



Annual Complaints Report 2017/18

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Introduction

This is the tenth annual report on complaints and compliments that Nugent has produced and covers the period 1st April 2017 to 31st March 2018.

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.'

All complaints are treated seriously whether 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.

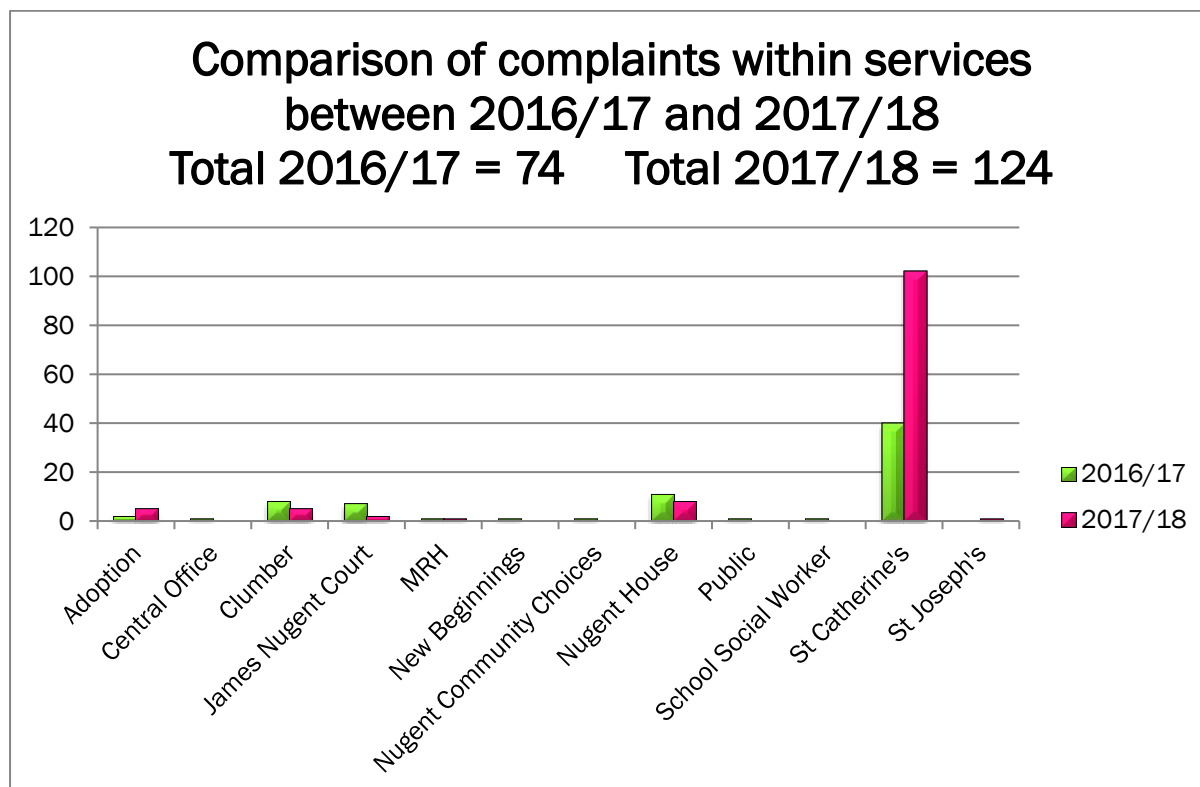
The majority of complaints received by Nugent are reported verbally by service users or their families.

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 2016/17 and 2017/18



A comparison has been made between the number of recorded complaints in 2016/17 and 2017/18. The total number of complaints between these years has increased from 74 in 2016/17 to 124 in 2017/18. This is an increase in reporting of 68% on the previous year.

The most significant increase is at St Catherine's, where recorded complaints have risen from 40 to 121 complaints in the past year, a 155% increase on the previous year.

There was an increase in the number of complaints from the Adoption service from 2 in the previous year to 5, a 150% increase on the previous year.

