

# COMPLIMENTS, COMMENTS & COMPLAINTS

## ***ADULT SOCIAL CARE***

## ***ANNUAL REPORT***

**APRIL 2008 – MARCH 2009**

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Completed: 31.07.09

## CONTENTS

1.	Introduction.....	P 3
2.	Management and operation of the system.....	P 3
3.	The complaints procedure.....	P 3 - 4
4.	Partnership working.....	P 4 - 5
5.	Publicity and information.....	
	<input type="checkbox"/> Leaflets for service users.....	P 5 - 6
	<input type="checkbox"/> Other information for service users.....	P 6
	<input type="checkbox"/> Information for staff.....	P 7
6.	Advocacy and special needs.....	P 7
7.	The independent element.....	
	<input type="checkbox"/> Investigating Officers.....	P 7
	<input type="checkbox"/> Independent Review Panel Chairs.....	P 7
	<input type="checkbox"/> Training, monitoring and review of Independent People.....	P 8
8.	Training and staff development.....	P 8
9.	Statistical review of the year.....	
	<input type="checkbox"/> At a glance.....	P 8
	<input type="checkbox"/> Statutory and corporate complaints.....	P 9
	<input type="checkbox"/> Complaints referred to LGO.....	P 10
	<input type="checkbox"/> Equalities data relating to complaints.....	P 10
	<input type="checkbox"/> Service user feedback.....	P 10
	<input type="checkbox"/> Concerns, comments and enquiries.....	P 11
	<input type="checkbox"/> Enquiries from MPs and Councillors.....	P 11
	<input type="checkbox"/> Compliments.....	P 11
10.	Forthcoming changes.....	P 11 - 12
11.	Contact .....	P 12
12.	Related Documents.....	P 12
Appendix 1	Statutory and corporate complaints.....	P 13 - 21
Appendix 2	Complaints referred to Local Government Ombudsman.....	P 22
Appendix 3	Equalities data relating to complaints.....	P 23 - 24
Appendix 4	Service user feedback.....	P 25 - 26
Appendix 5	Concerns, comments and enquiries.....	P 27 - 28
Appendix 6	MPs and Councillor enquiries.....	P 29 - 30
Appendix 7	Compliments.....	P 31 - 42
Appendix 8	Training provided by Complaints Team .....	P 43

## **1. INTRODUCTION**

1.1 This is the nineteenth Annual Report produced by the Complaints Team within the Adult Social Care Directorate. It covers the period from 1 April 2008 to 31 March 2009.

## **2. MANAGEMENT AND OPERATION OF THE SYSTEM**

2.1 Compliments, comments and complaints about social care continue to be managed by a small Complaints Team within the Adult & Cultural Services Directorate.

2.2 The Complaints Manager is at arms length from the operational sections of the Directorate and is accountable to the County Manager for Care Governance. The team also continued to provide a complaints management service to the Children's Services Directorate during this reporting period. This arrangement will be discontinued from 1<sup>st</sup> April 2009 when Children's Services Directorate will assume responsibility for managing social care complaints about their own Directorate.

2.3 The Complaints Team are responsible for:

- Managing, developing and administering the procedures
- Facilitate the smooth running of the process
- Maintaining a record of each complaint made and the outcome
- Promote local resolution & negotiate with complainants and managers
- Explore alternative dispute resolution
- Providing training, information and advice for staff and managers
- Information, publicity, support and advice for complainants
- Monitoring and reporting on complaints
- Ensure that learning opportunities arising from complaints are maximised
- Appointing Investigating Officers, Independent Persons and Review Panellists
- Provide advice for managers responding to complaints

## **3. THE COMPLAINTS PROCEDURE**

3.1 As well as satisfying legal requirements, the Compliments, Comments and Complaints procedure exists in order to provide managers with valuable feedback, which enables them to monitor and learn from complaints in order to shape, develop and improve future services. Effective complaint monitoring can help to identify significant trends, highlight gaps in service provision and identify necessary improvements to policy and procedure. Monitoring acts as a barometer of public concern and can help the Directorate to identify training and development needs.

3.2 Whilst as a Directorate we do not wish to receive increasing numbers of complaints, we do recognise the importance of developing a culture in which complaints are viewed as potential learning opportunities and where complainants are carefully listened to and receive a swift, positive and outcome focused response.

3.3 Both service users and people denied services are eligible to use the statutory complaints procedures. The procedure is also open to those complaining on behalf of a service user, either where the service user is not capable of making the complaint himself or where the service user has asked the representative to act on his behalf.

3.4 Those who are not eligible to complain via the statutory procedure may still be entitled to make a complaint via the council's corporate complaints process. Numbers of corporate complaints about the Adult Social Care Directorate, received in the

Complaints Team are reflected in appendix one of this report, alongside statutory complaints.

3.5 There are three stages to the statutory complaints procedure. **Stage One**, the local resolution / problem-solving stage, is the stage at which the vast majority of complaints are resolved by operational staff. The council has between 10 and 20 working days to complete this stage of the process. Most complaints will be dealt with at this stage before proceeding to subsequent stages.

3.6 At **Stage Two**, formal investigations are conducted at arms length to the operational sections, by independent, external, Investigating Officers appointed by the Complaints Manager. The investigation report is received by a senior manager within the Adult Social Care Directorate and the findings and recommendations of the report form the basis of the Directorate's formal written response to the complaint. This stage should take between 25 and 65 working days.

3.7 If there is any residual dissatisfaction with the outcome of a complaint at Stage Two, the complainant can request that a **Stage 3** Review Panel hears their complaint. A Review Panel consists of three people appointed by the Complaints Manager. The panel must be independently chaired and contain at least one other independent panellist. The third panellist may be an elected member or a third independent person. The panel will be held in a neutral venue close to the complainant's home, within 30 working days of any request. The panel will consider whether the council has dealt with the complaint fairly and will identify options for resolving or remedying the complaint, reporting their findings and any recommendations to the Corporate Director - Adult Social Care within 5 working days of the panel hearing. The Director's written response to the recommendations of the panel, which must be made within 15 working days of receipt of the panel decision letter, forms the end of the Council's statutory procedure.

3.8 Once complainants have exhausted the local authority procedure, they may choose to take their complaint to the Local Government Ombudsman.

3.9 The Complaints Team also deal with concerns, comments and enquiries, as well as logging concerns raised by Members of Parliament or Councillors. Comments, concerns, enquiries or suggestions for service improvements always receive a written response from an appropriate manager.

3.10 This report does not address complaints about care providers made directly to independent sector service providers, and dealt with via their own complaint procedures. It does include complaints about independent sector providers made via the Adult Social Care Directorate.

3.11 The Complaints Team provides a mechanism for compliments to be made to the Directorate and recorded. Compliments are welcome and encouraged. The Corporate Director acknowledges each written compliment and individually thanks staff for their excellent work.

#### **4. PARTNERSHIP WORKING**

4.1 The Directorate, via the Complaints Manager, have entered into a *joint protocol* with Cumbria Partnership NHS Foundation Trust, North Cumbria Acute Hospitals NHS Trust, Cumbria Primary Care Trust, CueDoc, and the Ambulance Service. The *joint protocol* provides a framework for dealing with complaints which involve both a Social Care Service and an NHS Trust within Cumbria as well as explaining the protocol for dealing with prison healthcare complaints. The protocol applies when a

complaint which relates to both a social care and health is received, or where the complaint concerns a jointly managed or integrated service.

## 5. PUBLICITY AND INFORMATION

5.1 The Complaints Team provide a range of information to service users, and their families and representatives. The aim is to make our procedures more readily accessible and easy to understand and to encourage all types of feedback about our services.

### 5.2. Leaflets for Service Users



#### ***Compliments, comments & complaints***

5.2.1 This is a general leaflet with information on who can make a complaint, how to make a complaint, the three stages of the complaints procedure and information how to access advocacy services.

5.2.2 There is also information on how to take your complaint further if you remain dissatisfied after the statutory procedure has been exhausted

5.2.3 The leaflet contains a complaints form and reply-paid envelope. There is information in other languages which explains how to obtain a translated version of the leaflet.



#### ***Compliments, comments & complaints (easy read)***

5.2.4 This is a leaflet aimed at adults with learning disabilities and difficulties. It contains the same information as the general leaflet, but in an easy read format, with accompanying Photosymbols™ pictures.

5.2.5 The leaflet contains specific information on how to contact Mencap as the council's contracted advocacy provider. The leaflet also contains a complaints form and reply-paid envelope

5.2.6 The information from both the general and easy read leaflets is available on audiotape and CD. Copies of the audio versions can be requested from the Complaints Team. The leaflets are available in all public offices and have been distributed to all Cumbria Care residential homes and day care centres. Local advocacy organisations and local Members of Parliament have been supplied with the leaflets.

5.2.7 All complaints information can be made available in other formats, such as Braille & large print, as well as in other languages, on request to the Complaints Team.

### 5.3 Other information for Service Users



#### ***Are you unhappy with the help you get from Adult Social Care?***

5.3.1 This poster is displayed in the reception areas of Adult Social Care offices and in Cumbria Care establishments. It provides accessible 'easy read' information about how to contact the Complaints Team.

5.3.2 '**Stage 2: Investigation – Guidance for complainants**' is a leaflet which contains more detailed information about what will happen during a Stage 2 investigation, what the complainant can expect, and how they can take their complaint further if they remain dissatisfied.

5.3.3 This leaflet is also available in easy read format.

5.3.4 '**Stage 3: Review Panel – Guidance for participants**' contains more detailed information about what will happen before, during and after a Review Panel. It contains information for complainants and also for senior managers and Independent Persons.

5.3.5 This leaflet is also available in easy read format.

5.3.6 Copies of all the leaflets and posters are available on the e-library and via the county council website.

## **5.4 Information for staff**

5.4.1 It is important that staff feel confident and fully informed when dealing with complaints. The Complaints Team can be contacted at any time for general or specific advice or, once a complaint has been made, for progress updates. Staff are encouraged to discuss complaints, particularly the learning outcomes of complaints, at team meetings.

5.4.2 A Practice Guidance document for staff and managers is available on the directorate e-library.

5.4.3 All publicity and information, including leaflets, guidance and reports are available on the e-library.

## **6. ADVOCACY AND SPECIAL NEEDS**

6.1 There is a commitment to providing advocacy for vulnerable individuals and groups of service users who want to use the Complaints Procedures. The Complaints Team hold contact information for various advocacy providers across the county. Customer Services can also provide information on advocacy groups.

6.2 Adult Social Care have contracts for the provision of advocacy services with the Citizen's Advice Bureau, Allerdale MIND, Advocacy Experience, MENCAP and People First. Some of the above contracts are in partnership with the Primary Care Trust.

