

#### Complaints and Compliments Annual Report

#### April 2016 to March 2017

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**Executive Summary**

This is the 9th Annual Report on Complaints and Compliments that Nugent has produced and covers the period April 2016 to March 2017.

# Introduction

This is the ninth annual report on complaints and compliments that Nugent has produced and covers the period April 2016 to March 2017.

Nugent encourages complaints and compliments. We want to work with service users, parents, carers, families and other professionals to provide quality services to meet their needs. A complaint is not necessarily a negative action, we view complaints as an opportunity to improve upon the services we provide.

Nugent’s definition of a complaint is: ‘An expression of dissatisfaction with any of Nugent’s services or projects which requires a response.’

A complaint is treated seriously whether it is made in person, by telephone, letter, fax, email, or through our website.

Compliments can be received in a number of ways, but at present are not formally reported to the Quality Assurance Department (QA). Some of the compliments reported have been obtained from the annual satisfaction surveys which are sent to all service users and their carers (where service users lack capacity). The QA Officers also look for records of compliments when carrying out audits at the sites.

# Nugent’s approach to complaints

Nugent values complaints and views them in a positive light. Complaints help us to:

* listen to the views of people for whom we provide a service
* learn what people really want from our services
* implement continuous improvement to the services we provide

It is our intention to:

* take every complaint/concern raised seriously
* listen and respond to issues raised
* respond quickly at local level wherever possible
* respect confidentiality
* record all complaints and analyse them to prevent reoccurrence

Our service users and their carers may find it difficult to talk about their views or concerns. They may:

* be worried that complaining will lead to repercussions from staff providing the service
* find it difficult to speak out because of their level of communication skills, their racial, cultural or religious background or their age, gender or sexual orientation.

Nugent wants all users of its’ services to feel confident that their views will be taken seriously, and that there will be no repercussions if they need to raise genuine concerns.

# The Three Stage Process

We encourage all staff to respond quickly and clearly to any concerns that are raised by service users or their relatives. However, it is not always possible to solve problems this way. There are times when a more detailed investigation is required.

Stage 1:

We aim to resolve most complaints as close as possible to where the problem first arose. Local staff are responsible for responding as quickly as possible to problems. We aim to respond to complaints at this stage within 10 working days, and to resolve as many complaints as we can at Stage 1.

Stage 2:

If someone is not happy with the outcome at Stage 1 they have the right to ask for the complaint to be investigated at Stage 2. People can also request an investigation at Stage 2 without having gone through Stage 1.

We aim to resolve a Stage 2 complaint within 25 working days or to a maximum of 65 working days with the agreement of the complainant.

Stage 3:

If a complainant is dissatisfied with the investigation at Stage 2 they must put their reasons in writing and request a Review. Two senior members of staff, who have not been directly involved with the complaint, will review the investigation documentation and notify the Complaints Manager of their recommendations. The Complaints Manager will then write to the complainant with their recommendations within 10 days of the decision. This is the end of our complaints procedure.

When the Nugent complaints procedure has been exhausted, individuals may ask for their complaint to be looked at by the Local Government Ombudsman, the Care Quality Commission (CQC), or the Office for Standards in Education (Ofsted), if a regulated service, or the Local Authority if the service is funded by them, whichever is appropriate.

# How Nugent listens to what people say about its services

Information is provided at all our services on how to make a complaint or compliment. Nugent also has a facility on our website for people to make a complaint electronically. Although the number of complaints made through the website continues to be very small Nugent feel that it is important to give our service users, their families and stakeholders a variety of ways that they can bring issues to our attention.

The majority of complaints received by Nugent are reported verbally by service users or their families.

The service users in each of our services, and the relatives/carers of those service users who are unable to complete a survey, receive a satisfaction survey once a year. In the surveys service users and relatives are free to comment on how they feel about the services that Nugent provides.

Nugent have found that the most effective way of capturing compliments continues to be through the analysis of the satisfaction surveys. All comments on the surveys are recorded and reported back to the service manager.

The homes also receive thank you cards and letters which are made available to the QA Officers when on site.

# Comparison of complaints 2015/16 and 2016/17

A comparison has been made between the number of recorded complaints in 2015/16 and 2016/17. The total number of complaints between these years has decreased from 80 in 2015/16 to 74 in 2016/17.

There has been an increase in the number of complaints reported at Adoption, Clumber Care, Head Office, James Nugent Court, Margret Roper House, New Beginings, Nugent House, Public Complaints and School Social work. The largest increase has been for James Nugent Court with seven more complaints. Some services had theIr first complaint in one or more years, others were small increases. St.Catherines had a decrease in complaints, dropping from 56 to 40. (See appendix 1 for table view)

# Categories of complaints

Nugent has looked at the types of complaints and categorised them into eighteen main headings - there were complaints in fourteen categories this year. There is one category entitled “other” and this contains complaints having too few numbers to warrant its own complaint type. The category of vandalism has been included in this year’s selection.

