure	3	0	1
Take action or enforce a decision	11	0	3
Take action against contractor/partner	3	0	1
Total	73	8	38

- 9.3. Several complaints resulted in learning and improvements from an individual practice point of view, in particular around ownership, accountability and communication. Learning from complaints also led foundations of wider service improvements. All improvements follow the Adult Health and Social Care strategy.

A link to the Strategy: [Adult Health and Social Care Strategy 2022 - 2030](#)

Examples of areas of wider key learning and improvements for the Adult Social Care Service during 2023-24 are outlined below:

- A range of improvements were made to services for young people transitioning to adulthood including increased investment and reshaping of services which enable the preparation for adulthood team to focus on pro-actively working with young people aged 14-18 years to promote autonomy and independence; and the introduction of a new tool called 247 enable families.
Young people, professionals (across both Children and Adult Directorates) and non-social care professionals such as teachers, have a shared approach to understanding and tracking goals and aspirations.
A new Preparing for Adulthood Transition Guide has been created to support this service.
- 2023/24 saw the implementation of the Adult Multi Agency Safeguarding Hub (MASH). This has been an integral step in working together with partners to raise awareness preventing abuse or neglect and manage risk where there are instances of abuse or neglect where people have care and support needs. This has resulted in improved information sharing between statutory partners and effective multi-disciplinary working for the benefit of people with care and support needs in Sheffield
- 2023/24 also saw the transition of Adult Mental Health Social Work Teams back into Sheffield City Council. This had been a delegated duty to Sheffield Health and Social Care Trust. In bringing these teams back, this provided Adult Care and Wellbeing with the necessary governance of Mental Health social work.
- 2023/24 was a period of recognising the roles within Adult Care and Wellbeing workforce. With reviews completed of the roles within Social Work Teams and new progression routes in place for Social Workers and Social Care Practitioners. Ensuring Sheffield is a good place to work with recognition for

staff as appropriate to ensure we retain talented staff and thus enable us to offer high quality support to the people of Sheffield.

- Process improvement has been undertaken in our Care Governance and Financial Inclusion Service with regards to the reconciliation of funds from the Integrated Care Board (ICB) with the details held on the Social Care Financial System. This allows the service to identify and review financial assessments where circumstances have changed.
- Within the Adults Commissioning Service, a trial is being undertaken across various different care homes to support resident integration and participation in activities through provision of digital interactive equipment for residents.

10 QUALITY ASSURANCE

- 10.1 The Council's Corporate Feedback & Complaints team (CFCT) completes quality assurance checks throughout the year on a sample of complaint responses.

A total of 35 responses were sampled during the year 2023-24.

Adult Social Care services scored an overall quality score rating of 86% against a target of 85%.

Nine (25%) of complaint responses scored less than 80%. These were between the 1st April 2023 and 31st March 2024.

Feedback is given directly to the Service Manager for that area for development with the Investigating Manager who delivered the response. The Council's Effective Complaints Handling Course which focuses on quality of responses to complaints is offered to all employees and delivered each quarter. It is recommended that any person responding to complaints in writing, attends this training and development course.

11.0 COMPLIMENTS AND SUGGESTIONS RECEIVED

- 11.1 The Adult Care and Wellbeing Directorate does receive compliments and suggestions however, recording on the central customer feedback and complaints system is limited.

Further development of online forms and review of the Customer Relationship Management (CRM) system aims to improve central recording and reporting of compliments and suggestions.

Adults Care and Wellbeing have developed a 'Thank-you' wall for compliments and praise to be raised to enable capture and sharing of positive work. From launch in June 2023 there has been 94 comments or compliments recorded.

Throughout 2023/24 there have been 18 compliments recorded directly with the Complaints and Feedback Team. Processes have been agreed for compliments to be captured effectively during 2024/25.

12.0 CORPORATE COMPLAINTS

- 12.1 Some complaints received about Adult Care and wellbeing are not eligible for consideration under the statutory procedure. This may be due to the nature of the complaint or the status of the complainant.

Information relating to 103 Adult Care and Wellbeing complaints received and logged for consideration under the Council's corporate procedure is included in Sheffield City Council's Customer Complaints and Feedback Annual Report 2023-2024.

13 COMPLAINTS TO THE LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN

- 13.1 Complaints about Adult Social Care services received by the Ombudsman may become the subject of informal enquiry or formal investigation, or the Ombudsman may issue a decision without making any enquiries of the Council.
- 13.2 Occasionally, the Ombudsman will receive complaints that have not been considered by the Council, and in those cases may choose to refer the complaint to the Council to deal with first. These are known as 'premature.'
- 13.3 In 2023-24 the Ombudsman received 14 complaints about Sheffield City Council's Adult Social Care Services (A reduction of 3 from the previous reporting year of 2022-23 of 17). 6(42.8%) of the complaints received from the LGSCO resulted in a formal enquiry / investigation.
- 13.4 From an outcome perspective the Ombudsman closed 11 Adult Social Care complaints in 2023-24. (1 Complaint was deemed premature and passed back to the Council to deal with). 4 complaints were closed following initial enquiries and required no further action; 1 complaint was not upheld, and no maladministration was found. 3 complaints were upheld by the Ombudsman but there was no action required as the complaints had been remedied by the Local Authority.

