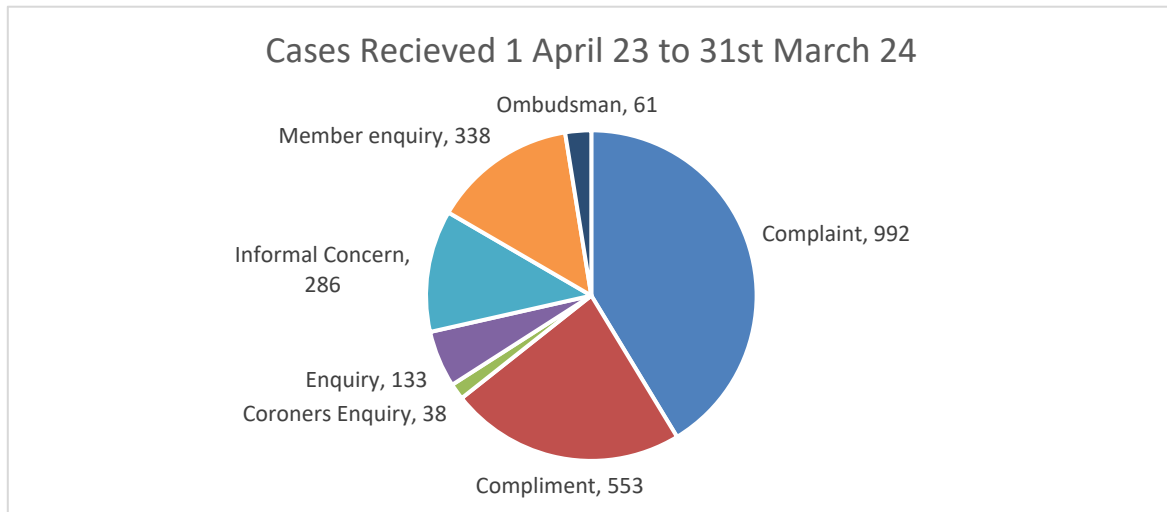
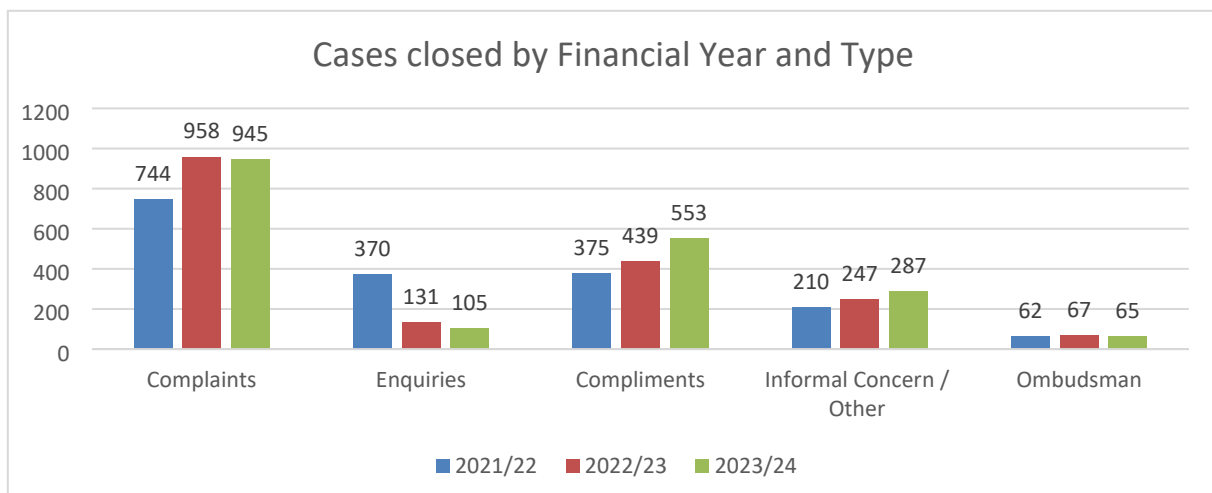