6.3 During 2008-2009 advocates were involved in six complaints.

## **7. THE INDEPENDENT ELEMENT**

### **7.1 Investigating Officers**

7.1.1 Stage Two statutory complaints are usually investigated by external Investigating Officers. Using external Investigating Officers provides reassurance for complainants regarding the impartiality of the complaints process.

7.1.2 The Complaints Team maintain a pool of seven external Investigating Officers. They are appointed on a fee-paid basis.

7.1.3 During the period 2008-2009 there were seventeen Stage Two complaints were allocated to external Investigating Officers for investigation.

### **7.2 Independent Review Panel Chairs**

7.2.1 If a complaint has not been settled at the investigation stage and the person making the complaint is not satisfied with the outcome or the way it was dealt with, it can be referred to a Review Panel (Stage Three).

7.2.2 The Adult Social Care Directorate has a small pool of Independent Review Panel Chairs – currently four - to call on to chair Review Panels as and when required. Of the complaints made in the year 2008-2009, four resulted in review panels being held.

### 7.3 Training, monitoring and review of Independent People

7.3.1 Investigating Officers and Review Panel Chairs are offered continued direct support from the Complaints Team throughout the year. During 2008-2009 the Complaints Team held three workshops for independent people. More details about this training can be found in appendix eight of this report.

7.3.2 The Complaints Manager monitors the performance of external independent people. Following any Stage Two investigation, feedback is sought from the senior manager who responded on behalf of the directorate. Managers are asked to comment on the quality of the investigation and the report produced. Staff have the opportunity to voice their opinions through their managers. Investigating Officers are invited to offer their own comments following each investigation. The Complaints Manager collates this information and is able to report back to senior management on any problems arising from investigations and to independent people at workshops.

## 8. TRAINING AND STAFF DEVELOPMENT

8.1 Complaints Team staff can attend team meetings, on invitation, to do short, targeted training for groups of staff, or to discuss outcomes of specific complaints.

8.2 The Complaints Team do a short introductory presentation on complaints at the induction day for new members of staff "Welcome to Adult Social Care" which is held quarterly.

8.3 The Complaints Team run ½ day training sessions for frontline staff on the complaints procedures. These are held at various venues around the county throughout the year. In 2008-2009, the Complaints Team ran 9 sessions delivering training to 151 members of staff.

8.4 For more information about any of the above training provided by the Complaints Team see appendix eight.

## 9. STATISTICAL REVIEW OF THE YEAR

### At a glance

Type of contact	2008-2009	2007-2008	2006-2007
Complaints dealt with in accordance with statutory procedures	177	130	96
Corporate complaints & Complaints about independent care providers (non-statutory)	29	28	10
Concerns, comments and enquiries	42	38	Not available
MP/Councillor enquiries	87	78	59
Compliments	209	132	128

## 9.1 Statutory and Corporate Complaints

9.1.1 Information regarding the number and type of statutory and corporate complaints for the period 1 April 2008 – 31 March 2009 is attached to this report at appendix one.

9.1.2 Tables 'A', 'B', 'C' & 'D' provide details of complaints made at each stage of the complaints process by district. Contextual information shows that levels of complaints have increased in all districts but Copeland. This could be evidence of increased awareness of the right to complain.

9.1.3 The overall number of complaints received has increased when compared with last year (206 compared with 145 last year). The majority of complaints received were eligible to be dealt with via the statutory complaints process – of a total of 206 complaints received, only 29 were dealt with under the corporate procedure or by independent sector providers via their own procedures for complaints.

9.1.4 There has been little change in the number of complaints which escalate beyond Stage 1 of the complaints process. A total of 21 complaints escalated to Stage 2 or to Stage 2 and then Stage 3 in the reporting period, compared to 20 in the previous year. The percentage of complaints that were resolved at Stage 1 was 87% in 2008-09.

9.1.5 Of the 21 complaints received which escalated beyond Stage 1, 18 were dealt with via the statutory complaints procedures and the remaining 3 via the corporate process. Of a total of these 21 complaints, 17 were independently investigated, 1 was withdrawn, 2 were resolved without the need for further investigation and 1 was deemed ineligible on legal advice because it raised issues which were beyond the remit of the County Council.

9.1.6 Total numbers of complaints need to be seen in context. Nearly 19,000 clients received an Adult Social Care service in the reporting period. This equates to 1.08% of service users making a complaint. Table E shows the number of complaints received in context.

9.1.7 Table 'F' shows the total number of Stage 1, Stage 2 & Stage 3 complaints by service area.

9.1.8 Table 'G' shows of the nature of complaints made in each service area.

9.1.9 Table 'H' shows who complained. Table 'I' shows how people complained.

### Timescales

9.1.10 Table 'I' shows how long it took to respond to complaints. Table 'I' shows that during 2008-2009 a total of 70% of Stage 1 complaints were responded to within the statutory timescale of 20 working days. 55% of Stage 2 complaints were responded to within the statutory timescale of 65 working days.

9.1.11 Table 'M' shows that there were 4 Stage Three Review Panels held in the reporting period. 100% of statutory Stage 3 complaints met statutory requirements in relation to timescales.

### Outcome of Complaints

9.1.12 Table 'K' shows that at Stage 1 65% of complaints were either upheld or partially upheld. Table 'L' shows that at Stage 2 50% of complaints are upheld or partially upheld.

### Complaints referred to the Local Government Ombudsman

9.1.13 Complainants can refer their complaints to the Local Government Ombudsman if they remain dissatisfied with the Directorate's response after the Review Stage (Stage 3) of the Complaints Procedure.

Appendix 2 provides a summary of complaints referred to the Local Government Ombudsman. The Ombudsman dealt with a total of 3 complaints in this reporting period, 2 of which were referred back to the council as they were deemed *prematurely made*. One complaint was resolved via *Local Settlement*.

The Ombudsman did not issue a report on any of the complaints received. The Ombudsman did not find any evidence of maladministration in relation to any complaints referred in the reporting period.

### 9.2 Equalities data relating to complaints

Most complaints (43%) were made by service users aged between 18 and 64 years old. Those aged 85 and over accounted for 32% of all complaints made. Slightly more complainants were made by women than men (59% to 41%).

98% of complainants were White British.

Most of the data relating to religion was not available (84%).

The majority of complaints (65%) were made by service users with a physical disability or frailty.

### 9.3 Service User Feedback

Please see appendix four. There was a very low response rate to post complaint questionnaires sent out during the reporting period. Only 5% of people who made a complaint completed a questionnaire giving feedback about the process.

A total of 82% of complainants knew about the Complaints Procedure before they made their complaint. Half of the respondents found out about how to make a complaint from a member of staff (social worker, family worker, support worker or customer advisor). This reinforces the importance of training staff on complaints so that they are able to advise their service users appropriately. The other half found out from the complaints leaflet or from the County Council's website

64% of complainants had an opportunity to discuss their complaint with a member of staff (other than a member of the Complaints Team). Comments made by complainants show that speaking directly with a manager ensures they feel their concerns are being heard, and may help to resolve matters earlier.

Of respondents, 75% said they felt the time taken to respond to their complaint was either prompt or reasonable.

Although only 50% of complainants felt that the letter of response covered all the points they raised, 78% felt that the letter they received was clear.

Overall, 66% of respondents were either very satisfied or quite satisfied with outcome of their complaint.

#### 9.4 Concerns, comments and enquiries

Please see appendix 5.

A total of 42 concerns, comments and enquiries were received in the monitoring period. The Barrow district received the most, and Eden received the fewest.

Most concerns, comments and enquiries related to either the quality of service or the appropriateness of the service in relation to meeting the users needs. The highest number of concerns related to Learning Disability services.

In 20% of cases action was taken to resolve the concern, and an explanation was given in relation to 49% of concerns, comments and enquiries made.

64% of cases were responded to within 20 working days.

#### 9.5 Enquiries from MP's and Councillors

Please see appendix 6.

The Complaints Team are responsible for recording all written enquiries from MP's and Councillors. A total of 87 letters were received from MP's and councillors raising concerns and making enquiries on behalf of their constituents.

By district, most enquiries were received in Barrow and in South Lakes. By service area, most enquiries received related to services for those with disabilities.

55% of enquiries were responded to within 10 working days – the locally set target timescale. 8% took longer than 20 working days to respond to.

#### 9.8 Compliments

Please see appendix 7.

During the year 1st April 2008 – 31<sup>st</sup> March 2009 Adult Social Care staff received a total of 209 written compliments.

It remains important to the Directorate that success is celebrated. Positive as well as negative feedback is to be welcomed and used as a learning opportunity.

### **10. FORTHCOMING CHANGES**

From 1 April 2009, new legislation introduces a single approach across health and social care to dealing with complaints. It will give organisations the flexibility they need to deal with complaints effectively and will encourage a culture that seeks and then uses people's experiences to make services more effective, personal and safe.

The new approach moves away from the idea of a *one size fits all* staged complaints process and instead focuses on the complainant and enables organisations to tailor a flexible and proportionate response that seeks to resolve the complainant's specific concerns. It is based on the principles of good complaints handling, which have been published by the Parliamentary and Health Service Ombudsman and endorsed by the Local Government Ombudsman:

1. Getting it right
2. Being customer focused

3. Being open and accountable
4. Acting fairly and proportionately
5. Putting things right
6. Seeking continuous improvement

More information is available at:

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_095408](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_095408)

The new legislation and guidance does not apply in Children's Services to Children Act complaints. The Complaints Team within the Adult & Cultural Services Directorate will no longer deal with Children's Services (Socialcare) complaints from 1<sup>st</sup> April 2009.