There was 1 complaint (1%) in the Activities category, coming from one young service user. This young person wanted more activities to do on the weekends, however this was not upheld due to behavioural issues.

There were 15 complaints (20%) in the Behavioural category. This type of complaint usually involves the behaviour of other service users (other than bullying). All of the complaints in this category came from the childcare sector and mostly involved troublesome friendships, disruptive behavior and stress. Three of these complaints where partially upheld, four were not upheld and the remaining eight were upheld.

There were 6 complaints (8%) about Bullying which came from the childcare sector. All of these complaints are accounts of verbal bullying which were resolved by speaking to the individuals involved, addressing the issues in forums and by staff monitoring the situations. All of these complaints were either upheld or partially upheld.

There was 1 complaint (1%) about Care which came from the childcare sector. This complaint was not upheld following a review of CCTV footage.

There was 1 complaint (1%) regarding Confidentiality from the childcare sector. The young person felt that personal information had been shared with other services users by a member of staff. The complaint was not upheld.

There was 1 complaint (1%) regarding Fees when a service user was in hospital. This complaint came from the adult sector. The complaint was not upheld following a review of the signed service user contract.

There was 1 complaint (1%) regarding Laundry by a resident’s family in the adult sector. The complaint was upheld and the cost of damages was paid.

There were 2 complaints (3%) regarding Medication, one from the childcare sector and one in the adult sector. Both complaints were upheld and further investigations carried out.

There were 2 complaints (4%) regarding property from the childcare sector. One complaint was not upheld. As a result of the other complaint being upheld, repairs were made to the property.

There was 1 complaint (1%) regarding relationships with staff. This complaint however was not upheld and the young person apologised for their actions.

There were 2 complaints (3%) regarding relationships with other service users in the childcare sector. Both incidences resolved by using repair and reflect meetings, where the young people were made aware how their behavior was upsetting the other service user. Complaints were upheld.

There were 27 complaints (36%) regarding staff actions. Of these complaints 23 o came from the childcare sector. Most of these complaints were not upheld. Of those that were upheld, issues had been addressed directly with the staff member involved. The remaining complaints in the adult sector included issues with staff’s behavior in the work place. Appropriate action was taken with staff involved.

There were 2 complaints (3%) in the childcare sector regarding vandalism on a neighbour’s walls and damage to outside lights caused young people throwing food over the wall. These complaints were upheld and damage was paid for.

There were 12 complaints (16%) which fell into the ‘other’ category. This category is a collection complaints which couldn’t easily fall into the description of the main categories. Five of these complaint were made in the childcare sector, two from adoption services, three from the adult sector, one from head office and one public complaint.

# Comparison of complaints by category 2015/16 and 2016/17

The overall trend in the number of complaints reported has decreased by 7.5% since 2015/16. There have been 8 types of complaints that have increased, and 10 that have decreased.

The more significant changes in increases have been to Staff Action and Other, whilst the significant decreases have been in Food, Relationships with SU.

Some categories fell by 100% to report zero complaints, these categories are; Data Protection (1), Food (7), Support Needs (1) and Theft (1). However, the category of Fees reported no complaints in 2015/16 but received one in 2016/17. The category of Vandalism is a new category.

The number of complaints for Activities has fallen from 2 in 2015/16 to 1 in 2016/17. This category was put in place in 2015/16 for services users to understand how they feel about the activities available to them. The complaint came from the childcare sector, however this was not upheld as the complaint went again service user’s care plan. The outcome for this complaint was accepted.

The number of complaints in Behavioural has risen from 12 in 2015/16 to 15 in 2016/17. These complaints were based around disruptive behaviour towards other services users (which would not be classed as bullying), and some complaints against employees. There were nine accepted outcomes for this category and six unknown.

The number of complaints for Bullying also increased from 4 in 2015/16 to 6 in 2016/17. These complaints from the childcare sector had mostly been dealt with by speaking to the individuals involved and increasing staff monitoring. There were five accepted outcomes for this category with one unknown.

The number of complaints for Care has fallen from 4 in 2015/16 to 1 in 2016/17. This complaint had an unknown outcome due to evidence showing the complaint was not upheld but the complainant refusing to accept responsibility.

The category for Confidentiality complaints remained at 1, with the outcome to this complaint being unknown.

