



Adult Social Care Complaints and Representations Annual Report

2024-25



Coventry City Council

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Adult Social Care 2024/25 Complaints & Representations key facts & figures

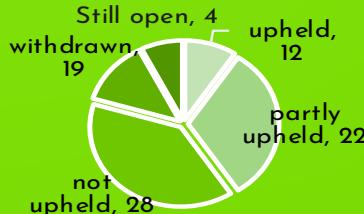


There were 3709 adults in long-term support as of 31 March 2025



In 2024/25, the Council received **85** complaints about Adult Social Care, compared to 59 in 2023/24

Of the 85 complaints, under half were at least partially upheld:



The Council aims to resolve complaints within 20 working days. In 2024/25, **73%** were resolved within 20 working days, 46 % in 2023/24 and 62% in 2022/23

The most common things people complained about were...



In 2024/25, we received 185 compliments; up by 12 compared to last year. These were all about the standard of care provided at care homes for older people.

If a complainant remains unhappy after completing the Council's complaints process, they may take their complaint to the Local Government and Social Care Ombudsman (LGSCO). In 2024/25, the LGSCO received **10** Adult Social Care cases. A total of **4** cases were upheld

Listening to service users' complaints helps services improve by helping Managers identify changes that are required. Key learning points from 2024/25 include: Developing guidance around a "whole family" approach, training to be provided for when informal carers may need additional support, improve communication and meet statutory timeframes.

Comments, Compliments and Complaints about Adult Social Care

You have the right to receive a good level of service. Listening to your views helps Adult Social Care Services to put things right and improve things for the future, so your comments, compliments, complaints and suggestions are important and always welcome. You can contact the Adult Social Care Service Recovery Team by phone to **08085 834 333** or online at www.coventry.gov.uk/form_speakup/ or by email to AdultSocialCareCustomerRelations@coventry.gov.uk.

Contents

Infographic	1
Introduction	3
Summary	3
Number of complaints received	4
Response times	4
Outcomes	4
Reasons for Upheld / Partially Upheld complaints	5
Ombudsman investigations.....	6
Remedies provided.....	6
Compliments received	7
Appendix 1: Summary of Lessons learnt and / or remedial actions taken	9
Appendix 2: Equalities and protected data.....	11

Introduction

Welcome to the 2024-25 complaints and representations annual report. As part of the Council's commitment to openness, quality assurance, service development and listening and learning from service users, this report provides summary information from comments, compliments and complaints received under the statutory procedures in relation to Adult Social Care provided by or commissioned by Coventry City Council for the year 1 April 2024 to 31 March 2025.

Adult Social Care services include 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.

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 (England) Regulations 2009). Representations are defined as comments, compliments and complaints.

The purpose of the comments, compliments and complaints system is to ensure that:

- The views and experiences of people who use our services are heard
- Things that have gone wrong are put right
- The Council learns from both positive and negative feedback to develop and improve our services
- We ensure that customers / service users remain at the heart of all we do

Some complaints received do not meet the criteria to be dealt with under the statutory procedure. Where this is the case, these are registered and actioned 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. Full details are available on our website www.coventry.gov.uk/complaints .

Summary

In 2024-25 Adult Social Care services received 148 complaints, up from 94 in 2023-24. 85 of these were **statutory complaints**, compared to 59 statutory complaints in 2023-24. 42% of these complaints were fully or partially upheld, a reduction from 49% in 2023-24.

The main themes of complaints received over this period were as follows:

- Delays in or no communication
- Quality of communication
- Delays in providing services
- Standard of service / work

Number of complaints received

	2022-23	2023-24	2024-25
Corporate	6	6	11
Informal	14	21	42
Statutory	66	59	85
Ombudsman	7	10	10
Total	93	96	148

Total complaints were up by 52 (+55%) on prior year, of which statutory were up by 26 cases (+44%). However, encouragingly there was a 100% increase in complaints that were resolved informally at point of delivery or through early local resolution (+21 cases) without needing to progress to the formal investigation process, which is a positive trend.

Response times

The local target for a formal response is 20 working days, although the regulations do permit up to 6 months to provide a detailed investigation and response.

	2022-23	2023-24	2024-25
Average days open	21	22	17
Response <20 days	41 (62%)	27 (46%)	62 (73%)
Response >20 days	25 (38%)	32 (54%)	23 (27%)

The average response time was 5 days less than in 2023-24, with a 27% improvement in the percentage responded to within 20 days, despite a 44% increase in the number of cases / responses required overall.