## **11. CONTACT**

If you would like further information relating to this report or the work of the Complaints Team please contact:

Susan Burke  
Complaints Manager  
3<sup>rd</sup> Floor  
The Civic Centre  
Carlisle  
CA3 8QG

[susan.burke@cumbriacc.gov.uk](mailto:susan.burke@cumbriacc.gov.uk)

or

[socialcare.complaints@cumbriacc.gov.uk](mailto:socialcare.complaints@cumbriacc.gov.uk)

Tel: 01228 227140

## **11. RELATED DOCUMENTS**

Learning from Complaints – Social Services Complaints Procedure for Adults (Department of Health)

Local Authority Social Services Complaints (England) Regulations 2006

Cumbria 3P documents:

- 10034 – Policy statement on Compliments, Comments and Complaints
- 20044 – Procedure on Compliments, Comments and Complaints
- 30035 – Practice Guideline (for staff) on Compliments, Comments and Complaints
- 30036 – Practice Guideline (for Investigating Officers) on Compliments, Comments and Complaints

**From 1<sup>st</sup> April 2009:**

- Listening, responding, improving: a guide to better customer care (Dept of Health)
- The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009

**STATUTORY AND CORPORATE COMPLAINTS**

**APPENDIX 1**

**Table 'A' – Number of complaints by District**

<b>District</b>	<b>Statutory 08/09</b>	<b>Statutory 07/08</b>	<b>Non- statutory 08/09</b>	<b>Non- statutory 07/08</b>	<b>Total 08/09</b>	<b>Total 07/08</b>
Carlisle	33	25	7	4	40	29
Eden	13	10	5	2	18	12
Allerdale	37	18	7	6	44	24
Copeland	20	23	1	0	21	23
South Lakeland	32	21	6	1	38	22
Barrow	42	32	3	2	45	34
Out of County	0	1	0	0	0	1
<b>Total</b>	<b>177</b>	<b>130</b>	<b>29</b>	<b>15</b>	<b>206</b>	<b>145</b>

**Table 'B' – Number of Stage One complaints by District**

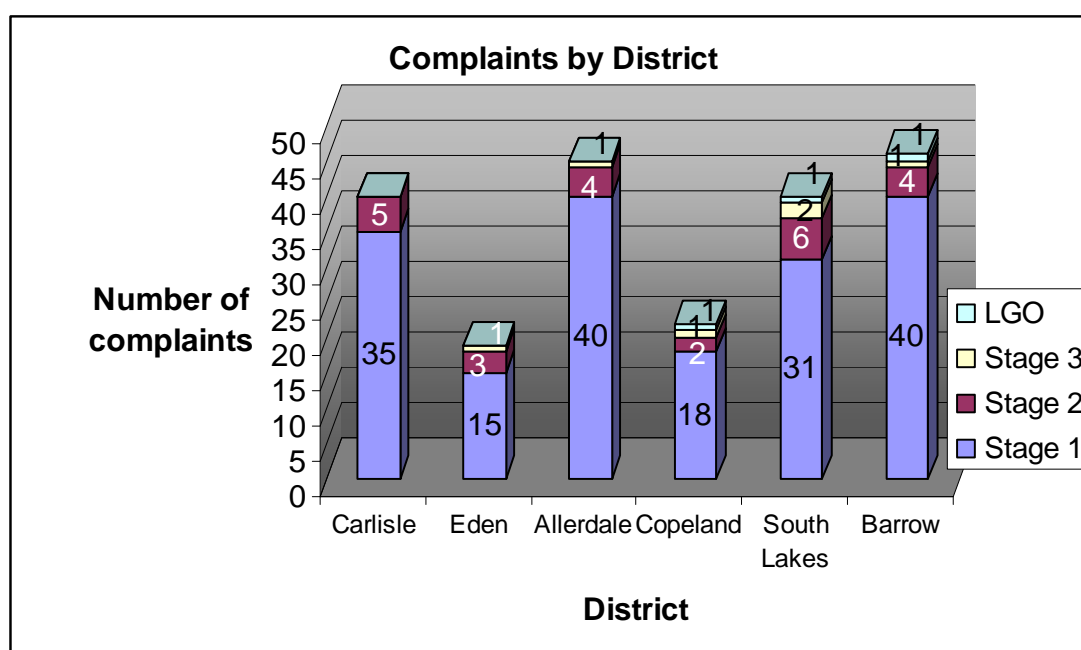
<b>District</b>	<b>Statutory 08/09</b>	<b>Statutory 07/08</b>	<b>Non- Statutory 08/09</b>	<b>Non- Statutory 07/08</b>	<b>Total 08/09</b>	<b>Total 07/08</b>
Carlisle	28	22	7	3	35	25
Eden	10	8	5	2	15	10
Allerdale	35	17	5	6	40	23
Copeland	17	21	1	0	18	21
South Lakeland	28	16	3	0	31	16
Barrow	37	27	3	2	40	29
Out of County	0	1	0	0	0	1
<b>Total</b>	<b>155</b>	<b>112</b>	<b>24</b>	<b>13</b>	<b>179</b>	<b>125</b>

**Table 'C' – Number of Stage Two and Three complaints by District**

<b>District</b>	<b>Statutory 08/09</b>	<b>Statutory 07/08</b>	<b>Non- statutory 08/09</b>	<b>Non- statutory 07/08</b>	<b>Total 08/09</b>	<b>Total 07/08</b>
Carlisle	5	3	0	1	5	4
Eden	3	2	0	0	3	2
Allerdale	2	1	2	0	4	1
Copeland	2	2	0	0	2	2
South Lakeland	4	5	2	1	6	6
Barrow	4	5	0	0	4	5
Out of County	0	0	0	0	0	0
<b>Total</b>	<b>20</b>	<b>18</b>	<b>4</b>	<b>2</b>	<b>24</b>	<b>20</b>

**Table 'D' – Number of complaints referred to the Local Government Ombudsman by District**

District	Statutory 08/09	Non-statutory 08/09	Total 08/09
Carlisle	0	0	0
Eden	0	0	0
Allerdale	0	0	0
Copeland	1	0	1
South Lakeland	0	1	1
Barrow	1	0	1
Out of County	0	0	0
<b>Total</b>	<b>2</b>	<b>1</b>	<b>3</b>



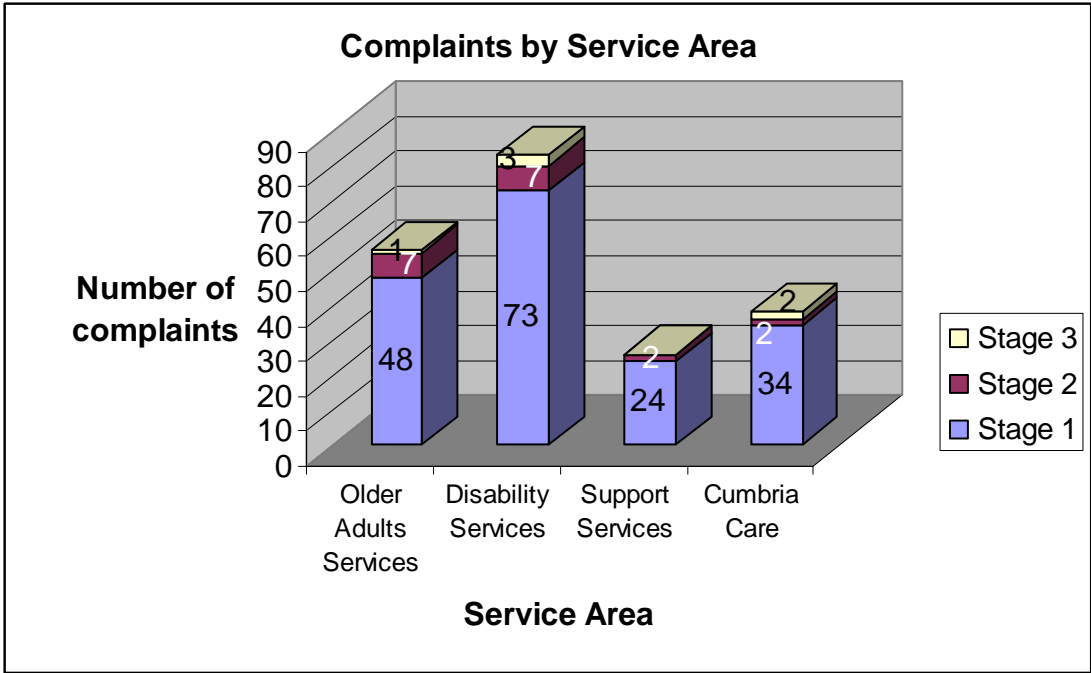
**Table 'E' - Putting the number of complaints into context**

District	2008 - 2009			2007 - 2008		
	Clients receiving a service	No of complaints	Complaints as % of no of clients receiving service	Clients receiving a service	No of complaints	Complaints as % of no of clients receiving service
Carlisle	3905	40	<b>1.02</b>	3925	29	<b>0.74</b>
Eden	2025	18	<b>0.89</b>	2028	12	<b>0.59</b>
Allerdale	3083	44	<b>1.43</b>	3102	24	<b>0.77</b>
Copeland	2407	21	<b>0.87</b>	2388	23	<b>0.96</b>
S Lakes	3619	38	<b>1.05</b>	3378	22	<b>0.65</b>
Barrow	3960	45	<b>1.14</b>	3765	34	<b>0.9</b>
<b>CUMBRIA</b>	<b>18999</b>	<b>206</b>	<b>1.08</b>	<b>18586</b>	<b>145</b>	<b>0.78</b>

**Table 'F' – Complaints Received by Service Area**

Service Area	Number 2008-2009				Number 2007-2008			
	Stage One	Stage Two	Stage Three	Total	Stage One	Stage Two	Stage Three	Total
<b>Older Adult Services</b>								
Older Adults	28	6	1	35	27	4	0	31
Meals On Wheels	2	0	0	2	1	0	0	1
Independent Sector	11	1	0	12	0	0	0	0
Transport	7	0	0	7	0	0	0	0
<b>Disability Services</b>								
Learning Disabilities	33	5	3	41	17	2	0	19
Physical Disabilities	16	1	0	17	8	3	0	11
Mental Health	2	0	0	2	4	0	1	5
Occupational Therapists	9	0	0	9	4	0	0	4
Independent Sector	5	1	0	6	0	1	0	1
Day Care (LD&MH)	1	0	0	1	0	0	0	0
District Support Team	1	0	0	1	0	0	0	0
Equipment	3	0	0	3	0	0	0	0
Transport	3	0	0	3	0	0	0	0
<b>Support Services</b>								
Blue Badges	5	0	0	5	2	0	0	2
Business Support	17	2	0	19	18	2	1	21
Customer Services	1	0	0	1	2	0	0	2
Direct Payments	1	0	0	1	4	1	0	5
Other	0	0	0	0	4	0	0	4
<b>Cumbria Care</b>								
Home Care	11	0	0	11	11	0	1	12
Day Care (Over 65)	4	0	0	4	No comparison data available			
Residential Services (Under 65)	7	0	0	7				
Residential Services (Over 65)	12	2	2	16				
<b>Total</b>	<b>179</b>	<b>18</b>	<b>6</b>	<b>203</b>	<b>125</b>	<b>15</b>	<b>5</b>	<b>145</b>

Three complaints were referred to the Local Government Ombudsman during the reporting period (making a total of 206 complaints). For more information about these complaints please see appendix 2.