The category for Laundry has decreased from 3 in 2015/16 to 1 in 2016/17. The complaint came from the adult sector with the complaint being responded to with an accepted outcome.

The category for Medication has increased from 1 in 2015/16 to 2 in 2016/17. One of the complaints came from the adult sector where appropriate action was taken, and one came from the childcare sector with an accepted outcome.

The category for Property also has an increase from 1 in 2015/16 to 2 in 2016/17. These complaints came from the childcare sector, one of which was not upheld. The other was upheld and repairs were made - this outcome was accepted.

The category of relationships with staff decreased from 4 in 2015/16 to 1 in 2016/17. The complainant later confessed that the complaint was incorrect and made an apology, therefore the outcome was accepted.

The category for relationships with service users also decreased from 10 in 2015/16 to 2 in 2016/17. These complaints were based around disruptive friendships in the childcare sectors. These complaints reached an accepted outcome using repair and reflect meetings.

The category of staff actions seen an increase from 20 in 2015/16 to 27 in 2016/17. For this category the majority of complaints made were not upheld or partially upheld.

As explained in the previous section, the category of ‘other’ includes complaints that could not be described using the main categories. This category however seen then second largest increase of, 8 in 2015/16 to 12 in 2016/17. This category was split evenly with 6 accepted and unknown outcomes each.

# Complaints by service

The graph demonstrates complaints received for each service type Nugent has to offer. There were a number of services that received no complaints in 2016/17 which were; HSU, Day Care, Fundraising, Property Services and School. Nugent House School did receive complaints, however these complaints were directed at the care homes.

When analyzing the complaints by service we see that 62 (84%) of all recorded complaints came from the childcare sector (children’s homes 19, adoption 2, School Social worker 1 and secure unit 40), with the majority of these originating from St Catherine’s.

The adult sector accounts for 9 (12%) of the complaints received. The remaining complaints came from Nugent Community Choices 1 (1%), Public complaints 1 (1%) and Head Office 1 (1%).

When compared with the results of the previous year there has been a 50% increase in complaints from the adult residential sector, from 6 in 2015/16 to 9 in 2016/17. There has been a 9% decrease in complaints from the childcare sector from 68 in 2015/16 to 62 in 2016/17. Head Office and Public did not receive a complaint in 2015/16 and therefore have increased by 100%. HSU and Fundraising did not receive any complaints in 2016/17, decreasing them by 300% and 100%.

# Breakdown of the subject of complaints 2016/17

The majority of complaints, 51 (67.5%) were made against Nugent services provided. Most of these complaints were in the Staff Actions and ‘Other’ categories. There was also a number of complaints under the Behavioral category previously explained in section 1.

23 complaints (32.5%) were made by service users against other service users, these are made up of complaints about the unacceptable behaviour of other service users, bullying and breakdowns in relationships. Complaints against other service users came exclusively from the childcare sector.

# Outcomes of complaints

This graph represents the outcomes of complaints for each sector. Out of the 74 complaints reported in 2016/17, 26 (35.1%) were upheld, 28 (38.8%) were not upheld, 18 (24.3%) were partially upheld and 2 (2.7%) were unknown.

There has been a significant increase in outcome that were not upheld from last year, going from 26% in 2015/16 to 38.8% in 2016/17. This resulted in a decrease for upheld, from 41% in 2015/16 to 35.1%, and for partially upheld, from 33% in 2015/16 to 24.3% in 2016/17.

These can be broken down for the different types of services as follows:

Most complaints are received from the childcare sector and details of the services concerned are explained in the complaints by service section.

Acceptance of the outcomes by the complainants were monitored wherever possible. We found that 43 people (58%) accepted the outcome and the remaining 31 (41%) we were not able to find out if they accepted the outcome or not. This percentage for unknown outcomes is higher than previous reports.

# Gender of Complainants

#

Nugent looked at the gender of those making the complaints to identify if there was a trend. 22 (29%) of the complainants were male and 52 (70%) were female. However this difference has shortened by 10% since 2015/16.

This result is not surprising given the fact that the majority of complaints came from St Catherine’s, where the service users are mostly female.