Outcomes

	2022-23	2023-24	2024-25
Upheld	10 (15%)	6 (10%)	12 (15%)
Partially Upheld	20 (30%)	23 (39%)	22 (27%)
Not Upheld	15 (23%)	12 (20%)	28 (34%)
Withdrawn	21 (32%)	18 (31%)	19 (23%)
Total	66	59	81*

* This excludes 4 complaints still open at year end.

The number of Upheld complaints (12) was double that of 2023-24, but percentage-wise these were only 5% higher, while the number of Partially Upheld complaints was almost identical year on year but as a percentage was 12% lower.

Overall the numbers Upheld or Partially Upheld were up by 5 (to 34), but as a percentage of all complaints, outcomes where there was an element of 'fault' were 7% lower (42%) in 2024-25 than in the prior year (49%).

Reasons for Upheld / Partially Upheld complaints

Where complaints are Upheld or Partially upheld the number of concerns raised will usually total more than the number of complaints themselves, as each may raise several issues or span multiple service areas.

	AAD	COM	MH	PRI	OLD	OT	CDT	OTH	TOTAL
Stat complaints received	19	6	9	6	19	10	8	8	85
Number Upheld	2	0	1	2	3	2	1	1	12
Number Partially Upheld	5	2	1	0	4	3	3	4	22
Issues / concerns raised									
Delays in / no communication	5	1	1		4	4	3	2	20
Quality of communication	4		1	1	5	3	3	2	19
Delay in providing service	3	1			3	3	3	3	16
Standard of service	2	2		1	4		2	2	13
Access to service	3	1			2	3	1	1	11
Poor quality of care / Level of service	2	2	1		2	1		2	10
Incorrect information given	2				3	3	2		10
Standard of work		1		1	1	5		1	9
Financial assessment / charges	1		1	1	2			2	7
Attitude / Rudeness					1	1	1		3
Other matters	2			1	1	1	1	1	7
Total Issues Upheld or Partially	24	8	4	5	28	24	16	16	125

AAD = All Age Disability (Assessment & Case Management)

COM = Adult Commissioning

MH = Mental Health

PRI = Promoting Independence team

OLD = Older People (Assessment & Case Management)

OT = Occupational Therapy and Enablement / STMSI

CDT = Community Discharge Team

OTH = All others

Please see Appendix 1 for a high-level summary of key remedial actions taken or lessons learnt from the Upheld and Partially Upheld complaints above.

Ombudsman investigations

If, after having completed the statutory complaints process, the complainant remains dissatisfied, they may ask the Local Government and Social Care Ombudsman (the Ombudsman) to review their complaint. The Ombudsman looks at individual complaints about councils, all adult social care providers (including care homes and home care agencies) and some other organisations providing local public services. It investigates matters fairly and impartially and is free to use.

In 2024-25, 10 Adult Social Care complaints were escalated to the Ombudsman, which was same number as in 2023-24. Of these, 4 were Upheld (up 2 from 2023-24) and 2 were still under investigation at period end. Symbolic remedies totalling £1250 (2 x £500; 1 x £250) were made in respect of the Ombudsman's findings, as summarised below:

- Failure to ensure effective co-operation between officers in Children's and Adult's services in line with Section 6 of the Care Act 2014
- Failure to review X's care needs (no consideration of outcomes of review; care plan not changed)
- Failure to complete full safeguarding enquiry
- Failure to keep X safe from harm or risk of harm
- Failure to respond to communications, causing unnecessary distress
- Failure to follow up on respite care needs
- Failure to properly consider what support could be offered when X's behaviour escalated
- Fault over advice given re emergency accommodation

Remedies provided

	2022-23	2023-24	2024-25
Upheld	10	6	12
Partially Upheld	20	23	22
Apology made	n/a	29	33
Service provided	n/a	11	13
Practice changed	n/a	8	15
Financial Remedies	n/a	2	8

Of the financial remedies made, these were determined as follows:

	2022-23	2023-24	2024-25
Number		2	8
Council determined		£8986 *	£21022 **
Ombudsman		£750	£1250
TOTAL £		£9736	£22272

* 2023-24 = £8986 credit from financial reassessment

** 2024-25 – includes £17902 charges recalculation and refund

Compliments received

A compliment is an unsolicited expression of praise or recognition for a member of staff (or service area) where they have provided excellent customer service or gone above and beyond the expected standard.

Compliments can be received from service users, their family members and from carers, thanking individual members of staff and teams for the ongoing support and quality of care provided. Positive feedback also helps us to recognise good practice and further develop our services to add value to the outcomes for our users.