**Table 'G' – Nature of Complaints**

	Appropriateness of service	Charges	Conduct/ attitude of staff	Delay in service	Direct Payments	Lack of service	Other	Quality of service	Refusal of funding	Refusal of service	Request for funding	Building/ environment	In Control Total	Delay in funding	Conduct of resident/ client	Confidentiality	Personnel issue	Total
Older Adults	6	4	11	0	0	3	0	29	2	1	1	0	0	0	0	0	0	57
Disability	4	4	14	6	3	9	1	30	2	0	3	0	4	2	2	0	0	84
Support Services	1	12	2	3	1	2	0	2	2	1	0	0	0	0	0	0	0	26
Cumbria Care	1	0	8	1	0	3	0	16	0	0	0	1	0	0	7	1	1	39
<b>Total</b>	<b>12</b>	<b>20</b>	<b>35</b>	<b>10</b>	<b>4</b>	<b>17</b>	<b>1</b>	<b>77</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>206</b>

**Table 'H' Who Complained**

How Involved	%
Advocate	3
Carer	0.5
Friend	0.5
Member of the public	2
Parent or Relative	69
Professional	1
Service user	23
Solicitor	1
<b>Total</b>	<b>100</b>

**Table 'I' –Method of Complaint**

Method of Complaint	%
Corporate Helpline	1
Council website	0.5
Eform	4
Email	8
Form A	4
Form from leaflet	18
In person	2
Letter	44
Telephone call	15
Via CSCI	1
Via Health	2
Via Ombudsman	0.5
<b>Total</b>	<b>100</b>

**Table 'J' – Timescales**

Stage One	Percentage 08/09	Percentage 07/08
Within 10 working days or less	42	56
11-20 working days	28	29
21 – 30 working days	9	8
Over 30 working days	18	7
Outstanding	3	-
<b>Total (Stage One)</b>	<b>100</b>	<b>100</b>

Department of Health guidance envisages that most complaints will be concluded within 10 working days. Where this is not possible there is a statutory requirement to deal with Stage One complaints within a maximum time of 20 working days.

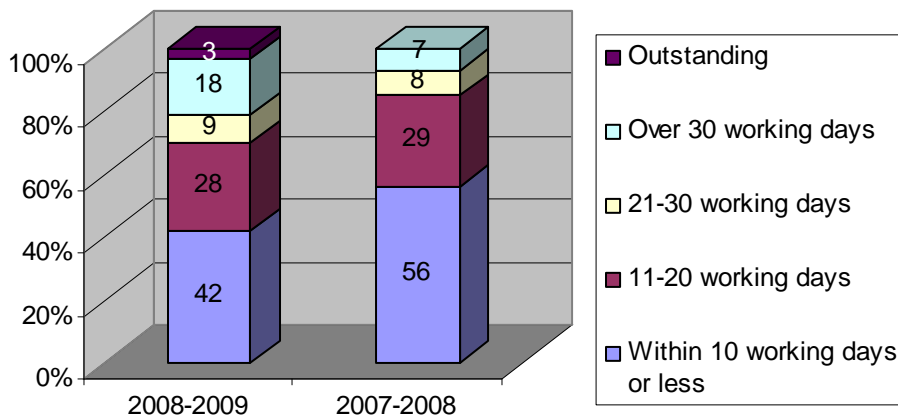
Of the 179 Stage One complaints received in the reporting period, 6 remain outstanding.

Stage Two	Percentage 08/09	Percentage 07/08
Within 25 working days	17	54
26 to 65 working days	38	33
Over 65 working days	17	13
Outstanding	28	-
<b>Total (Stage Two)</b>	<b>100</b>	<b>100</b>

There is a statutory requirement to deal with Stage Two complaints within a maximum time of 65 working days from the time that clarified details of the complaint are received.

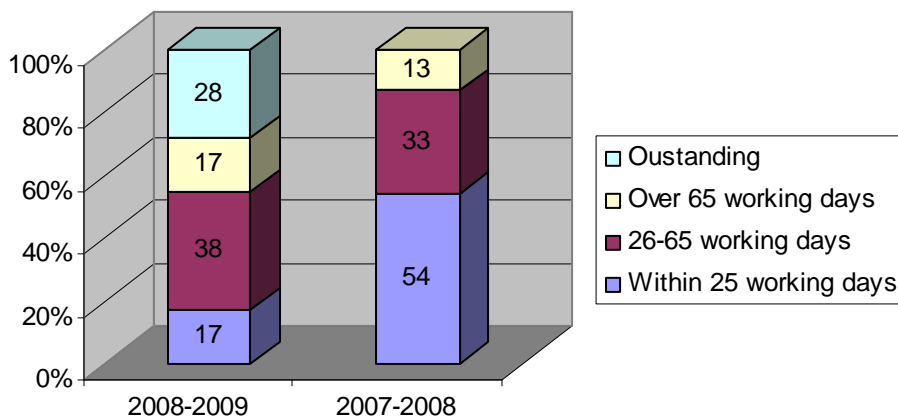
Of the 18 complaints that went on to Stage Two, 5 remain outstanding at the time of this report.

### Timescales - Stage One complaints



For Stage One the Department of Health guidance envisages that most complaints will be concluded within 10 working days. Where this is not possible there is a statutory requirement to deal with Stage One complaints within a maximum time of 20 working days. (NB: prior to the introduction of new regulations on 1<sup>st</sup> September 2006 the target timescale at stage 1 was 28 days).

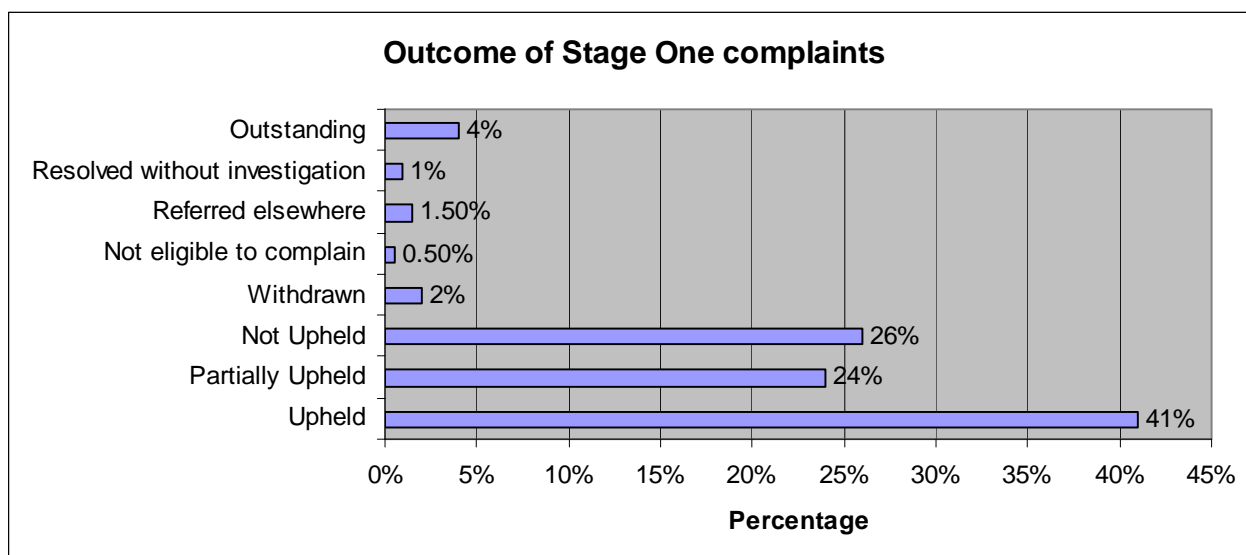
### Timescales - Stage Two complaints



There is a statutory requirement to deal with Stage Two complaints within a maximum time of 65 working days from the time that clarified details of the complaint are received. (NB: prior to the introduction of new regulations on 1<sup>st</sup> September 2006 the statutory timescale at stage 2 was 28 days with an maximum limit of 3 months).

**Table 'K' – Outcome of complaints (Stage 1)**

	<b>Stage One %</b>
Upheld	41
Partially Upheld	24
Not Upheld	26
Withdrawn	2
Not eligible to complain	0.5
Resolved without investigation	1
Referred Elsewhere	1.5
Outstanding	4
<b>Total</b>	<b>100</b>



**Table 'L' – Outcome of Stage 2 complaints**

	<b>Stage Two %</b>
Upheld	11
Partially Upheld	39
Not Upheld	11
Withdrawn	6
Out of time	6
Outstanding	27
<b>Total</b>	<b>100</b>

**Table 'M' – Statutory complaints referred to Independent Review Panel (Stage Three)**

Of the 6 complaints that went to Stage Three, 4 were Statutory Complaints and were therefore dealt with by a Review Panel comprised of independent people. All Review Panels were held within the set statutory timescale (within 30 working days of the request) and in each case the relevant timescale for the panel decision (5 working days) and Corporate Director's response (15 working days) was met.

<b>District</b>	<b>Service Area</b>	<b>Concerns</b>	<b>Panel Outcome</b>
Barrow	Cumbria Care Residential Services	Conduct of a member of staff caused distress to family	The panel made 4 recommendations to the Corporate Director
Copeland	Older Adults	The council failed to communicate effectively with the family and refused family members access to parental home	The panel made 4 recommendations to the Corporate Director
Allerdale	Learning Disabilities	Unresolved dispute between Cumbria and Scottish Local Authority regarding ordinary residence and funding for housing support. Lack of information & poor communication	The panel made 5 recommendations to the Corporate Director
Allerdale	Cumbria Care Residential Services	Family unhappy about standard of care and level of respect shown to service user	The panel considered that the council had already done everything possible to remedy this complaint and had no recommendations to make

**Table 'N' – Corporate Complaints referred to the Chief Executive's Office for review (Stage Three)**

Of the 6 complaints that went to Stage Three, 2 were Corporate Complaints and were referred to the Corporate Director or Chief Executive for review.

<b>District</b>	<b>Service Area</b>	<b>Concerns</b>	<b>Outcome</b>
South Lakes	Learning Disabilities	Conduct of staff member during telephone conversation & issues relating to confidentiality	Review carried out by Deputy Chief Executive / Corporate Director – Finance and Central Services
South Lakes	Learning Disabilities	Charges for day care	Review carried out by Corporate Director – Adult & Cultural Services Directorate

## COMPLAINTS REFERRED TO LOCAL GOVERNMENT OMBUDSMAN APPENDIX 2

Service Area	Concerns	Ombudsman Decision
Cumbria Care Residential Services	Range of issues relating to activities and leisure opportunities for resident and management of resident's care plan.	Local Settlement  This complaint was resolved by the council via discussion with the complainant along with a further written response to the complaint from the council.