Appendix 1 – Statistical Data

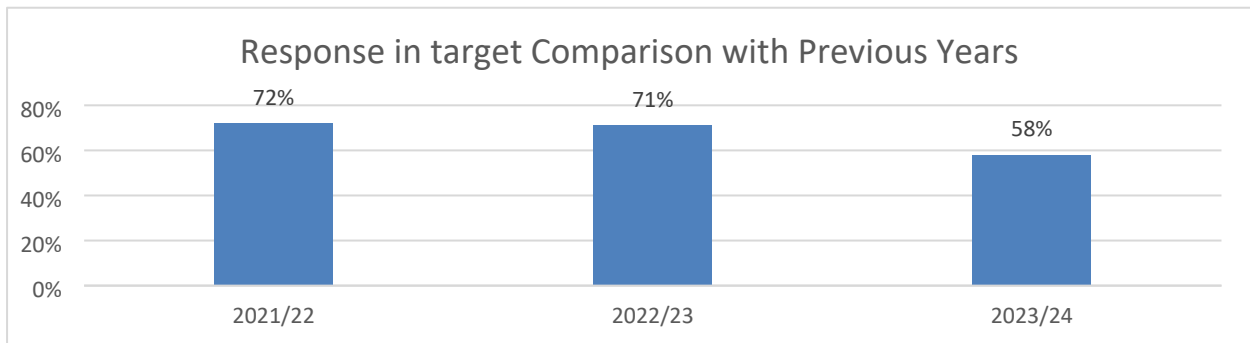


Received in year	Cases
Complaint	992
Compliment	553
Coroners Enquiry	38
Enquiry	133
Informal Concern	286
Member enquiry	338
Ombudsman	61

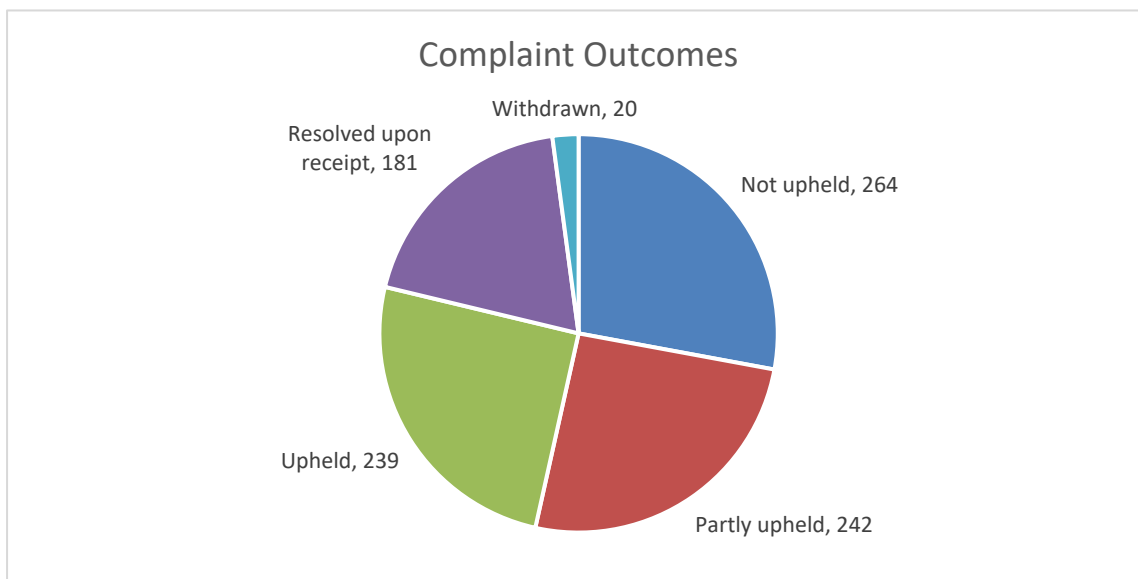


Closed in year	2021/2022	2022/2023	2023/2024
Complaints	744	958	946
Enquiries	370	131	105
Compliments	375	439	553
Informal Concern / Other	210	247	287
Ombudsman	62	67	65