A summary of the 3 complaints upheld by the Ombudsman is provided at **Appendix A**.

- 13.5 Financial remedies totalling £1250.00 across 6 complaints reviewed by the Ombudsman was made during 2023/24.

14 IMPROVEMENTS IN 2023-24 AND ONGOING/FUTURE DEVELOPMENTS FOR 2024/25

Improvements within the service is detailed in 8.3. However, in addition previous improvements and developments moving forward are detailed:

During 2024/25 the Adult Care and Wellbeing Service will continue to make improvements to support the [Adult Health and Social Care Strategy 2022 - 2030](#)

- From a complaint's performance perspective, all Accountable Managers and Assistant Directors responsible for complaints in Adult Social Care have access to the PowerBI tool to review complaints performance information for their area which details Directorate / Service Level and Team Complaints Performance on a quarterly basis.
[Complete & on-going support]
- Improved tracking and monitoring of open complaints has been introduced. A Complaints Open Case Report is produced weekly and cascaded to all Accountable / Investigating Managers responsible for Complaint resolution to support tracking. Monitoring and oversight of open complaints.
[Complete]
- To compliment the above, the Complaints Manager attends bi-monthly service meetings to discuss and review status of open complaints to support effective resolution, updating the Deputy DASS and Director of Adult Social Care of progress and any issues.
[Complete & on-going as BAU]
- Complaints (CRM) case management system reviewed to improve user compliance and timeliness of complaint responses: Mandatory fields introduced within CRM to ensure key data is recorded by officers which will improve reporting outputs including recording of remedies/service improvements. Unassigned and open case reports issued weekly to case coordinators and responding/accountable managers.
[Completed].
- Complaints policy and procedures updated in response to Ombudsmen complaint handling codes: New Housing Service Ombudsman Code implemented from 1 April 2024 and soft launch and implementation of new LGSCO Ombudsman Code in Sept 2024
[Completed]
- Complaints information/resources on SharePoint site and Intranet/Internet pages updated following policy/procedure updates. Additional Guidance published for Reviewing Managers reinforcing approach to resolution/learning prior to escalation to Ombudsman
[Completed].
- To review of complaints case management recording system: Further review of system and forms required as part of CRM upgrade work
[Ongoing]

Contact Us

If you would like to make a complaint, suggestion, or compliment, you can do this by completing an on-line form on Sheffield City Council's website:
<https://www.sheffield.gov.uk/home/your-city-council/complaints>

You can also telephone us on 0114 273 4567, or write to:

Customer Services, Sheffield City Council Town Hall Pinstone Street Sheffield S1
2HH

If you would like to comment on this report, or have any questions about Sheffield City Council's complaints procedure, please contact the Complaints Team at:

Email: complaintsmanagers@sheffield.gov.uk

Telephone 0114 273 4567 or write to the above address.

Appendix A – Breakdown of 3 Adult Social Care complaints - Upheld by Local Government and Social Care Ombudsman 2023/24

Portfolio/ Partner	Complaint	Date of Ombudsman Decision	Ombudsman Finding/Investigation Outcome	Agreed Remedy/Service Improvements	Remedy implementation detail and learning outcomes	Ombudsman compliance outcome
Adult Wellbeing & Care Services Ref 22012858	Miss X complained the Council commissioned care provider failed to seek medical assistance for her mother and provided her with poor care.	02/06/2023	The LGSCO found the Council was at fault for the care provider's poor record keeping, failure to seek medical advice after it said it would and for a missed visit. There was no fault in the way the Council investigated the concerns under its safeguarding procedures, and it has taken appropriate action to prevent a repeat of the faults by the care provider.	The Council has agreed to send Miss X a meaningful apology setting out the actions taken to prevent a recurrence of the faults identified and to pay her £300 to acknowledge the distress and uncertainty caused by the faults identified.	04/07/2023 - Apology letter sent and £300 raised.	10/07/2023 - LGSCO recorded a compliance outcome of " <i>Remedy complete and satisfied</i> ".
Adult Wellbeing & Care Services Ref 23008124	Mrs X complained about delay in the Council completing a continuing health care (CHC) checklist for her mother.	09/10/2023	The LGSCO upheld the complaint but did not investigate because the Council agreed to resolve the complaint early by providing a proportionate remedy for the injustice caused.	The Council agreed (within 4 weeks) to complete CHC checklist. Council had already offered to pay for Mrs A's care charges from November 2021 until March 2022 and make Mrs X a symbolic financial payment of £450 to recognise the distress, time, and trouble caused.	22/11/2023 - Council completed CHC checklist 11/12/2023 - compensation payments raised on 'immediate payment terms'. Payments via BACS and went directly to Mrs A and Mrs X's bank account w/c 11/12/23	22/11/23 LGSCO recorded a compliance outcome of " <i>Remedy complete and satisfied</i> ".
Adult Wellbeing & Care Services: Ref 23009733	Mrs X complains about the Council's decision to remove her husband's medical priority from their housing application.	17/11/2023	The LGSCO upheld the complaint but did not investigate because the Council has agreed to resolve the complaint early by providing a proportionate remedy for the injustice caused.	The Council agreed (within 4 weeks) to consider Mrs X's request for a review of the suitability of the offered property	21/12/23 - Review considered and outcome letter issued.	09/01/24 LGSCO recorded a compliance outcome of " <i>Remedy complete and satisfied</i> ".