2 complaints made to the Ombudsman were deemed *prematurely made* and were referred back to the council for further resolution/investigation. Of those referred back to the council for further investigation, one was subsequently found to be not upheld and one was subsequently upheld.

## EQUALITIES DATA RELATING TO COMPLAINTS

## APPENDIX 3

Equalities data is recorded by the Complaints Team on each record via the Carefirst number. The data given below is obtained by cross-referencing these numbers with the Carefirst system. Although there were 206 recorded service users involved in the complaints process, equalities data was only available in 185 cases. Some complaints, made under the corporate complaints process, will be made by citizens who are not current or former service users, whose data is not recorded on Carefirst. The data below relates to the *service user* who may or may not also be the *complainant*.

Age Range	Percentage of service users involved in complaints process	
	2008-2009	2007-2008
18-64	43%	43%
65-74	8%	10%
75-84	17%	19%
85+	32%	28%
<b>Total</b>	<b>100</b>	<b>100</b>

Gender	Percentage of service users involved in complaints process	
	2008-2009	2007-2008
Female	59%	52%
Male	41%	48%
<b>Total</b>	<b>100</b>	<b>100</b>

Ethnicity	Percentage of service users involved in complaints process	
	2008-2009	2007-2008
Black Caribbean	0%	2%
Any other ethnic background	0.5%	Data not available
Any other mixed background	0.5%	Data not available
Any other White background	0.5%	1%
White British	98%	95%
White Irish	0%	2%
Not Stated	0.5%	Data not available
<b>Total</b>	<b>100</b>	<b>100</b>

Religion	Percentage of service users involved in complaints process	
	2008-2009	2007-2008
Anglican	7%	1 %
Other Christian	3.5%	3%
Roman Catholic	3%	5%
Other Religion	0.5%	0%
None	2%	0%
Data unavailable*	84%	91%
<b>Total</b>	<b>100</b>	<b>100</b>

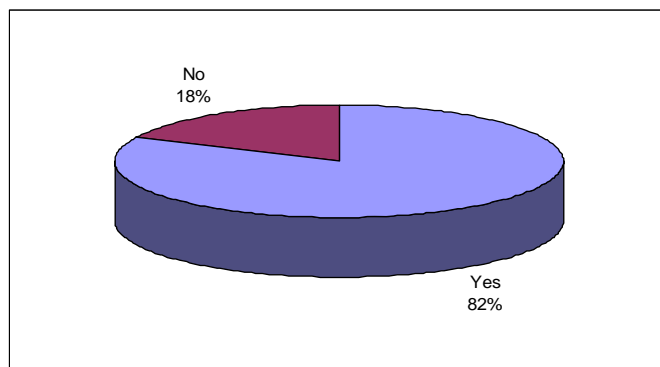
<b>Disability</b>	<b>Percentage of service users involved in complaints process</b>	
	<b>2008-2009</b>	<b>2007-2008</b>
<b>Mental Health</b>	<b>11%</b>	<b>12%</b>
<b>Learning Disability</b>	<b>23%</b>	<b>26%</b>
<b>Physical Disability</b>	<b>65%</b>	<b>51%</b>
<b>Vulnerable Adult</b>	<b>1%</b>	<b>11%</b>
<b>Total</b>	<b>100</b>	<b>100</b>

**ANALYSIS OF SERVICE USER FEEDBACK**  
**Responses to Stage One Complaints Questionnaire**

**APPENDIX 4**

Approximately 206 questionnaires were sent out following the completion of Stage One of the Complaints Procedure. There were 12 responses (5% response rate).

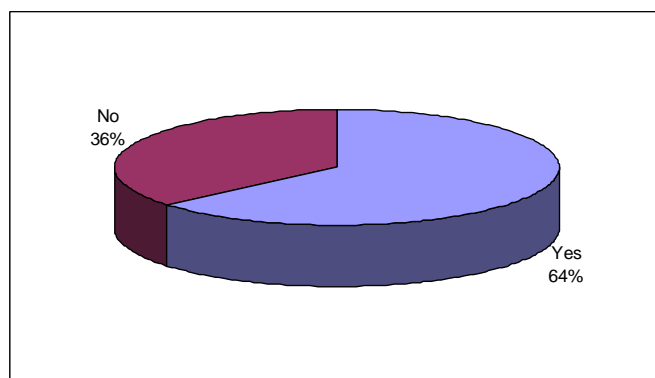
**Q** *Did you know about the Cumbria Adult Social Care and Children’s Services Directorate’s Complaints Procedure before you made the complaint?*



**Q** *If yes, how did you find out about the Complaints Procedure?*

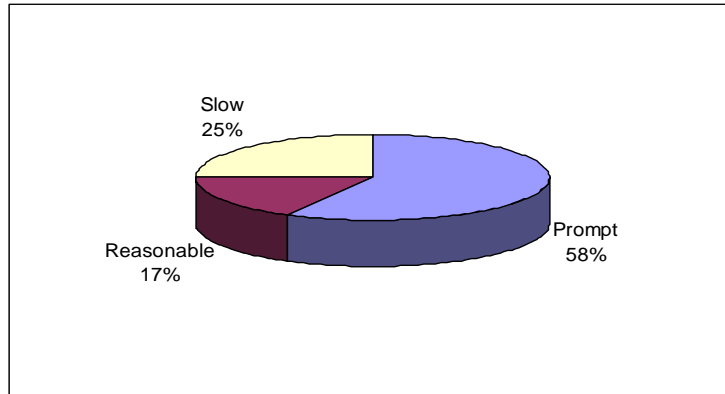
Informed Via :	Customer Services	2 Complainants
	Social Worker or Support Worker	1 Complainant
	Other CCC Employee	1 Complainant
	Friend/ Neighbour/ Relative	
	CCC Website	3 Complainants
Obtained Leaflet from:	Social Worker or Support Worker	1 Complainant
	Other	2 Complainants

**Q** *Did you have an opportunity to discuss your complaints with an employee from Adult Social Care or Children’s Services, either on the telephone or in person (apart from staff in the Complaints Team)?*



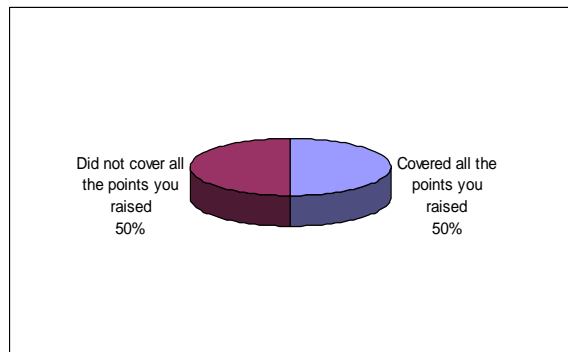
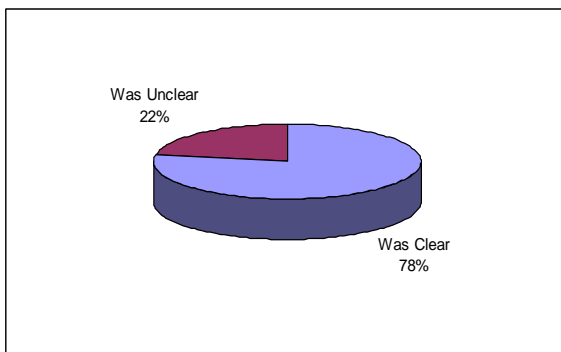
Q

**Regardless of the outcome of your complaint, was the time taken to respond:**



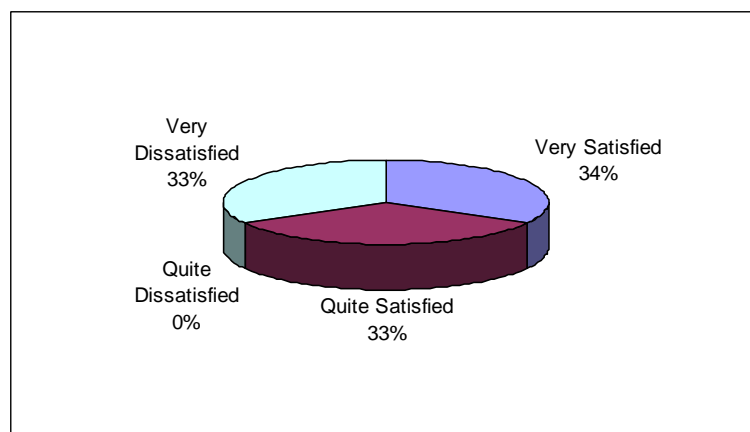
Q

**Regardless of the outcome of your complaint, did you think the correspondence from the Directorate:**



Q

**Overall, how satisfied were you with the outcome of your complaint?**



**For more information on the responses to the Stage One complaints questionnaires, please contact a member of the Complaints Team.**

**CONCERNS, COMMENTS AND ENQUIRIES**

**APPENDIX 5**

**Table 'A' – Number of concerns, comments and enquiries by District**

District	Number of concerns
Carlisle	6
Eden	3
Allerdale	7
Copeland	6
South Lakes	8
Barrow	10
Whole County	1
Out of County	1
<b>Total</b>	<b>42</b>

**Table 'B' – Number of concerns, comments and enquiries by nature and service area**

Service Area	Appropriateness of Service	Charges for Home Care	Charges for Residential Care	Charges for Day Care	Request for Service/information	Conduct /Attitude of Staff	Delay in Service	Direct Payments	Lack of Service	Other	Quality of Service	Refusal of Funding	Refusal of Service	Request for Funding	Total
<b>OLDER ADULTS</b>															
Older Adults									1	1	1			1	4
Meals on Wheels	3														3
<b>DISABILITY SERVICES</b>															
Learning Disabilities	2				1	1			1		6				11
Mental Health						1									1
Physical Disabilities					1		1		1	1		1			5
Occupational Therapists	1														1
Supporting People Provider						1					1				2
<b>SUPPORT SERVICES</b>															
Business Support			1							1					2
<b>CUMBRIA CARE</b>															
Residential Services						3					2				5
Day Care (over 65)											1				1
<b>INDEPENDENT PROVIDERS</b>															
Older Adults									1	1	1				3
Disability	1								1	2					4
<b>Total</b>	<b>7</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>6</b>	<b>12</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>42</b>

**Table 'C' – Outcomes and How Resolved**

	<b>%</b>
Action Taken	20
Apology Given	2
Explanation	49
Meeting arranged, offered or held	5
Not investigated	2
Referred Elsewhere	7
Withdrawn	7
Internal Investigation	2
Mistreatment Investigation	2
Not eligible to complain	2
Resolved without investigation	2
<b>Total</b>	<b>100</b>

**Table 'D' - Timescales**

	<b>%</b>
10 working days or less	40
11-20 working days	24
21 – 30 working days	7
Over 30 working days	29
<b>Total</b>	<b>100</b>

