

# Enfield Council

## Adult Social Care

### Statutory Complaints



Annual Report



2021 - 2022



Easy Read Summary



This report gives information about Statutory Complaints made to -



- Enfield Council Adult Social Care Services between



- The 1<sup>st</sup> of April 2021 and



- 31<sup>st</sup> March 2022



# About Complaints



People can complain if they are unhappy about



- A decision the council made



- Something the council did



- The council not doing something the person thinks they ought to have done



People can complain if -



- They used an Adult Social Care service in the past



- Are using an Adult Social Care service now



- Are seeking to use an Adult Social care service in the future



A person's representative can complain on their behalf



A person can complain about an external service provider of Adult Social Care (acting on behalf of the council)



They can complain directly to the provider or to the council



The law says the council must reply to a complaint in writing within 6 months



However, Enfield Adult Social Care aim to reply within 20 working days



If a person is not happy about their reply, they can refer to the Local Government and Social Care Ombudsman (LGSCO)

The LGSCO is an independent organisation which can decide if the Council's reply was correct or not.



## About Adult Social Care

During this time, Enfield Adult Social Care -



- Supported over 4,500 people to access long term care



- Undertook 2,100 Assessments



- 2,500 reviews



- Supported over 3,300 carers



- Responded to over 3,600 safeguarding concerns



# Complaints



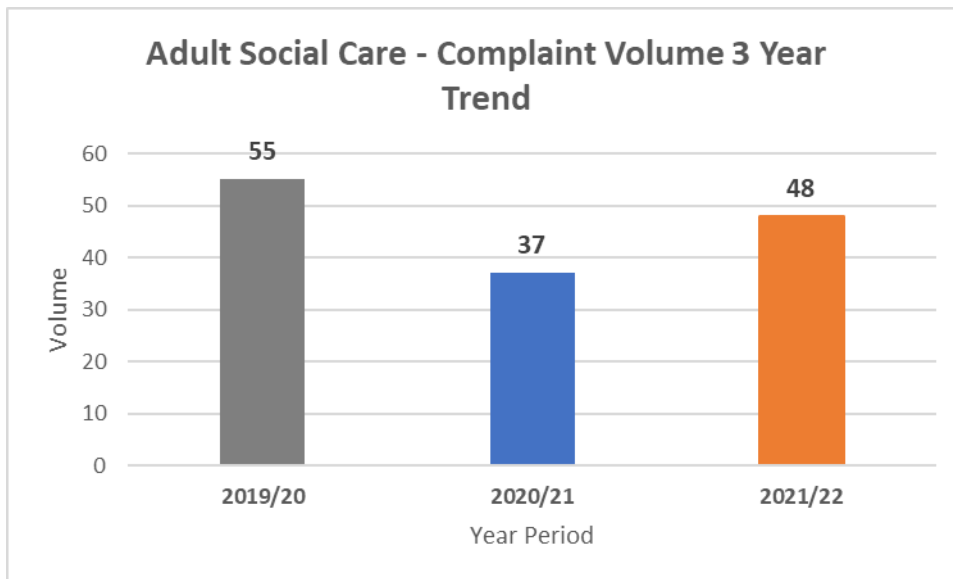
All of these contacts resulted in just 48 complaints about Adult Social Care



This is slightly higher than the previous year



It is slightly lower than the year before





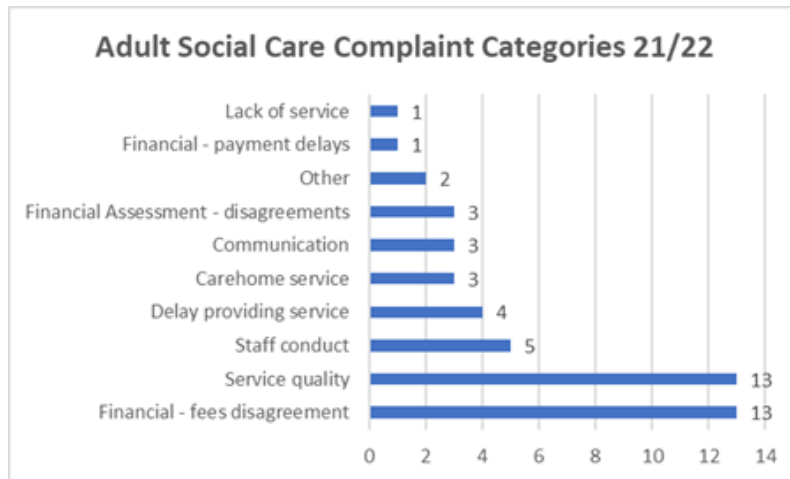
Most complaints were about



- Disagreements regarding fees (13)



- Service Quality (13)



The Older People and Physical Disabilities Service received the most complaints with 24.