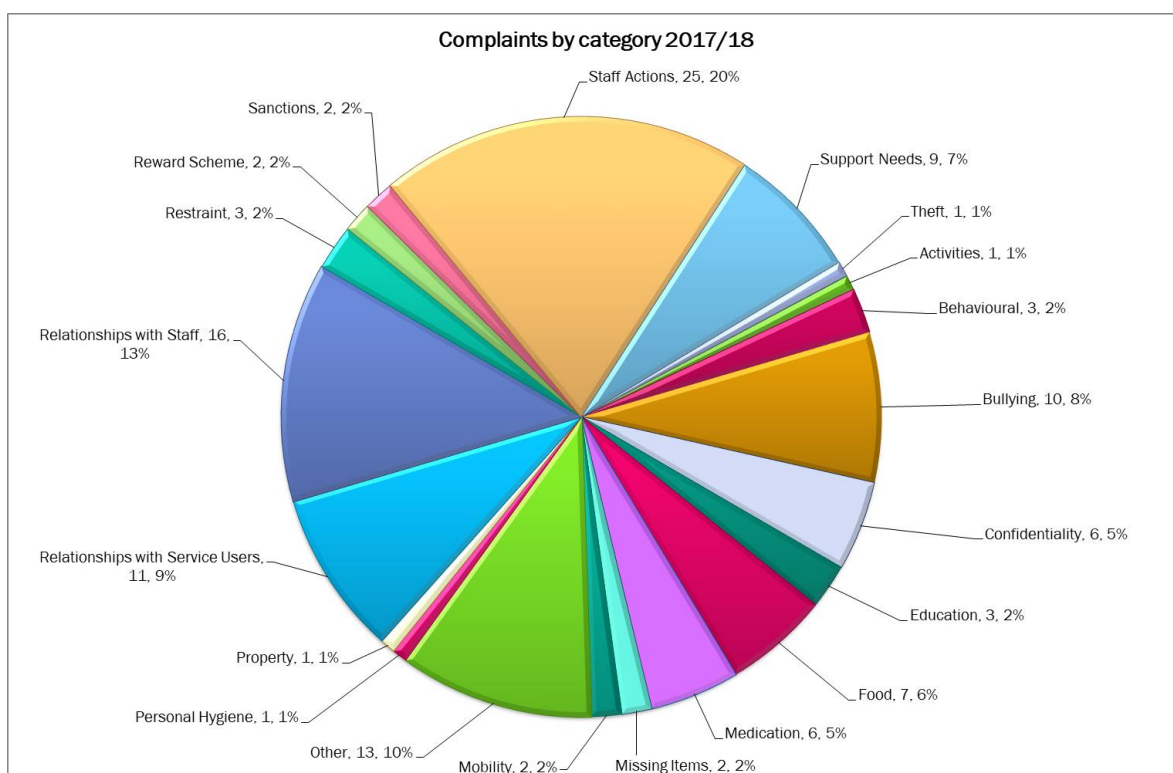
All other services have seen a fall in the number of complaints recorded or the numbers have stayed the same.

The number of complaints recorded at the St Catherine's site has always been much higher than complaints recorded by other services, and complaints recorded within the children's sector has always been significantly higher overall than those recorded in the adult and community services. This is partly due to the nature of the young people that we care for, who are not afraid of voicing their dissatisfaction. There can be a misconception within the adult and community services that making a complaint can have an adverse effect on the care given to the individual, or staff feeling that to have a lot of recorded complaints looks bad for their service.

As an organisation we need to embrace complaints as an opportunity to demonstrate both to our service users and their families and to the regulators and commissioning bodies that we take the views, wishes and feelings of the people we provide care for seriously and view complaints as an opportunity to demonstrate how we are improving our services rather than viewing complaints as being negative and showing our services in a bad light.

See appendix 1 for the table view of percentage increase/decrease in complaints by service.

Categories of complaints



Complaints are categorized into a number of headings for ease of reporting. This year we have added several new categories based on the types of complaints that have been recorded. The "Other" category is used where it is difficult to put a complaint into a specific category. There were 13 complaints (10%) in the Other category.

The largest category of complaints is Staff Actions, with 25 complaints (20%). These are mostly from the childcare sector and can include staff being noisy at night, talking in a way that the service users feel is inappropriate, such as talking about what they do after work, staff being rude and judgmental or feeling that staff spend more time with others than themselves.

The next category is Relationships with Staff, with 16 complaints (13%). Again the majority of these complaints are from the childcare sector and mainly involve the service users falling out with particular staff members and lack of communication.

Relationships with Service Users had 11 complaints (9%). All of these came from the childcare sector and involved service users falling out with each other and having arguments.

Bullying had 10 complaints (8%), all from the childcare sector and involved mainly name calling and racial comments. Bullying issues were mainly dealt with within forums between young people and staff advised to be vigilant for signs of bullying.