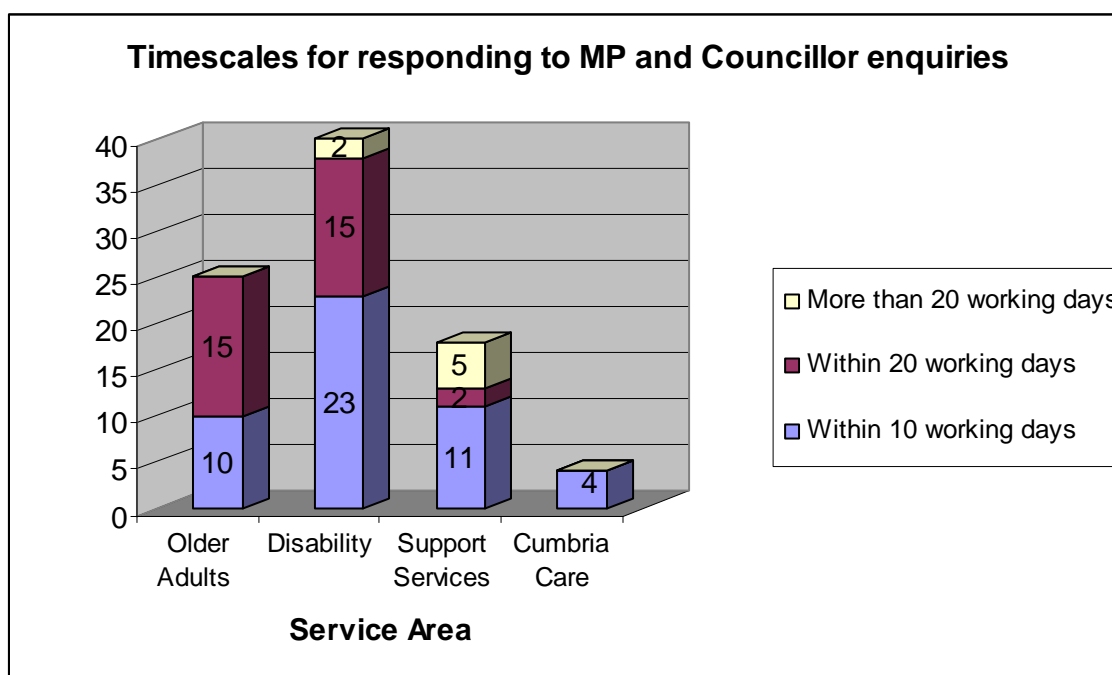
Table 'A' – Enquiries from MPs and Councillors received in the reporting period, by district and service area

	Carlisle	Eden	Allerdale	Copeland	South Lakes	Barrow	Whole County	Totals
<b>Older Adult Services</b>								
Older Adults	3	4	1	2	6	5	0	21
Independent Sector	0	0	0	1	2	1	0	4
<b>Disability Services</b>								
Learning Disabilities	1	2	2	1	2	6	0	14
Mental Health	0	0	0	0	2	1	0	3
Physical Disabilities	3	0	2	2	3	6	0	16
Occupational Therapists	2	0	1	0	2	1	0	6
Sensory Impairment	0	0	0	0	1	0	0	1
<b>Support Services</b>								
Direct Payments	0	0	0	1	1	0	0	2
Business Support	4	2	2	0	3	2	0	13
Blue Badges	0	0	1	0	2	0	0	3
Customer Services	1	0	0	0	0	0	0	1
<b>Cumbria care</b>								
Home Care	0	0	0	0	0	0	0	0
Residential Services	0	0	0	0	2	1	0	3
<b>Totals</b>	<b>14</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>26</b>	<b>23</b>	<b>0</b>	<b>87</b>

**Table 'B' – Timescales for responding to Concerns/ Enquiries from MPs and Councillors in the reporting period, by service area**

	Within 10 working days	Within 20 working days	Over 20 working days	Total
<b>Older Adults</b>				
Independent Sector	8	13	0	21
Older Adults Team	2	2	0	4
<b>Disability Services</b>				
Learning Disabilities	5	9	0	14
Occupational Therapists	3	2	1	6
Mental Health *	3	0	0	3
Physical Disabilities	11	4	1	16
Sensory Impairment	1	0	0	1
<b>Support Services</b>				
Direct payments	1	0	1	2
Business Support	8	1	0	9
Blue Badges	2	1	4	7
Customer Services	1	0	0	1
<b>Cumbria Care</b>				
Residential Services	3	0	0	3
<b>Totals</b>	<b>48</b>	<b>32</b>	<b>7</b>	<b>87</b>

There is a locally-set target timescale of 10 working days for dealing with MP and Councillor enquiries.



SUPPORT SERVICES	
<b>Direct Payment</b>	Thank you so much for all the help you gave me. I could not have managed without you. My husband and I had been married for 50 years, he was the love of my life and difficult to live without him. Enclosed is some "literature" - hope everything is alright? Please keep in touch.
	May I also take this opportunity of thanking you very much indeed for all your help, guidance and support during the time my aunt was at home with carers, this made our life a great deal easier.
<b>Blue Badges</b>	Many thanks for sending my husbands Car Badge. This will ease some of the pressure we are under at the moment.
	Thank you for being so helpful. I hope you all have a very nice Christmas.
	Thank you for the blue badge which has come in the post today. Your service was even better than I thought. Well done to all involved.
	Thank you for your sympathetic approach.
	Thank you for the Blue Badge which I received yesterday. I am most grateful for the prompt and sympathetic way you have dealt with my application.
	I am writing to thank you for your very prompt and considerate attention to our request for a new Blue Badge.
<b>Business Support</b>	Thank you for the blue badge issued for our daughter on her trip back from New Zealand. She had a great time taking part in the Great North Run.
	May we express our appreciation to the department and to the sympathetic staff at Lanrigg House - for many years appropriate and sensitive care.
	Just a quick note to thank you and your colleagues, Liz Dixon and Louise Freeman for your understanding and prompt actions to resolve the issues I raised with Liz Dixon regarding funding. Adult Social Care's acknowledgement of the complexities of this case are much appreciated.
	Thank you to Keiley Kent for the recent financial dealings you undertook. You were kind and helpful in every way possible and it was a pleasure dealing with you.
<b>Contracts Team</b>	Thank you Claire for taking the time to explain things.
	Just a few lines to thank you for your help, and to tell you that everything has worked out ok. I want to thank you most sincerely for all our help and kindness and I think that you are all doing a great job and it is good to know that your all out there willing to help .
	I am also grateful to the Service for the help I received from its officers when acting as Attorney.
	Re cost pressures study day - thank you for the invitation and to say we both found the day very interesting and stimulating.
	Thank you for the support I have received from your team during our audit. I hope we can work together as successfully in the future.
	Thank you for your guidance regarding reporting of safeguarding issues, which I found very helpful.
	The performance audit you carried out was thorough and fair and John and Ann were very professional in the

<b>Other</b>	<p>way they approached it.</p> <p>Re Complaints Team. I would like to thank you for the positive working relationship between our organisations over the past 11 years.</p>
<b>DISABILITY SERVICES</b>	
<b>District Support Team</b>	<p>My movement and confidence are much improved. Thank you</p>
	<p>Social care worker has helped with my needs and has been extremely helpful and supportive. The service she has given has been of an extremely high standard, she has made the whole experience very easy and stress free.</p>
	<p>Thank you for all you are doing to help me - I do appreciate it</p>
<b>Equipment</b>	<p>Just a short note to thank the team who have delivered many items of equipment over the past 12 months to help me care for my husband.</p>
	<p>Thank you for all your support with equipment requests. I don't know what we would do without you.</p>
	<p>Thank you to staff at Ulverston Equipment Stores for their prompt and efficient service.</p>
	<p>Thank you to your department for the aids which have been sent out to me.. I have found them to be a great help.</p>
<b>Learning Disabilities</b>	<p>I am writing to thank you &amp; your team for the outstanding care and understanding shown to my sister who lately resided at Atholl Grove.</p>
	<p>Our daughter decided that she wanted to live in a shared flat because she wanted younger company and more going on. This was made possible by her social worker, Louise Hilton, the Oaklea Trust and Fair Oak Housing.</p>
	<p>Many thanks for the meeting. I thought it went well and was full of surprises.</p>
	<p>Thank-you for putting up with me for a week! I have really enjoyed my time with you, I really appreciated the friendliness and help you had shown me. I really wish to come back and visit you all. Thank you!</p>
	<p>Thank you all very much for the beautiful flowers and gift voucher. It was a pleasure to work with you all, you are a great team, hope to see you all very soon.</p>
	<p>I was most impressed with Roger Melville's pro-active initiative in taking the issue of funding for the wet room to the Decision Making Group on behalf of his client.</p>
	<p>Your heart is in the right place. Good luck for the future. May the sun, the stars and the moon shine for you forever.</p>
	<p>I just wanted to say thank you for all your help with the arrangements for the respite care and the extra lengths you and your colleagues have gone to. I am very appreciative of this arrangement. Thank you again!</p>
	<p>Thank you very much for attending the opening session of the Commission last Monday, and presenting your story to the Commissioners. We were very interested in the experiences to date within Cumbria in implementing a positive risk management strategy and you have much to be proud of.</p>
<b>Occupational Therapists</b>	<p>Thank you for all your hard work on my behalf.</p>
	<p>My wife and I would like to thank you most sincerely for the help in organising this work to be carried out to our complete satisfaction. We are more than pleased with the work carried out. Again thank you very much, you are doing a worthwhile job and a service to old people.</p>

	Thank you for all your help. Jeff is a great credit to Adult Social Care, always pleasant and ready to help. Thank you to Helen Wilson as well who was supportive and always ready with ideas.
	My sincere thanks for your care and attention to my needs. I am very pleased with the equipment which you have supplied and find it all very helpful.
	I felt very nervous before the Social Care Worker came but Audrey Rudd put me at ease straight away and was very helpful in explaining everything to me and also very friendly in her manner.
	Many thanks for the ceiling hoist and getting it installed so quickly for us. It will make quality of life much better for both of us.
	Thank you to everyone. I am truly grateful to you all.
	Thank you for the incredible service that we have received from ASC. Diane Bucknell has made daily life much more manageable.
	Many thanks for everything. It is much appreciated. Thank you
	Reliable social worker helped in getting stair lift to help my husbands breathing problems, as he struggles to go to the bathroom, which is upstairs and has to visit the toilet regularly. Also gave good advice for other convenience he may require to help him. Complete satisfaction with social worker involved - Ann Kirk
	I would like to say how kind and thoughtful Rafal Szlachetka was to my family when my husband was ill. Rafal made sure after his assessment that we received bath/toilet equipment quickly to enable my husband to stay at home during his illness. His kind thoughtful approach was appreciated by us all, and please pass on our thanks to him.
	I am writing to say how thrilled I am with the professional attention, support and kindness that my 87 year old mother, has received since I called your office about three months ago. Please pass on our sincere thanks and good wishes to everyone concerned. Having made this useful contact locally, we know exactly what to do and where to go if we need further help. thank you again
	Thank you for all your help with getting the stair lift and getting in touch with Highways regarding the parking issues.
	Thank you so much for your immediate help when I needed it.
	Thank you for your help in installing the bath. Thank you also for the trolley which is a great help
	Thank you for your support and effort for Mam. I found you pleasant and dedicated to your job.
	I would just like to say what a pleasure it was to meet Denise Neilds. She was so considerate and helpful when she was explaining.
	Words cannot explain the difference the shower and fittings you have installed in my bathroom have made. My O.T. was also very considerate and very helpful and informative.
	To Angela Shadrach. Thank you for all your kindness and consideration
	Just to say many thanks for all your help and assistance in keeping my independence.
	Thank you.