# Type of Complaints for Each Service

The table below shows the type of complaints in each of the service.

|  |  |  |
| --- | --- | --- |
| Service name  | Type of complaint  | Number of complaints  |
| Adoption  | Other  | 2 |
| Clumber Care  | Behavioural  | 2 |
|  | Bullying  | 2 |
|  | Staff action  | 1 |
|  | Vandalism  | 2  |
|  | Relationship with staff  | 1 |
| Geel  | Other  | 1  |
| Head Office  | Other  | 1 |
| James Nugent Court  | Other  | 2 |
|  | Staff action  | 2  |
|  | Medication  | 1 |
|  | Landry  | 1 |
|  | Finance  | 1  |
| Margaret Roper House  | Staff Actions  | 1 |
| New Beginnings  | Staff Actions  | 1 |
| Nugent House School  | Behavioral | 6 |
|  | Other  | 2 |
|  | Bullying  | 1 |
|  | Relationship with SU  | 2 |
| Public  | Other  | 1 |
| Social School Work  | Staff Actions  |  |
| St.Catherines  | Confidentiality  | 1 |
|  | Staff Actions  | 21 |
|  | Activities  | 1 |
|  | Behavioural  | 7  |
|  | Bullying  | 3 |
|  | Care | 1 |
|  | Property  | 2 |
|  | Medication  | 1 |
|  | Other  | 3 |

# Strategies put in place

As a result of the complaints investigations undertaken during this period a number of strategies have been put in place in order to resolve issues and reduce the likelihood of reoccurrence. These include:

* Changes to living conditions and surrounds
* Processes reviewed and revised
* Additional support for individuals
* Increasing monitoring of service users to improve behaviour
* Service user meeting to settle disputes between young people
* Improved care of services users laundry and belongings
* Updating and reviewing care plans
* Increase response time.

# Compliments

Nugent has found that service users and their relatives/carers often praise the service they receive when they complete the annual satisfaction surveys. When the surveys are analysed by Quality Assurance all comments, including compliments are recorded and reported back to the service managers.

# Sample of compliments over the last 12 months

Adoption Service

* We were very impressed with your service. L our social worker was an absolute star – very enthusiastic and driven. Her questions were incisive and her analysis and interpretation of our lives and lifestyle was insightful. The rest of the Nugent team were also excellent, from P who first visited us to all the other team members who contributed to the preparation sessions – perhaps by being invited to view the children on the Adoption Link website.
* J was fantastic, flexible, thorough and lovely

Clumber Care

* Since I arrived here I feel safe and happy and I wouldn’t change a thing and I’m thankful for staying here.
* I felt my key worker really supported me at Clumber.
* I like it in Brewery Lane.

Garden Project

* The Garden Company is really good for me and I love attending
* My son enjoys every day he goes to the Nugent Care Garden Project. He would be lost without it.

James Nugent Court

* Very good home to be in. Very happy.
* The staff are very professional and caring! Very high standards of cleanliness, food etc. Would do and have recommended JNC to other people. Accounts dept was chaotic when Mr W was admitted and for many weeks later!
* All staff have always met our needs when visiting or calling the home.
* We were always happy with the care and support both he and ourselves received.

St.Catherine’s

* I like my TV and food and my new room and I like the gym

St.Joseph’s

* St Joseph’s is a caring and welcoming residential home. I am glad my relative is in a place this is supportive and safe.
* I have always found the staff to be professional. C is always clean and very happy. The staff have a good rapport with C.
* Just want to say that I find all the staff are real easy to talk about all issues concerning my granddaughter C. Also S the manager is always happy to sit and talk to me if I have any concerns for C. Most helpful indeed. Can’t praise them enough.

Nugent House School

* “To whom this may concern, This is not a complaint, this is a gratifying compliment, I used to be a pupil in one of your schools, Nugent House, after short contemplation I have concluded that I would never be anything like the man I am today without Nugent, I was so worried about leaving and when the time came and I left for college I still had all the support from school and care staff alike. I have heard that it has vastly changed in some good ways and bad however I would still like to compliment and thank you as a care charity and give my 100% gratitude to Nugent. This may seem pointless although I just feel it necessary to say; you are changing so many lives for the better. Thank you so much, anonymous email.”

Volunteering

* I am always made to feel most welcome by S and her staff.
* I have become more confident.

# Appendix

## Appendix 1

|  |  |  |  |
| --- | --- | --- | --- |
| Service Name  | 2015/16 | 2016/17 | % Increase/ decrease  |
| Adoption  | 1 | 2 | 100 |
| Clumber | 3 | 8 | 166 |
| Fundraising | 1 |  |  |
| Geel | 6 | 1 | -83.3 |
| Head Office |  | 1 |  |
| HSU | 3 |  |  |
| James Nugent Court |  | 7 |  |
| MRH |  | 1 |  |
| New Beginnings  |  | 1 |  |
| Nugent Community Choices  | 2 |  |  |
| Nugent House  | 8 | 11 | 37.5 |
| Public  |  | 1 |  |
| School Social Work |  | 1 |  |
| St.Catherine’s  | 56 | 40 | -28.5 |
| Total  | 80 | 74 | -7.5 |