Support needs had 9 complaints (7%), all from the childcare sector. Most involve young people feeling that staff do not give them the time or support they need at times when they are feeling vulnerable and stressed.

There were 6 complaints (5%) regarding medication, all from the childcare sector. Young people have reported staff missing their medications on several occasions; medication not given on time, one young person said she was refused pain relief, although staff claimed she hadn't asked for any.

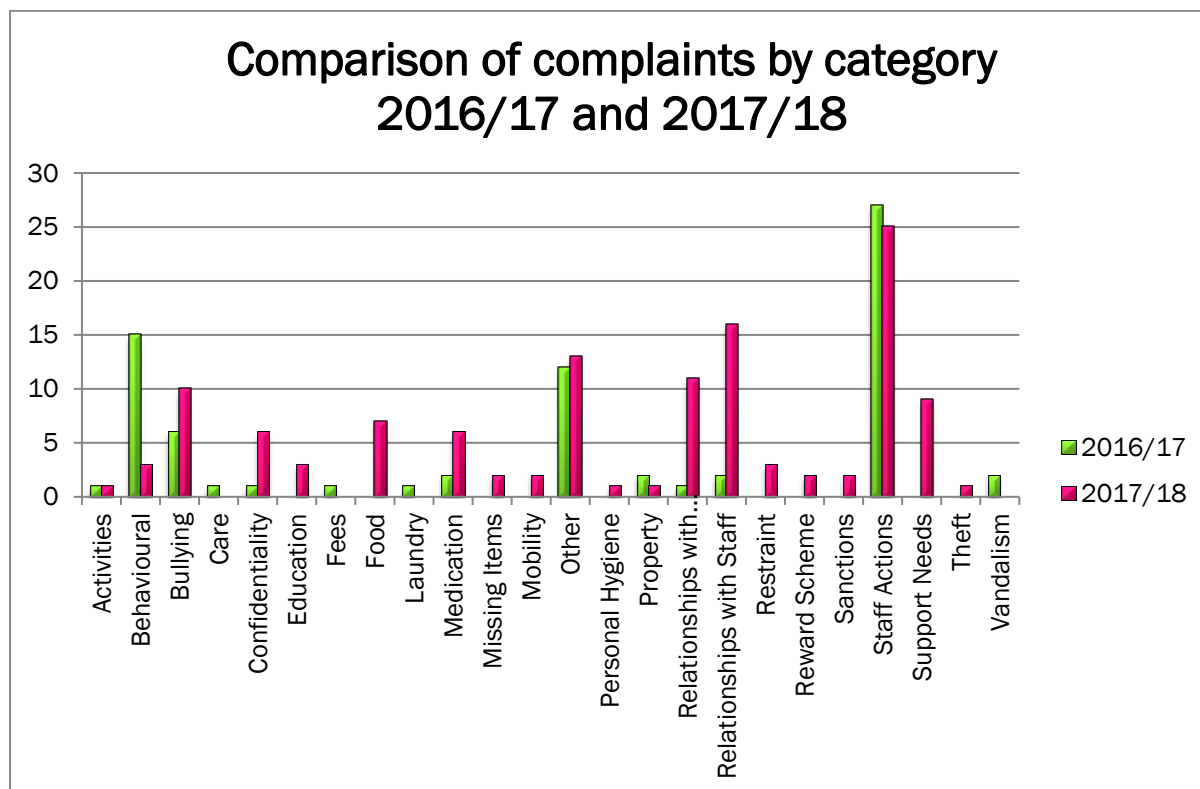
Seven young people (6%) complained about food, mainly the lack of choices on the menus. Some of the young people commented on this to Ofsted and there were meetings arranged for the young people to discuss menu choices that were more acceptable to them.

Three young people (2%) complained that they had not been able to access education, in fact they had limited access to education due to behavior issues. Also that the behavior of other young people made it impossible to learn anything in class and attempts were being made to make alternative arrangements for the group the young person attends.

There were also 6 complaints (5%) around confidentiality where young people felt that staff spoke about personal issues relating to them in front of other young people. This was to be discussed in staff meetings. One young person also complained that staff had given confidential information to her social worker, which was not upheld as the social worker was entitled to the information shared with them. There were also 2 complaints made by adopters regarding the handling of a safeguarding incident when they were contacted by the Local Authority despite asking to remain anonymous and where birth relative was upset that their details had been provided to an adoption agency for the purposes of tracing which caused difficulties with the wider family. Procedures have been reviewed and changes made.