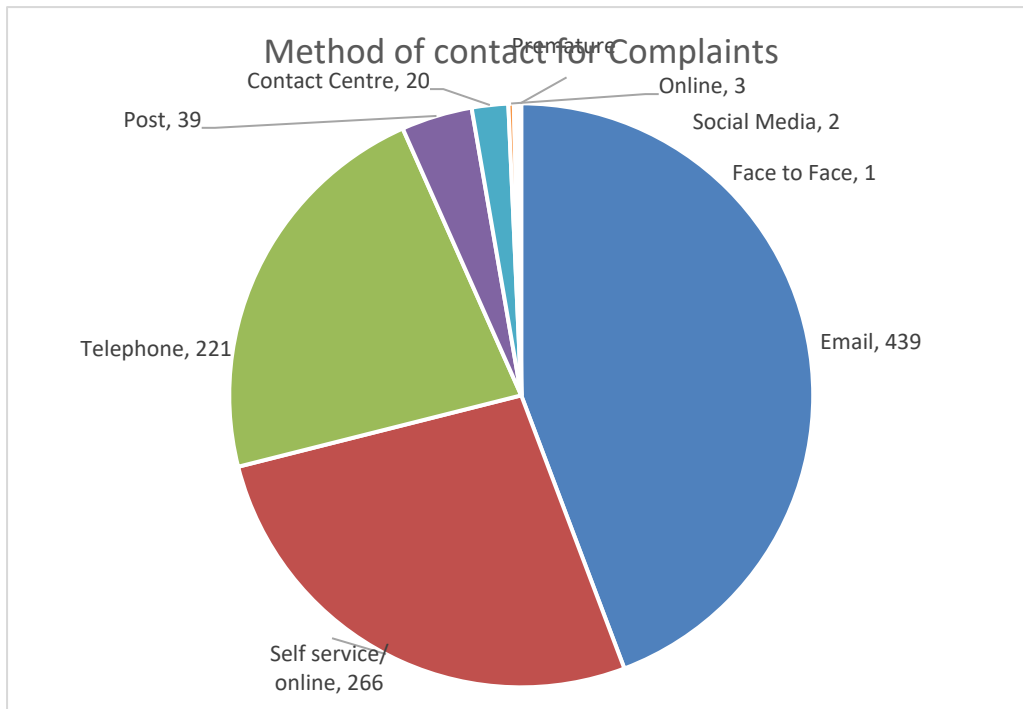
Response timescale for Closed Cases in 2023/2024	Total
Response within target	542
Late Response	404
Total	946
Percentage Within Target	58%



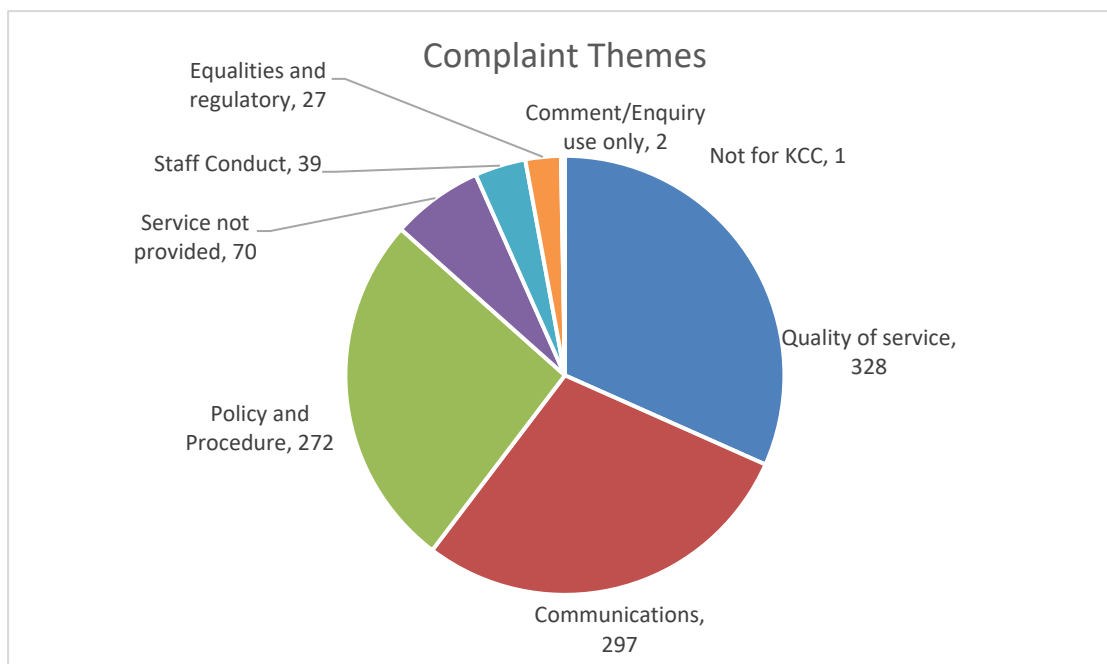
2021/2022	72%
2022/2023	71%
2023/2204	58%