	We would like to thank you for arranging for us to have the wet room. We are well used to it now. It is wonderful and certainly makes life easier. Everyone concerned was very kind.
	Equipment was fixed within a few days and are of great help.
	Thanks for everything.
	Just to express how grateful we are for all your help.
	I just wanted to say thank you and how delighted I am with the help I have received from your department.
	The social worker A Rudd was excellent. Work was done quickly by very polite, clean men.
	Your response and help to identify equipment to make my wife's life more comfortable has been carried out with enthusiasm with the client in mind.
	Thank you to everyone for getting my mother's stair lift put in in time for her moving in. It just shows what can be achieved when everyone pulls together and liaises in house.
	We would like to thank Tracy Goodwin for the sympathetic and informative advice which we received from her.
	Thank you to everyone who has worked so hard to transform my bathroom into a shower room.
<b>Physical Disabilities</b>	My mother has only started using social services but was assisted for a while after breaking her hip years ago. Katrina Shaw has been very helpful and kind. My mother felt 'comfortable' and at ease with her and she was lovely. Thank you.
	All items requested were delivered and fitted quickly. All are very useful. Katrina Shaw caring and helpful. Men from Barrow were quick and efficient.
	Thank you for the grant you gave to us on behalf of social services.
	I was completely satisfied with the help Rafal Szlachetka gave us. He is friendly and caring. I should point out that I am profoundly deaf but Mr Szlacchetka communicated reasonably well.
	Thank you for all your support and to let you know that I am very happy and settled in my new flat.
	Thank you for being a kind, caring person and for all you have done for me.
	Thank you to Lynne Nightingale for the trouble you have taken to advise me of the service user's treatment in the final 6 months of his life.
	Thank you for the card & gift for x birthday on Monday. He seems to enjoy being with you at Dalemoor. Your kindness towards him is very much appreciated.
	Many thanks for the use of the room. Hope you all have a very happy Christmas and best wishes for 2009.
	Thank you so much for all you have done for me and all your kindness.
	Thank you to Dorothy Bailey, Social Worker for getting things sorted.
	This is my first contact with the service and have found the care worker Ann Elliott to be extremely helpful, understanding and friendly. It was a pleasure to be interviewed by her and made me feel cared about.
	I just want to show you my appreciation for the help and support you have given me through these hard times.
	Thank you for your visit and help and congratulations on a speedy, friendly and effective service.

	All I can say is that Julie Knowles is very helpful in every way, well mannered and very polite. She is perfect for her job
	Thank you ever so much for the help and kindness you have given me, my mother and father and my two aunts, it is most appreciated.
	Thank you for your letter of 9.6.08 with regard to the fitting of an electric shower etc and I understand about the delay. I am happy to say that the lever taps have been fitted in the kitchen and the bathroom wash hand basin and thank you for recommending them. They are much easier to use.
	I am writing in praise of the excellent professional and friendly manner in which Vick Reay has given me during my current problems, I cannot praise her enough.
	Thank you to Lynne Nightingale for being such a wonderful caring person and for all you have done for me.
	I have been meaning to write to thank you both for the speed of your replies and for setting our minds at reset (both mine and my brother's).
	On the opposite page it says a big thank you but the words do not convey the gratitude we feel for all your help regarding the wet room, the blue badge and the help with the DLA application.
<b>Sensory Impairment</b>	The thought and care provided by the Social Services has been most practically exhibited.
<b>CUMBRIA CARE</b>	
<b>Day Care (LD and MH)</b>	I would like to thank you so much for my invitation to attend the art exhibition in Carlisle Cathedral on Tuesday 22nd April. The display of work was amazing and I was impressed by the standard and variation of work in the exhibition. I was thrilled to have the opportunity of speaking with one of the artists and teachers on the day. Please can you pass on my congratulations to everyone in the group and wish them every success for the future. Keep up the good work.
	Thank you so much to Mark and everyone at the EDINGTON CENTRE who helped our son have his nails cut. He was so pleased when he came home.
	The majority of staff who have supported students within my sessions offer the highest level of care. They are always pleasant and attentive to the needs of everyone, applying themselves to whatever situation arose in addition to their own specific tasks.
	Thank you to the Dragonfly Theatre Company from the Edington Centre from residents and staff at the Millfield Retirement Home for the recent performance.
	All the staff at Jubilee House, Thank you for all your help and support
	Various comments made in the compliments book at the Pirate Party fundraising event. None of this would have been possible without the dedication and hard work of the staff at The Dispensary.
	WOW - what a fantastic production yesterday. I really enjoyed it. To see such a packed audience for a Tuesday afternoon performance was a real credit to the performers. Thank you so much for inviting me and for all the work you and your teams do. Impressed - I was!
	Various comments from visitors to the art exhibition on 22nd April 2008.

<b>Day Care (Over 65)</b>	The members of starfish have developed their skills and confidence in a relatively short time. I would like to thank all the support staff who have been involved.
	I recently observed Tina and Jill working together to support one of the clients to have a shower and get ready for bed. They had an excellent working rapport, respected the dignity and privacy of the client throughout and had a productive working relationship with the client whilst remaining professional at all times. It was a pleasure to observe such a high standard of care being delivered.
	Thank you to the staff at Dalemoor. Even though Mam was only with you for a relatively short time she did so enjoy coming to you.
	Thank you for card and gift given to our dad for his birthday and for the kindness shown towards him.
	Christmas card and a thank you for the use of the centre.
	Thank you to Petteril House Day Care for all the care and attention you provided for mum over the past few years
	To all at Dalemoor Day Centre who cared and the love you shared. My warmest thoughts are with you.
	Thank you to Sarah for sticking by me. I'm looking forward to a new life but will miss everyone at Jubilee House.
	To everyone at Jubilee House. Thanks everyone for helping me to recover.
	Please accept our sincere thanks and appreciation for all you did for mum which we all know was above and beyond what was expected. Your card was so touching and in a way not wholly unexpected as mum had always described you as being a very special person - her "ray of sunshine".
<b>Home Care</b>	Our most grateful thanks for your care of our dear father while he was with you.
	Thank you all indeed for all your care for Mum. We shall miss your friendship and support. Thanks a million.
	Thank you for all you have done for mum. We really do appreciate all your care and attention
	Everyone at CROFTSIDE have been friendly, informative and helpful. The atmosphere in the home is good and cleanliness, decor etc all impressive.
	We would like to show our appreciation for all the loving care and attention that you gave our nana during her latter years at the home.
	Many thanks to all the staff at Coombe House
	The treatment and care she receives is first class. The staff at Combe House couldn't do any more if they tried, so thank you once again.
	After major surgery I was transferred to the Kentmere Unit, The abbey in Stavely. My 3 weeks there proved to be my saving grace before going home. The physio got me off a walking frame and onto using a stick. My room was pleasant and the food varied and nourishing.
	Just to say a big thank you to all the staff at Coombe House for looking after my husband for me.
	The staff at Beckside, Pow Beck have been brilliant. Mums care was always delivered with affection and dignity, when she was reluctant to eat she was tempted, given treats, cajoled, persuaded and then assisted.
<b>Residential Services (Over 65)</b>	

	To all the staff at Greengarth. Thank you for the lovely day you provided for us on N's birthday. It was very much appreciated and will always be remembered.
	Thank you for all the care and support you have given my uncle. Please place this letter in a prominent position for the staff who were kind to him to see it.
	To the wonderful staff at Greengarth. My family will never be able to convey well enough, our sincere gratitude and appreciation for the affection, care and patience shown to our lovely mum. You are all our extended family and we were constantly overwhelmed by the attachment some of you formed with her.
	Thank you once again for the care and attention you give, not just to the individual but also to their family.
	We would like to thank all the staff who helped to take such wonderful care of my mother in law during the time that she was with you but particularly in the last few weeks of her life.
	Thank you very much for your excellent care.
	Thank you very much to Greengarth Home for the lovely BBQ. We enjoyed it.
	Thank you for all the kindness you have shown to Mam over the years. Everything that you have done in such a thoughtful way is appreciated so much more than these few words can say.
	Thank you all for the love and care you gave to our friend. She couldn't have been looked after any better. Eskdale House is a wonderful home and can be well recommended.
	Thank you all for the way in which you looked after me during my stay with you. It was very much appreciated.
	Thank you so much for all the care you give to residents and family.
	Just to say a big thank you for looking after my relative. I know he was not the best person. Thank you all from the bottom of my heart.
	Thank you to all the staff at Petteril House. I really enjoyed my stay and could recommend Petteril House to anyone.
	Thank you to all at Petteril House for your devoted care of mum over the past nine years. There is no doubt that her later life was greatly enhanced by her time with you.
	We would like to congratulate all the staff at Elizabeth Welsh for their friendship and support.
	Thank you to staff at Elizabeth Welsh House for all help, care and understanding given to Mum and ourselves during her stay.
	Many thanks for looking after my relative.
	To Elizabeth Welsh House, with love and gratitude for the care you gave to mam. Bless you all.
	Thank you to Elizabeth Welsh House and all the staff for your kindness and care given to my mother. Mum was very happy and comfortable during her stay and very much enjoyed her chats with her carers.
	Thank you to all Parkside staff for your constant quality care. You were able to manage at times a difficult and complex stoma with competent clinical skills.
	Thank you to all the staff at Parkside for the care and kindness you gave to mam while she was resident at Parkside.
	Our heartfelt thanks go to Christine Pidduck and all her staff at Lapstone House for the loving care given to my mother for the whole time that she was with them.