The complaints from the adult sector involved clothes going missing, which were replaced by the home and labelled so they could be identified in the future, the lack of response from the manager of the home when relatives queried the cause of a hospital admission and a relative complaining that areas of the home were not kept clean.

Comparison of complaints by category 2016/17 and 2017/18



The overall trend in the number of complaints recorded has increased by 63% since 2016/17. Generally there is an increase in the number of complaints across all categories apart from Behavioral where there has been a significant 80% decrease from 15 complaints to 3.

There has been a 200% increase in complaints involving medication, coming from the childcare sector and mainly involving delays in the administration of medication. In previous years complaints about medication have mainly come from the adult sector.

We introduced five new categories this year as a response to the types of complaint we were seeing, these are Personal Hygiene, Restraint, Reward Scheme, Mobility and Sanctions.

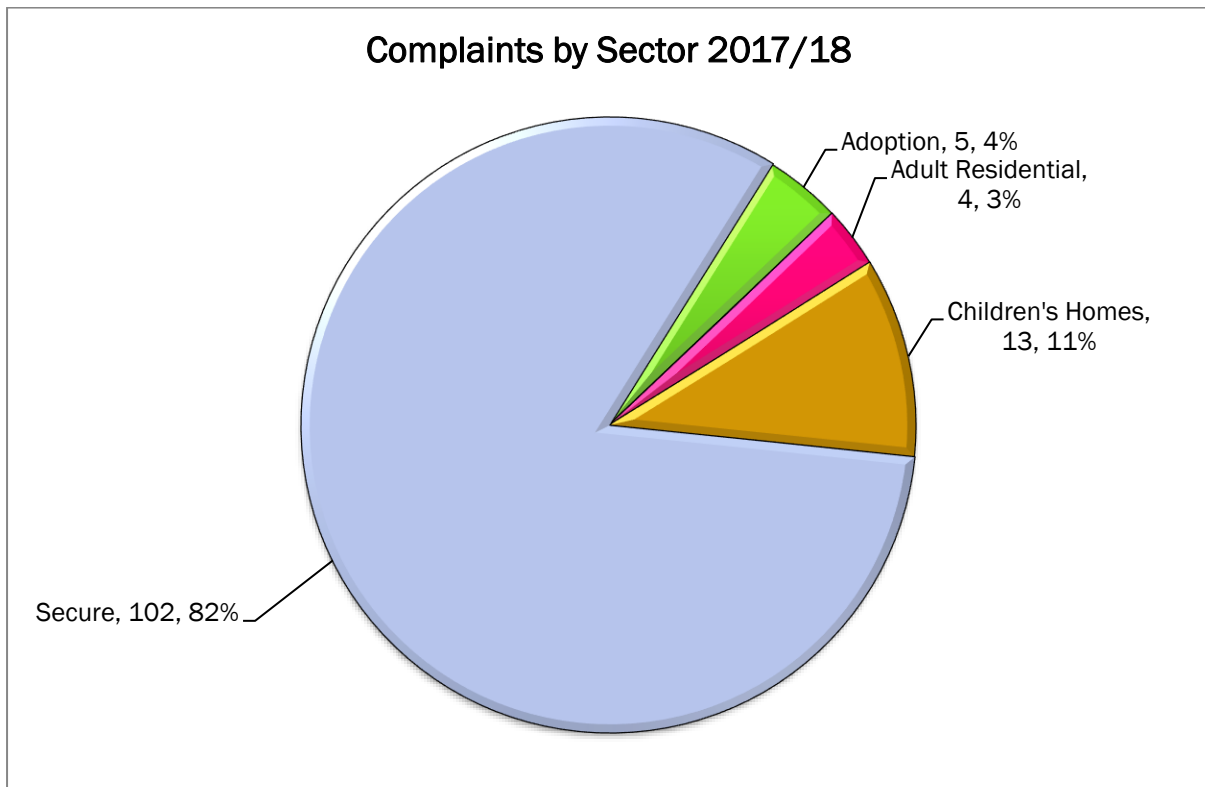
There has been a significant rise in the number of complaints involving Relationships with Service Users from 1 in 2016/17 to 11 in 2017/18, a 1000% increase. However, the number of complaints recorded in this category were substantially lower than we have seen in previous years and 11 complaints in this category is more in line with the norm rather than a significant increase.

There was also a significant increase in the number of complaints involving relationship with staff from 2 in 2016/17 to 16 in 2017/18, a 700% increase. This is considerably higher than we have seen in previous years. All complaints in this category have come

from Marydale and may arise from frustration of the young people, who have significant emotional and behavioral needs.