Decision	No of cases	%
Not upheld	264	28%
Partly upheld	242	26%
Upheld	239	25%
Resolved upon receipt	181	19%
Withdrawn	20	2%
Total	946	



Method	Total	%
Email	439	44%
Self-service / online	266	27%
Telephone	221	22%
Post	39	4%
Contact Centre	20	2%
Online	3	0%
Social Media	2	0%
Face to Face	1	0
Premature Ombudsman	1	0
Total	992	



*Some complaints have multiple problem categories.

Problem	Total	Upheld/Partly upheld
Quality of service	328	153
Communications	297	139
Policy and Procedure	272	133
Service not provided	70	40
Staff Conduct	39	26
Equalities and regulatory	27	18
Comment/Enquiry use only	2	0
Not for KCC	1	0
Total	1,036	509

Appendix 2

Examples of Compliments Received

Accommodation Based services (Care Homes): A thank you received from a care provider. Who as has been in contact with the Commissioning team, to which they have been extremely helpful in talking and explaining their process due to a termination of their service to a client. Care provider was kept up to date, with what the next steps will be and this in turn will help the transfer for the client to another provider run smoothly and less traumatic.

Adult Short Breaks and Community Services: A thank you from service user's granddaughter's. She was very grateful and appreciative for all our help and support and said what a great team we are. Said we are a very knowledgeable and helpful, considerate team and thank you.

Area Referral Service: A thank you received for a Social Worker, "From the first contact I found her to be informed, pragmatic, caring and professional. She thoughtfully took me through a series of questions to understand my dad's needs, while always keeping in mind his wishes around his care and lifestyle. She showed great empathy when discussing the most personal of questions and situations".

Blue Badge : "My experience using the service has been excellent, the application process was simple, providing you have a computer and know how to upload documents. My expectations were managed but your staff exceeded all my possible expectations, in a Bank Holiday week as well! An excellent service and I really am very grateful and would like my thanks passed onto the relevant member of staff. Thank you so much x"

Contacting ASC: Service user thanked advisor for helping resolve an issue very quickly. She listened attentively to what I had to say, in what I must admit was a quite rambling monologue, she repeated back to me very accurately what she had written down while I talked. She then advised me how and within what time constraints my complaint would be dealt with. I very quickly received an email acknowledging my call. Thank you for your help and hard work on this.

Community Team Ashford and Canterbury: A thank you received from a family member. She was so happy and impressed with how efficient and professional the Social Worker was during the whole process and wanted to pass on her thanks.

Community Team – North Kent: I do appreciate how busy you must be, so thank you for getting back to us. Thanks for reaching out to us in the first place, and thanks again for all your support.

Community Team – West Kent:: "Many thanks for being our social worker. We felt safe and very privileged to be in your kind and knowledgeable care."

Community Team – Thanet and South Kent Coast: "I would like to express my thanks to XXX for her professional and caring help that she provided to me and my family when completing the review for my mum."

County Placement Team: “I would like to send a massive compliment to XXX in CPT team. XX spoke to me about finance support for mum who is now in a home, she was extremely empathetic as I was suffering with anxiety, after working and being a carer. XX reached out to me with care, compassion and made me feel that I could deal with the situation, with her support. XX kept in touch with me throughout, I honestly do not know if I could have managed without her. She is such an asset to you, XX is amazing at her work.

Deprivation of Liberty Safeguards (Countywide): Multiple thanks were given for the professionals of the DoLS Admin team, they are helpful, polite, quick to respond, organised and very supportive.

Early Discharge Team: “Firstly, I wish to pass on my appreciation and thanks for the brilliant and outstanding interventions you both have completed so far with patient SF from Kent. Your in-reach and linkins/networking and communication is exceptional and I wish to pass on our whole team gratitude for this which has made a significant difference to SF case.”