They are the biggest team



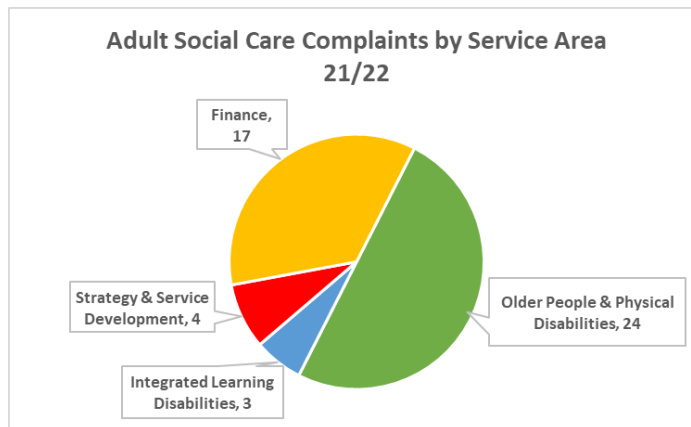
Finance received 17 complaints



Strategy and Service Development received 4



The Integrated Learning Disability Service received 3 complaints



All complaints were responded to within 6 months



Only 6 took longer than 20 days



The longest took 26 days





17 complaints were referred to the LGSCO



LGSCO decided to investigate 7 complaints



Of these 7, 5 decisions have been reached.



2 decisions said that Enfield Adult Social Care were right in their reply



3 decisions were that the council reply was not correct. These were about



- Delays in Care



- Financial Assessments



## Action and Learning from Complaints



Here are some of the actions that have come out of complaints;



- The Council has apologised where complaint have been upheld (or partially upheld)



- Agreed a change of Social Worker



- Offered reassessments



- Made clearer information and advice about paying for care



- Some issues were addressed directly with staff in the one-to-one “supervision” sessions



- Improved information on waiting times for assessments



## Compliments



The Council's Adult Social Care services also keep a record of compliments.



Here are some of the things people have said -

“I wanted to express my **heartfelt gratitude** and sincerest thanks for all the help, care and support we have received from X and the **Occupation Therapy Services** at Enfield Council. Thank you so much for the **attention, care, compassion, and hard work** you have provided during this process. You were kind and understanding and **assessed my mothers' needs extremely well**. The recommendations you made were things we would never have thought of on our own and will be **life changing** for her.”

“Thank you for the especially **fast service** and **hard work** delivering everything so quickly. X came for a home visit under difficult conditions during a pandemic in a matter of days and **went above and beyond**. **Thank you from the bottom of our hearts.**”

“X arranged a suitable care home placement for my mother at really short notice and was **reassuring and helpful**. X took our preferences into account and **kept us well informed** throughout the process. The information provided on costs and funding options was clear and straightforward.”

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“I am writing to you to let you know what a **wonderful person** you have working for you in Social Care assessment – X. X was so **kind and compassionate** and gave us good advice how to proceed.”

“**Very helpful and quick**, X did help a lot not just with the case but made **me feel positive and fresh** start to the day. **Many thanks**”

“I would like to **thank you for all the help** you have given **my Mother**. She was adamant that she did not need any help but now that she has the aids that you suggested she loves them and **doesn't know how she managed without them**. Thank you again”

“**Thank you so much for all your help, support & information**. You have been amazingly prompt in everything and we as a family are so **very grateful** to you. I can't begin to tell you the amount of stress it relieves from our end.”

“**Thank you so much** X for your help. It's so nice being helped by professionals who really understand the system and how to help individuals. **Keep up the great work.**”