See Appendix 2 for a breakdown of type of complaints for each service.

Complaints by sector



The above chart demonstrates the complaints received for each sector that Nugent offers services in.

There were no complaints from the schools in 2017/18, although there were a small number of complaints from Nugent House Care, which have been included in the statistics for Children's Homes.

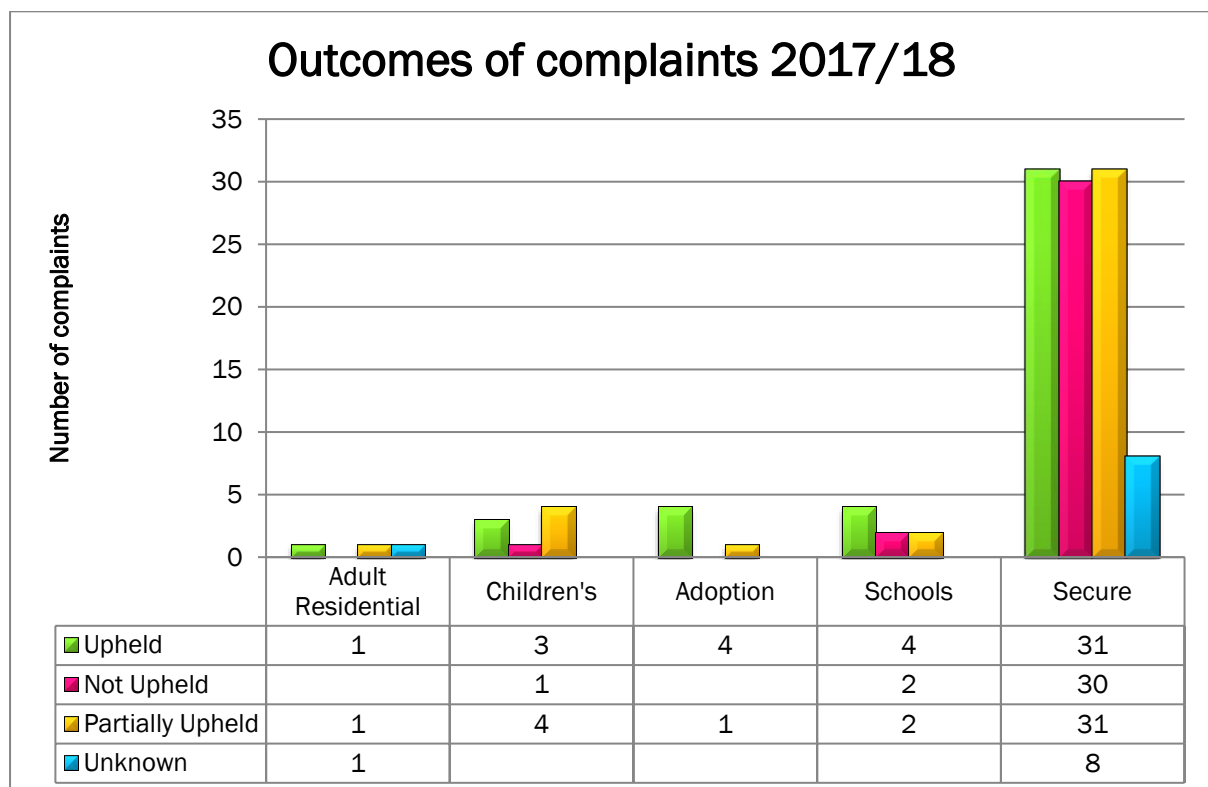
There were no complaints for Central Office, Community Choices, ICS, School Social Worker or the Public in the past year.

The childcare sector, including Children's Homes and Secure, accounts for 93% of the total complaints this year. The majority of complaints, 82%, originate from Secure, which is the norm when comparing to previous years. However, there is a 155% increase on the number of complaints recorded the previous year, from 40 complaints in 2016/17 to 102 complaints in 2017/18.

There has been a 56% decrease in the number of complaints reported by the Adult Residential Sector compared to last year, from 9 complaints in 2016/17 to 4 complaints in 2017/18.

There has also been a small decrease in the number of complaints from the Children's Homes from 19 in 2016/17 to 13 in 2017/18, a decrease of 32%.