Finance Assessment Income Unit: “A thank you for XXX who was absolutely marvellous and very helpful just to say that he went above and beyond and gave wonderful support and it was a pleasure to talk to him. It has not always been my experience that this is the case when trying to deal with helping my mother with her dementia, especially when it comes to dealing with the council. However if everyone was like XX it would be an absolute pleasure.”

Integrated Care Centre: “Thank you all for your fantastic work and patience looking after my Dad. Thank you for making him comfortable in his weeks. It was rare for Dad to ever say he did not want to go home to his own house. But he told me he wanted to stay with you, so he was obviously happy.”

Independent living support: Caller would like to say thank you to all involved with fitting a hand rail, the person is very happy and appreciates what’s been done for her.

Kent Enablement at Home: Service user wanted to pass on his thanks to all the team. He was very grateful to the service and said how much we had helped him build his confidence. He was sorry we had to finish and was going to miss our visits.

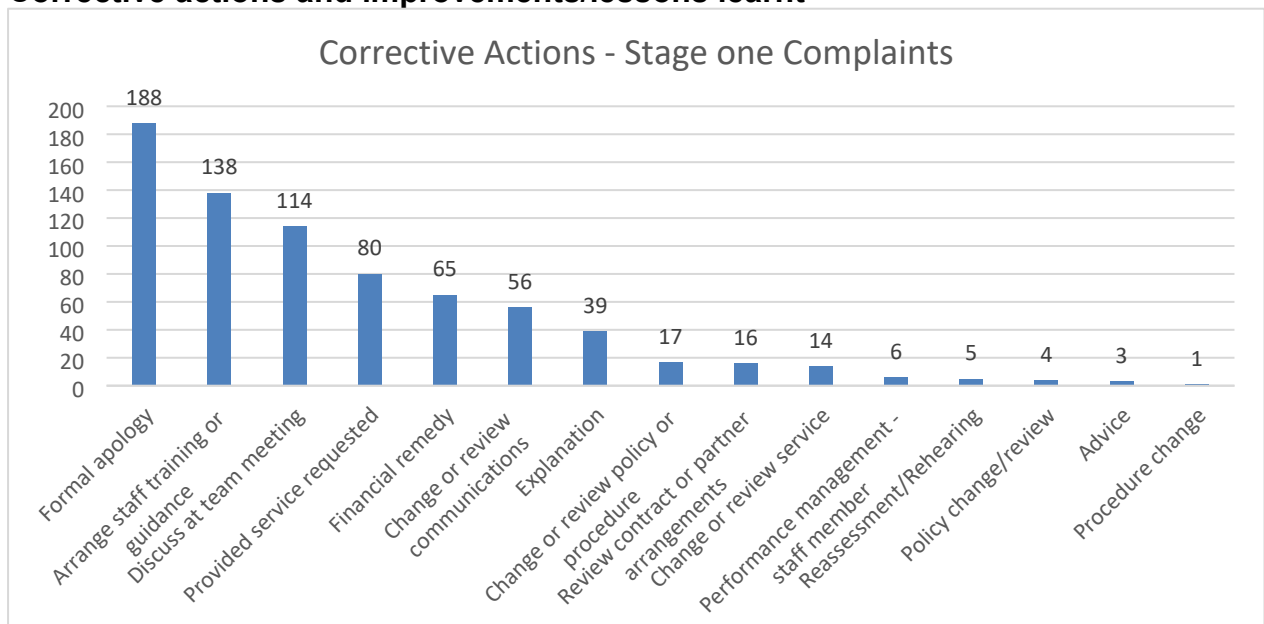
Mental Health - AMHP Service: Letter thanking team for care and support when moved from hospital to care home.

Occupational Therapy: Thank you so much for your kind advice and help yesterday it was so nice of you and we found your visit very helpful, informative, sympathetic and professional, it was lovely to meet with you.

Operational Support Services: “Thank you very much for all you have done to help us today. I very much appreciate the information you have provided in our telephone call this morning and in the emails you have sent me. I am particularly grateful for your clear, kind, patient and supportive response to our situation - sincere thanks”.

Strengthening Independence Service 16-25: “Thank you for everything you've done for XX and us all as a family. It will be a shame not to see you going forward but we're very close now to the works starting which is exciting. Thanks for the advice and help in getting equipment and so on for service user, we really appreciate it. Thanks again.”