	To all the staff at Elizabeth Welsh. Thank you for all that you have done.
	Thank you to Elizabeth Welsh House for taking care of our relative in her last year.
	Thank you to the staff at Parkside for all your caring and loving attention.
	To Parkside. I would like to express my thanks on your help in making my mum happy and content in her final year. She was so happy with you, she told all her friends that Parkside was her home.
	Excerpt from Newspaper notice: Special thanks to the staff at Combe House, Walney, in particular Caroline, Mike and Linda
	Thank you all for the invite to the Halloween party. We had a blast at your bash!
	Thank you so much to all at Petheril House for all the care and kindness you showed Pop.
	A big thank your to you all especially June, for the care and support over the last few years. I will miss you all. thank you for the care and support of my mum.
	To all at Elmhurst, a big thank you for the care you gave to us. My one regret is, I wish it had been a longer stay
	Thank you for looking after our dad for 5 years.
	On behalf of friends and family, thank you for the care and devotion that you gave to father. We have nothing but praise for all the people we met during our visits to Dad, you always made us feel that he was in safe hands. There is a good "feel" in your home and it is always well presented, clean, tidy and cheerful. This makes it a welcoming environment to visit.
	Please accept our thanks for all the good work you have done in the care of our friend. We are all very pleased that he had a very nice place to spend his last years with people who cared to look after him.
	Just a few lines to thank you all for the care that you have all shown whilst our relative has been at Eskdale House. It is great comfort to me and all her friends and family that at the end she was "where she wanted to be" Thank you all very much
	Thank you to and your staff for making my stay at the Elizabeth Welsh Home so pleasant and comfortable. Some of the care I have received has been outstanding and I cannot praise highly enough those members of your staff for whom nothing has been too much trouble.
	Would you please accept this cheque from all of Mam's family and many friends for your amenities fund for all your care and kindness which she received as did we all when we came to visit.
	Thanks to all your staff for looking after Vernon these past years. He is now settled in his new home.
	Thank you for arranging Mum's 99th birthday. It was a lovely surprise.
	Please accept this donation for Bridge House. Hope it will help a little towards all the good and care you do at Bridge House.
	Please accept my grateful and sincere thanks for all your care and kindness, especially Haley in my hour of need

	I don't have enough words to express our gratitude to you all for the care our mother received. You should be proud of yourselves individually, proud of Pow Beck and proud of your whole profession. I hope the ethos of Pow Beck never changes.
	Thank you for your care and support in looking after our mam during her time at Powbeck House.
	Belated thanks for all the care and support you gave our mum during her stay in Pow Beck.
	Ladies at Eskdale House - thank you for your care when G stayed with you. You were all very kind and understanding and I was very impressed with the care that you gave everyone.
	We would like to thank all members of staff at Powbeck for the care they gave.
	I would like to thank all staff who tended to me and those who taught me and encouraged me to walk again. Also to praise the de-hospitalisation 'motel' style atmosphere of Pow Beck, so pleasant and helpful after prolonged stay in hospital.
	Heartfelt thanks for all the loving care you give.
	I will always be grateful to you all for your thoughtfulness and consideration to me in Powbeck.
	To all you wonderful people at Pow Beck. Thanks for the care you provide.
	Thank you for all your love and care you gave to A during her stay with you. She had settled in really well and was very happy with you all.
	Thank you for the care given to P during his stay with you especially during his illness.
<b>Residential Services (Under 65)</b>	Many thanks for your dedication, it will be remain in our hearts forever.
	Just though I'd drop you a note to let you know how helpful I found the staff to have been in accommodating the service user, despite pressure on respite beds. The conduct of all staff concerned is very much appreciated in this time of crisis.
<b>OLDER ADULT SERVICES</b>	
<b>Older Adults Team</b>	Thank you for all the help and support you gave us. The help and advice you and the care staff gave was greatly appreciated.
	I wish to place on record my thanks for the efficient and sympathetic way my sister' care was handled by your department. Deb Lear listened carefully to all that was said and explained everything clearly.
	My dealings with social services have been very good especially due to X who is very professional and caring.
	Thank you so much for the report of the meeting held in April. Although I was there, you made it all sound so easy to understand.
	I simply want to thank you for your endless care, time, efforts and patience you so cheerfully gave for my aunt. I have appreciated your support enormously, especially when I could do so little.
	Carers have found us and all is well thanks to you
	My granddad and myself have found Larysa Samuels a very refreshing surprise. It was apparent from the start that she was a good listener and very understanding person. It was nice to meet someone like Larysa and I hope her caricature and determination and broad minded understanding of people as individuals is an inspiration to those she works with.

	Brian, Thought you might like my monologue (attached to letter). It's my way of saying thank you for all your help and from the rest of the team.
	The social worker has listened to me and been very helpful.
	Thank you for all your help for our relative during his illness and the care you are giving.
	Thank you to Ian Douglas for his help in finding a place for Mum at Yanwarth. We are all very grateful to you.
	I would like to say thank you to Phillip Kay who was assigned to my mother whilst she was in hospital. Phillip was helpful, professional and caring.
	Very happy with the care home that social services have placed aunt in. Would like to thank social services for making sure that aunt was placed in such a good quality home.
	On behalf of the whole family this is just a quick note to thank you for all your help and support with Mum. You made a trying and distressing time more bearable and we really appreciate it.
	Excerpt from Newspaper notice: Thanks to Lynne Warwick for all her help in allowing mam's wishes to stay in her own home.
	Thank you to your team for their efforts and work in arranging for our mother to be given a placement.
	Would like to compliment Irene Richards, Social Care Worker on the good work she has provided for her and her mother. No words could thank her enough.
	I had never used social services till I can out of hospital last year, but I must say that everyone I have had contact with have been very helpful, pleasant and professional. I would like to mention Julie Hamilton, she has been excellent with both my wife and I, we really appreciate all her work, thank you.
	Thank you for your letter to my sister and I with regard to our recent meeting when we discussed Mams care. I am pleased to say that both my sister and I are glad now that we did complain and feel that this matter was dealt with professionally and sympathetically.
	I am really happy with the support and services provided especially by our social worker Louise Johns, she is easy to contact and talk to on every level and would like to thank her and colleagues for making a stressful situation that little bit better to deal with.
	A note of thanks to you both for the kind and professional manor in which you looked after mum and dad, and all of us
	Thank you for all that you did for my dad. You were very helpful and considerate. We all appreciate it very much and won't forget.
	Just a line asking you if you would please thank mum's social worker, John Chambers who is based at Carlisle Infirmary, for all his hard work he has done for us, as he has made our lives a lot more easier.
	To whom it may concern - I would like to say a very Big Thank you for the disabled facilities I have received i.e., stairlift and walk in shower. These have made my life so much easier. I do not feel so isolated any more.

	<p>Following the death of our mother, we wanted to write and thank your department for all the professional help and support we received from your team during the past few years. May we also commend the high levels of care we received from Applegarth and excellent support we received from Crossroads.</p>
	<p>Thank you very much for all the support and assistance. We were touched and impressed at the interaction from your staff with her mum and the advice you gave her.</p>
	<p>Please pass on our sincere thanks to Lisa Nobbs for her kindness, help and understanding in the time she had my mother as her client.</p>
	<p>Just a note to express our sincere thanks to yourself and your team without whose help mum would not have been able to cope during her last two months at home.</p>
	<p>Recently my father goes to respite once a week, and before long for a week. After 4 years of not having a holiday on my own, the chance to do something without worrying about my dad is AMAZING. Thank you for all your help, it's greatly appreciated from the bottom of my heart.</p>
	<p>Just a quick line to express our sincere gratitude for the sterling work the student social worker has done on behalf of my mother. She has been diligent, effective and considerate in all tasks she has undertaken. Moreover, on the personal front she is a kind, thoughtful and generous person who has dealt with me and my mother in a thoroughly professional fashion.</p>
	<p>I am writing to say that the student social worker has done a great service for us. From the moment we met, her main priority was to help us in the best professional way that she could and it seemed that if she didn't quite have the answer at the time she made it a priority to find the information and get it to us as soon as possible. I am sure she will do well in her life and chosen career and I am sure she will be a great asset to her profession and I wish her well and happiness for the future.</p>
	<p>My social worker has been exemplary in every way. Always there to help, offer advice and to answer any queries either in person or on the telephone. Dealing with my husband's illness has been the first time that I have dealt with Social Services and I am happy to say that it has been a most professional and positive experience.</p>
	<p>This letter is to compliment the social worker on his expert handling of my complaints over the treatment, in respite, of my Aunt. He has worked tirelessly in order to obtain respite during 2008 for my Aunt on dates which were important to me. He has given me confidence in entrusting her care to others again.</p>
	<p>Thank you to Liz Shand for all her help.</p>
	<p>The carers were wonderful and arrived in the nick of time. Thank you for the care you put in place at such short notice.</p>
	<p>Thank you for all that you did for my dad. You were very helpful and considerate as well as efficient.</p>
	<p>I just wanted to thank you for all your support and help finding a placement for my mum.</p>

All the staff I have dealt with have been helpful and courteous and have made a very stressful time easier to manage. I have been particularly grateful for the help given by Toby Pickthall and I want to officially compliment him on a job well done.

**Induction Sessions**

Induction Sessions attended: 4

**Team Meetings**

Team meetings attended: 7

**Complaints Procedures Training Sessions**

**Table 'A' – ½ day complaints procedures training sessions for front-line staff**

<b>Month</b>	<b>Location</b>	<b>Number attending</b>
April 08	Penrith	13
May 08	Workington	20
June 08	Kendal	13
July 08	Barrow	18
September 08	Workington	19
November 08	Penrith	17
December 08	Workington	19
January 09	Kendal	16
February 09	Barrow	16
<b>Total</b>		<b>151</b>

**Training for Investigating Officers and Independent Persons**

**Table 'B' - ½ day workshops facilitated by the Complaints Team**

<b>Date</b>	<b>Topics covered</b>
26 <sup>th</sup> June 2008	<ul style="list-style-type: none"> <li>- Review of Independent Person monitoring forms</li> <li>- Feedback from complaints reform early adopter sites</li> </ul>
24 <sup>th</sup> September 2008	<ul style="list-style-type: none"> <li>- Role of Care Governance</li> <li>- Discussion on In Control Total</li> </ul>
20 <sup>th</sup> January 2009	<ul style="list-style-type: none"> <li>- Changes to complaints procedures</li> </ul>
28 <sup>th</sup> April 2009	<ul style="list-style-type: none"> <li>- Implementation of Making Experiences Count in Cumbria</li> </ul>