Outcomes of complaints

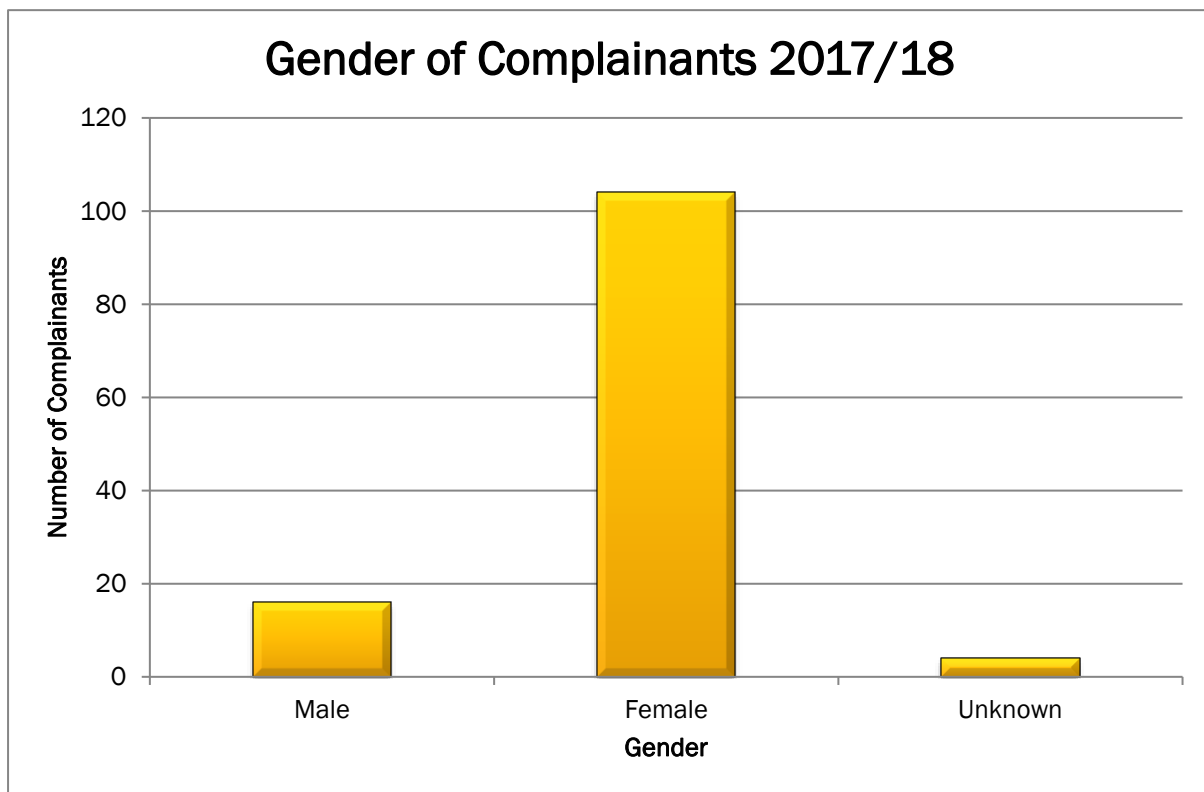


The above chart demonstrates the outcomes of complaints in each sector. Of the 124 complaints reported in 2017/18 43 (35%) were upheld, 33 (27%) were not upheld, 39 (31%) were partially upheld and for 9 (7%) the outcome is unknown as it was not recorded.

The number of complaints that were upheld has remained constant when compared with the previous year at 35%.

The number of complaints not upheld has fallen from 38% in 2016/17 to 27% in 2017/18. There has been an increase in the number of complaints partially upheld from 24% to 31% and there has also been an increase in the number of complaints where the outcome was unknown from 3% to 7%.