Appendix 3 Corrective actions and improvements/lessons learnt

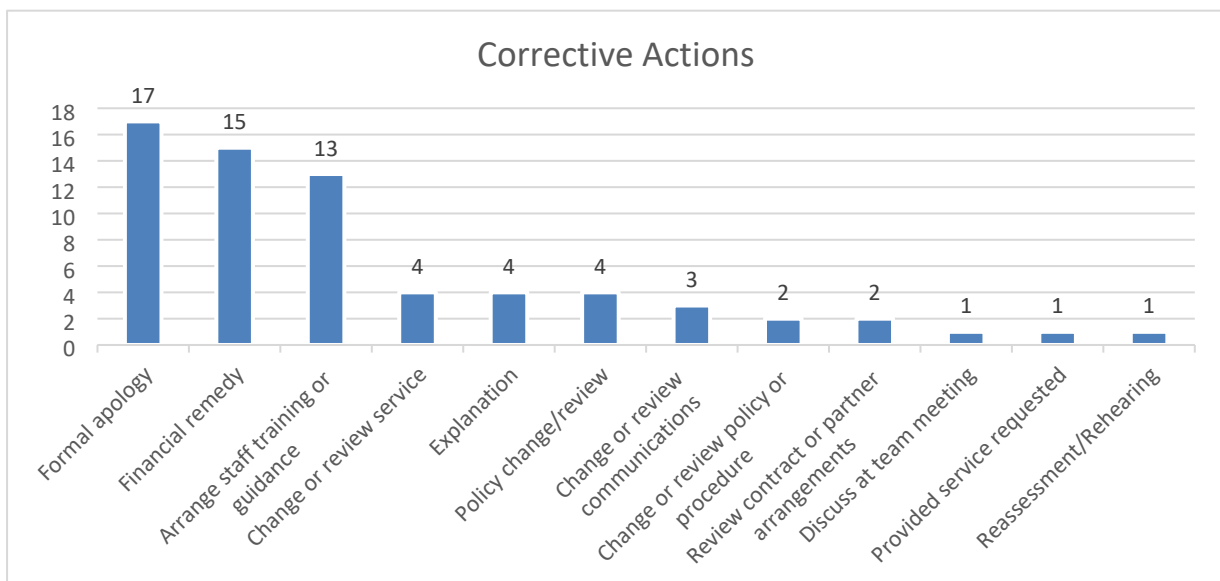


Action at Stage One	Total
Formal apology	188
Arrange staff training or guidance	138
Discuss at team meeting	114
Provided service requested	80
Financial remedy	65
Change or review communications	56
Explanation	39
Change or review policy or procedure	21
Review contract or partner arrangements	16
Change or review service	14
Performance management - staff member	6
Reassessment/Rehearing	5
Advice	3
Procedure change	1
Total	746

Appendix 4
Local Government and Social Care Ombudsman (LGSCO)

Details for Cases CLOSED by the LGSCO for the year ending 31 March 2024

Upheld: Maladministration and injustice	Not upheld	Closed: out of jurisdiction /no further action or withdrawn	Premature: referred back for local resolution	Total
20	7	23	15	65



Action	Total
Formal apology	17
Financial remedy	15
Arrange staff training or guidance	13
Change or review service	4
Explanation	4
Policy change/review	4
Change or review communications	3
Change or review policy or procedure	2
Review contract or partner arrangements	2
Discuss at team meeting	1
Provided service requested	1
Reassessment/Rehearing	1
Total	67

