TRANSFORMING THE SOCIAL CARE COMPLAINTS SYSTEM

WORKSHOP 4

CHALLENGES WITH CURRENT SYSTEM

Pass from department to department

What is the point?

Nothing changes

stigma & discrimination

Complaint response have no compassion

Fear of making service (or lack of) worse

Do we record them?

Delayed responses

We need 20 more days...

Timescales

Some aspects of complaints take time
↳ visit families, individual, social work etc

Front line staff can fix things as & when they happen

Complaint is negative word

Finance- You have 7 days to respond - no empathy

Feels disconnected

Lack of capacity to investigate
↳ often managers

Staff turnover due to lack of funding

Lack of paid advocacy services

Some complaints out of our sphere of influence

Lack of staff

WHAT MAKES A GOOD COMPLAINT SYSTEM?

☑ Good set of principles

Brilliant theory

How enforced?

but how does it work in theory?

Carers are worn down

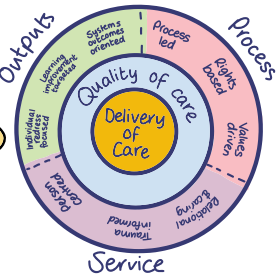
I have my job & complaints is an add on

Limits to what we can do - can't always meet complainant's outcome

Terminology = difficult for everyone to understand

Expectations
✓process led
? quick and simple

Not always



Is it meaningful?

Are complaints an auditing tool? Rather than a tool to resolve individual's outcome

Council pre-judge they don't understand the context

choice + control

DIFFERENT PERSPECTIVES

Process led

Should be outcome orientated

Improvement

Balance

Outcomes

Learning

Person-centred

Right format

Understand their rights

Simplify

Build relationships

Systems outcomes orientated

Complaint - negative
↳ human led

Workforce challenges

TENSION

Staffing

Funding

Trauma informed

Response influenced by their experience

See their perspective

✓resolve or explain

Rights based

We ALL have the same rights

eg family life

Learning & improvement targetted

Conversations → Service improvement plan

concerns

issues

Trauma

change

decompress

Relational & caring

compassion

Get to know me doc

Key worker

Communication

involve family in care plan

Individual redress orientated

Values driven

Families / care home prioritise values

keeping people safe

Everything is connected

Terminology -use plain English

Having a description of the words helps with translation

- ☆ Policy Lab
- ☆ Share notes & graphic
- ☆ Workshop in June - service users & carers

WHERE ARE WE NOW?

Clear language

What is the outcome you want?

How to make a complaint

Staff advertise right to complain

Positive culture around complaints

GOOD PRACTICE

Know your purpose

Support for staff who have received complaints against them

Sorry

An apology would be appreciated

Or acknowledge the hurt & upset

Council fund advocates who help people to make complaints

'Upheld' & 'Not upheld' makes it feel like a box-ticking exercise

Delays make it feel like you are being ignored

MAR APR MAY JUN JUL AUG