Gender of Complainants

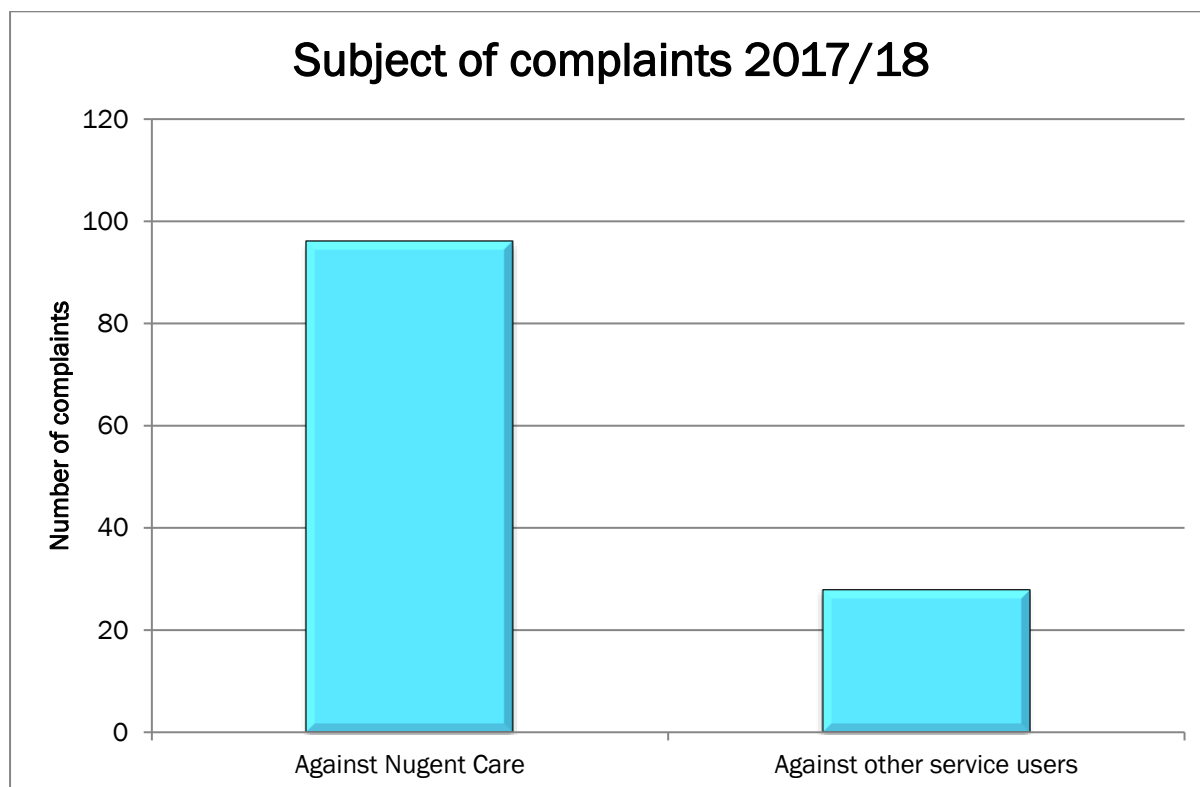


Nugent has looked at the gender of those people making complaints in order to identify trends.

In 2017/18 16 complaints (13%) were made by males, 104 (84%) were made by females and 4 (3%) were unknown.

These results echo those of previous years where there have been a much larger number of females making complaints than males. This is unsurprising given the fact that the majority of complaints have come from Marydale which is a service where the majority of service users are female.

Breakdown of the subject of complaints 2017/18



The majority of complaints, 96 (77%) were made against Nugent services provided, most falling under Staff Actions, Relationship's with Staff, Confidentiality and Medication.

There were 28 complaints (23%) made against other service users, mainly breakdowns in relationships, bullying and unacceptable behavior from others.

This breakdown shows a similarity in the subject of complaints from previous years, although a slightly higher percentage of complaints were made against Nugent than in the previous year.

Multiple complaints by individuals

Due to the high number of complaints at some services it was decided to investigate how many of the complaints were being made by the same individuals. It was found that at Marydale there are a number of individuals that have made multiple complaints over the last 12 months. Complaints of the same type are frequently, but not always made by an individual.

One young person was responsible for 19 of the complaints made at Marydale, this is 19% of the total number of complaints made at this service. Two young people were responsible for 20% of the total number of complaints at this service.

In all 17 young people were responsible for 94% of the 102 complaints made at Marydale. See table below for a breakdown.

Number of complaints	Number of young people	% of total complaints	
2	6	12	
3	1	3	
4	2	8	
6	2	12	
7	2	14	
8	1	8	
10	2	20	
19	1	19	
59	17	94	

Strategies put in place

As a result of complaints investigations undertaken during this period there are a number of strategies that have been put in place to resolve issues and reduce the likelihood of reoccurrence.

These include:

- processes reviewed and revised
- Reviewing and updating care plans
- Labelling of service user clothing
- Resolution meetings between young people
- Strategies to monitor and prevent bullying behaviour

Compliments

Service users and their relatives/carers will often praise the service verbally, which is difficult to capture. However, they will also write comments that praise the service 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.