	2022-23	2023-24	2024-25
Compliments	253	173	185
Stage 1 Complaints	66	59	85
Ratio of compliments to complaints	3.8 : 1	2.9 : 1	2.2 : 1

Examples of some of the compliments received during 2024-25 include:

Home Improvement Officer: I would like to express my gratitude for your help and support in process of getting my bathroom changed into wet room your support was very much appreciated

Staff at Gilbert Richards Centre to All Staff I honestly cannot thank you all enough for the warm welcome, help and care you have shown myself and [Name] over the last 6 weeks! The jobs you are doing are incredible and that reflects on how much love you receive from all the service users. I have thoroughly enjoyed the time here and wish you all the best for the future :)

Many thanks

"(Name) has said he feels his mother has settled in very well in Eric Williams House. The staff are fantastic. The home itself is very vibrant and very clean. There are large areas for them to move around and so pleased to have got my mother into the home which she really likes and along with her friends that she has made, she enjoys her day trips out and all the other activities that are done in the home. "

Compliment to social worker: Firstly, thank you for all your help and please thank your colleague, as well. Patients and families can be quick to complain but lack to give staff recognition and gratitude when they go above and beyond. You both have been brilliant in dealing with my mother who is sometimes not the easiest to deal with

Dear telecare, my wife and I want to thank your care team for giving such a good service on Tuesday, after (Name) had a fall at home. The team arrived 5 – 10 minutes after the alarm was sounded then managed to get (Name) back on her feet very quickly with no harm done. We appreciate the professional skill of the team and the care and reassurance with which they applied it.

All the staff in Lounge 3: We would like to thank you for your care, love and compassion. You're the BEST!

Appendix 1: Summary of Lessons learnt and / or remedial actions taken

Assessments

- Remind staff of the communication standards when completing Care Act assessments and the sensitivity of discussing finances
- Remind staff that eligibility for care and support needs can only be ascertained on completion of a Care Act Assessment, and to be mindful when discussing possible eligibility
- Ensure correct calculations are used (and checked) when assessing contribution towards cost of care, and that financial assessments are completed in a timely manner
- Customers to be kept advised of reasons for any delays in completion of financial assessments
- Service users to be offered a choice of how to receive their assessment, i.e. via email or post etc.
- Social workers to ensure that a copy of assessment / review is sent to the customer in a timely manner
- Ensure service users are aware that housing-with-care provisions are subject to providers own waiting lists and criteria for referral

Communication

- Staff reminded to check communication preferences with individuals
- Staff reminded of the importance of regular communication with individuals / families throughout the process
- Principal Social Worker to develop practice guidance around a “whole family” approach
- Training to be provided to teams regarding referrals to other services as needed, priority decisions, and keeping service users informed of reasons for decisions made
- Staff to make service users aware of case closures to ensure they are agreeable, and to provide them with contact details following closure
- Ensure Lasting Power of Attorney’s and Advocates kept fully informed of decisions regarding service user’s residence and long-term care and support intervention plans

Timeliness

- Staff to ensure that customer concerns are addressed promptly
- Staff to respond to reasonable questions and enquiries without delay, or at least acknowledge receipt and inform individuals of when the Council will respond by.

Charges

- Practitioners to evidence that they have explained the ASC charging policy to charge from Day One of a service and / or provided the customer with written information
- Customers to be made aware of charge for 'housing with care' onsite care provision

Adaptations

- Staff to be provided with training around Disabled Facilities Grants (DFG), to ensure that the self-managed scheme option is shared with service users
- All DFG applicants to be placed on a waiting list and sent a letter with contact details for the Adaptations team
- Approvals process for external repairs or special equipment orders to be reviewed

Safeguarding

- Staff training to be provided to ensure Making Safeguarding Personal processes are followed and that safeguarding concerns are dealt with in line with timescales
- Key boxes should be used when doors are locked
- Carers should inform service users and family why if they do not have full uniform on
- Staff in the adult initial contact team to be trained in recognising when parents may need additional support, such as when suffering from physical or mental impairment or illness
- Staff to take proactive steps to consider suitable support at the earliest opportunity in cases where there are reports of domestic violence, to try to prevent situations escalating

Other

- Proactive signposting of service users to relevant long-term support services
- Telecare low-battery reports to be run on a weekly basis

Appendix 2: Equalities and protected data

Collating information regarding complainants' protected characteristics helps us better understand our customer base and ensure our services are equally accessible to all.

This information is indicative and aggregated for reporting purposes only, being sourced from data already held on the Council's systems (including those for Corporate, informal and statutory Stage 1 complaints) rather than being specifically collected as part of the statutory complaints process. Where an individual's data is not held, these are recorded as Not Specified (N/S).