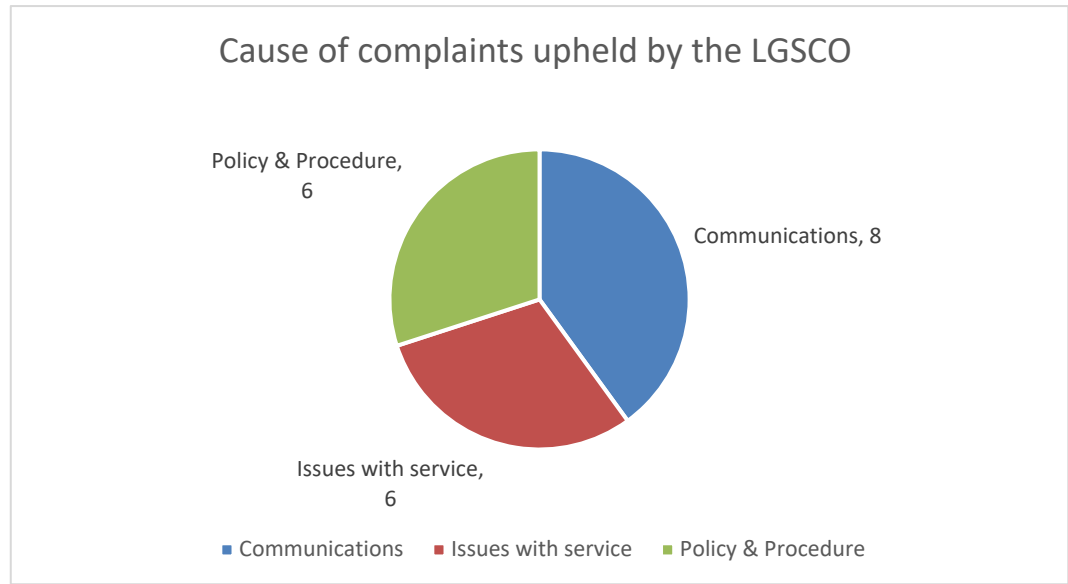
*cases can have more than one corrective action

Appendix 5 Local Government and Social Care Ombudsman information

Kent Adult Social Care and Health completed a total of 65 complaints which were escalated to the Local Government and Social Care Ombudsman (LGSCO) in 2023-24. Of these, 7 cases were closed with an outcome of Not Upheld, and 20 complaints assessed by the LGSCO were found to be Upheld, a further 23 were closed following our response to their initial enquiries as no further action or because the complaint fell outside of the LGSCO's jurisdiction, and 15 were referred for local resolution as they were considered premature and had not previously been through the Council's own complaints process.

Outcome	Closed after initial enquiries - no further action	Closed after initial enquiries - out of jurisdiction	Not upheld: No fault	Not upheld: No further action	Referred back for local resolution	Upheld: Fault and Injustice	Upheld: Fault, No Injustice	Upheld: No further action	Total
ASCH County Services	4	1	1	0	2	1	0	0	9
ASCH Service Provision (Countywide)	0	0	0	0	0	1	0	1	2
Adult Commissioning Team	0	0	0	0	0	0	1	0	1
Business Delivery Unit	1	0	0	0	0	0	0	0	1
Children, Young People and Education	0	2	0	1	1	3	0	1	8
East Kent - Ashford and Canterbury	1	0	1	0	1	0	0	1	4
East Kent - Thanet and South Kent Coast	2	1	0	0	7	2	0	0	12
Enablement and Support Services	3	0	0	1	2	0	0	0	6
Finance (ASC)	2	0	0	0	0	1	0	0	3
Strategic Commissioning Unit	0	1	0	0	0	0	0	0	1

West Kent - North Kent	3	0	2	0	2	4	0	0	11
West Kent - West Kent	2	0	1	0	0	3	1	0	7
Total	18	5	5	2	15	15	2	3	65



Causes of Upheld Complaints	Total
Communications	8
Issues with service	6
Policy & Procedure	6

Appendix 6

Local Government and Social Care Ombudsman Decisions

Upheld: Fault and Injustice No further action, Organisation already remedied: Charging - 18 April 2023 (22 012 006)

Summary: Mr X, on behalf of his wife, complained the Council asked them to sign a charging letter for a package of care without completing a financial assessment or giving any indication of what the cost would be. The Ombudsman does not intend to pursue this complaint further as the Council has provided a suitable remedy by apologising, cancelling the first invoice and making a goodwill gesture of £50.

Upheld: Fault and Injustice: Communication, charging - 5 December 2023 (23 005 403)

Summary: Mr C complained that the Council failed to properly communicate with him about funding for his aunt's (Mrs D's) care home fees. This caused him distress and uncertainty about whether she would have to move and how much it would cost. We found the Council delayed in reaching a clear decision on Mrs D's case and failed to communicate adequately with Mr C. The Council has agreed to apologise to Mr C, pay him £300 and improve its procedures for the future.