Samples of compliments received in the past 12 months

Adoption

- Thank you for everything you have done for us. You have made the process less stressful. You have helped us meet our son, which we will never forget. Keep doing your great job.
- We just wanted to say a big thank you for all your help and support in the process. Thank you for your time and patience during the introduction period. It was much appreciated and very valuable having your support.

- I just wanted to let you know that the adoption social workers here at St Helens have been pleased with the quality of the lifebooks produced by Nugent Adoption. The social workers completing the work have been proactive in making contact with the social workers here and the foster carers. We have received positive feedback on the quality of the books from several adopters.
- I wanted to say a big thank you for the wonderful Christmas party – the children loved it and it was fantastic to meet so many wonderful people.

Clumber

- I think clumber is good for me I enjoy it here.
- I like it here.

James Nugent Court

- I feel all the staff in James Nugent care home have given my mother all the care and support she requires and have always responded to her appropriately. I am always informed if there is any issues regarding my mother's health and is dealt with immediately. Thank you to all.
- Yes, we are very pleased with the care and attention my mum gets. The place is always spotless. The staff seem to know her needs, I won't mention anyone in particular as that would be unfair to all the good staff at present.
- I have visited a dozen or so care homes and James Nugent Court is by far the best

Lime House

- My mother came in for respite, but it looks like she will be staying permanent it was very hard at first to see my mother in a home, but I know she is well looked after now at first there were some problems with her personal care, washing and dressing but we've overcome those. I go each day at different times only because of work commitments but I would like to say that all staff have been kind, supportive to myself as well as my mother. It was lovely to see her now when I walk in she's smiling I know then she's accepted where she is now.
- I always feel that every member of staff at Lime House treats all the residents with the utmost kindness and consideration. I don't think you could ask for anymore thank you everyone.
- From entering Lime House to the present time I have had no issue or problem with the care K receives. In fact, at times I consider they go over and above what is expected of them.
- I am pleased with the care provided to my mum. It's a new experience for both my mum and myself and it takes time to know how things work. She loves the home and carers and that's what is very reassuring for me as I have a busy work and life commitments. Thank you.

Margaret Roper House

- Staff are very kind and helpful.
- I am happy here and wouldn't want to go anywhere else.

New Beginnings

- Everything I have asked for support with there has always been help from my workers.
- Yes they are open and honest with me and understand what I need and what I don't.
- I believe it very important to have good Project workers with a wealth of knowledge and advice. It's important to have Project workers who are kind and understanding to your needs. P and R have provided the helpful advice I need. They have truly been excellent.

Wigan ICS

- H does bakery/cookery at base and also arts and crafts at base. Staff at Nugent are all very loving and generous to all carers and people being cared for.
- The staff at Wigan are excellent and will always go the extra mile for you. They have started cookery/art and craft. J enjoys both. They are always on the lookout for new activities.

Appendix 1 – Percentage increase/decrease in complaints by service

Complaints in Services	2016/17	2017/18	% Increase/ Decrease
Adoption	2	2	0
Central Office	1	0	-100%
Clumber	8	5	-38%
James Nugent Court	7	2	-71%
MRH	1	1	0
New Beginnings	1	0	-100%
Nugent Community Choices	1	0	-100%
Nugent House	11	8	-27%
Public	1	0	-100%
School Social Worker	1	0	-100%
St Catherine's	40	102	155%
St Joseph's	0	1	100%
Totals	74	121	64%

Appendix 2 – Breakdown of complaints for each service

Service name	Type of complaint	Number of Complaints
Adoption	Confidentiality	2
	Other	3
Clumber	Bullying	4
	Relationships with Service Users	1
James Nugent Court	Staff actions	1
	Other	1
Margaret Roper House	Missing clothing	1
Nugent House (Care)	Behavioural	1
	Bullying	1
	Food	1
	Property	1
	Relationships with staff	2
	Staff actions	1
	Support needs	1
St Catherine's (Open)	Mobility	1
	Staff Actions	2
St Catherine's (Secure)	Activities	1
	Behavioural	2
	Bullying	5
	Communication with staff	1
	Confidentiality	4
	Education	3
	Food	6
	Medication	6
	Missing items	1
	Mobility	1
	Other	8
	Personal Hygiene	1
	Relationships with staff	13
	Relationships with Service Users	10
	Restraint	3
	Reward scheme	2
	Sanctions	2
Staff actions	20	
Support needs	8	
	Theft	1
St Joseph's	Other	1