Adults Wellbeing & Care Services ref 23 002 690	Ms C complained on behalf of her son, Mr X, that the Council did not consider properly his disability related expenses due to his autism, dyspraxia and severe dyslexia when deciding the amount he must contribute towards the cost of his care. Ms C says this means her son is not getting the support he needs and his mental health has deteriorated.	12/01/2024	LGSCO found fault in some of the Council's communication and avoidable delay but considered the agreed action of an apology and symbolic payment provides a suitable remedy.	The Council agreed (within one month) to: a) provide a written apology to both Ms C and Mr X for the avoidable uncertainty and inconvenience caused by the poor communication and avoidable delay and b) make a symbolic payment of £200 to Mr X to acknowledge the particular impact on him of the avoidable uncertainty and inconvenience.	12/02/2024 - Apology issued. 14/02/2024 - £200 payment raised/credited to bank account.	13/02/2024 - LGSCO issued compliance outcome ' <i>Remedy Complete and Satisfied</i> '.
Adults Wellbeing & Care Services ref 23005429	Ms F complains on behalf of her grandson, Mr B, that the Council: <ul style="list-style-type: none"> • Failed to plan his transition from children to adults' services, causing delay in assessment and failure to provide a taxi to school. • Refused to provide him with an adult social worker or care and support. • Has not been transparent about why care and support was refused. • Does not have a clear or transparent pathway for children moving to adult services. 	08/02/2024	The LGSCO found there was fault in transition planning (preliminary assessment was not done until after Mr B was 18) however, this did not cause him any injustice as he was found not to be eligible, so he did not miss out on any support. No subsequent evidence of fault in the way the preliminary assessment was carried out. The Council failed to book school transport for three days but has now funded this, which remedies the injustice caused.	No further action - LGSCO is satisfied the Council has already taken action to remedy the injustice caused.	N/A	N/A

Adults Wellbeing & Care Services ref 23 004 629	Mrs X complains the Council's care provider/care home, failed to look after her late mother properly (Mrs Y) causing avoidable distress.	15/02/2024	The LGSCO found that the care home's care planning did not take account of all Mrs Y's needs. The support it provided was not always in line with her assessed needs. It has been unable to provide Mrs Y's medication administration records.	<p>The Council agreed (within four weeks) to write to Mrs X apologising for the failings identified and the distress caused and pay her £250 in recognition of the distress caused.</p> <p>Council also agreed (within eight weeks) to work with the care home to identify the action it needs to take to ensure:</p> <ul style="list-style-type: none"> a) it does not overlook the need to prompt people to take fortified drinks and documents this properly; b) its staff have access to people's care plans and follow them when delivering care; and c) care records are not misplaced after someone has left the care home. 	<p>04/03/2024 - Apology issued.</p> <p>14/03/2024 - £250 payment made.</p> <p>13/03/2024 - Onsite Care Home visit completed to review the care homes process of the promotion of fortified drinks and their application - check completed and passed.</p> <p>(a) The care home has adopted a digital care plan system (Person Centred Care (PCS) and the documents are scanned to the individuals electronic record to ensure incidents of this type can't happen again.</p> <p>(b) All records are now kept on the PCS system and all residents on respite, be that via private or the S2A pathway has a basic electronic care plan drawn up and implemented on admission to the</p>	19/03/2024 - LGSCO issued compliance outcome 'Remedy Complete and Satisfied'.
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					<p>home. Should that resident move into the home on a permanent basis then this record forms the base of the full care package.</p> <p>(c) Previously the home used paper records for all care plans. Once a resident was no longer at the home the paperwork was archived for 7 years. The first year was kept at the home before being moved to a central point which the entire company used</p>	
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