Upheld: Fault and Injustice: Charging - 29 August 2023 (22 028037)

Summary: There was no fault the Council asked Mrs X to contribute to her care costs. There was fault in how it involved Mrs X in a new financial assessment and when it told her she would be liable for charges. This caused Mrs X an injustice because she was liable for charges she did not know about, and this caused avoidable distress. The Council have already taken steps to prevent a reoccurrence of the fault and offered Mrs X a personal remedy during our involvement. It has now agreed a further payment to Mrs X to fully recognise this injustice.

Upheld: Fault and Injustice: Charging, Communication - 20 April 2023 (22 010 884)

Summary: Mrs X complained on behalf of her son, Mr Y. She complained the Council has not considered all Mr X's disability related expenditure (DRE). Mrs X also complained about the lack of clear information available to her, poor communication and delays from the Council. She says this caused distress and anxiety and Mr Y has paid more for his care than he should have. There was fault in the way the Council considered disability related expenditure, did not provide clear information and there were delays in this case. Mrs X and Mr Y suffered from the uncertainty about the financial contributions to Mr Y's care and Mrs X was put to time and trouble to complain. The Council should apologise to Mrs X and Mr Y, pay Mrs X £200 to acknowledge the time and trouble she has been put to, reassess Mr Y's disability related expenditure and remind its staff to consider each case individually.

Upheld: No further action: Charging - 6 November 2023 (23 003 517)

Summary: Ms X complains on behalf of Mr Y. She said the Council failed to give Mr Y all relevant information or tell him about the costs of his care package before the care package started. We discontinued our investigation. That is because the Council offered a suitable remedy and there is no significant remaining injustice. Further investigation would not lead to a different outcome and there is no worthwhile outcome achievable by continuing the investigation.

Upheld: Fault and Injustice: Charging - 18 October 2023 (22 014 771)

Summary: The Council's stated process for care needs and financial assessments appears to be in accordance with The Care Act 2014 but in practice 87% of cases do not follow this process. Failure to provide a personal budget as part of the care and support plan and before services are provided, is fault. The Council should review its processes to ensure cases are assessed in accordance with the Care Act requirements.

Upheld: Fault and Injustice: Communication - 2 August 2023 (22 017 446)

There was no fault in the way the Council reached decisions about Mr Y's capacity or in his return home. There were faults in communication with Mrs X and for the delay in referring her and her sister for a carers' assessment which the Council has already apologised for. It has also agreed to make service improvements as part of its complaint response to Mrs X.

Upheld: Fault and Injustice: Communication - 20 June 2023 (22 015 337)

There was fault in the care that was provided to Mr C and there was poor communication relating to the safeguarding enquiries into the care. Both councils have agreed to apologise, to pay a financial remedy and to remind staff of the importance of involving the person at the centre of a safeguarding enquiry in the enquiry.

Upheld: Fault and Injustice: Delays, Communication - 3 July 2023 (22 014 434)

Miss B complained the Council has failed to arrange the care package set out in her care and support plan. She also says the Council failed to stick to the communication plan it agreed following a previous Ombudsman's decision. We find the Council was at fault for its delays in securing the care package. The Council has agreed to our recommendations to address the injustice caused by fault.

Upheld: Fault and Injustice: Communication - 20 December 2023 (23 006 659)

Summary: We found there was delay in acting and that the Council's communication could have been improved, causing Mr X frustration. We recommended the Council provided a written apology and send a written explanation of its decision on Mr X's request for additional care for his mother.

Upheld: Fault and Injustice: Communication, safeguarding - 23 January 2024 (23 006 015)

Summary: Ms C complains the Council took unnecessary safeguarding action, did not follow her advice, and placed her son, Mr D at risk. The Council is not at fault for carrying out safeguarding, there are faults however in the process it followed and in its communication with Ms C. To remedy the complaint the Council has agreed to apologise to Ms C, make a symbolic payment, and remind staff about the policies they need to follow when completing safeguarding.

Upheld: Fault and Injustice: Delays, communication, lack of information - 24 November 2023 (23 002 205)

Summary: Mrs X complained that the Council failed to provide her with information to enable her to repay direct payments. She also complained that it delayed in providing an advocate for her adult son and in completing a Care Act assessment for him resulting in his care and support needs being unmet. She also said there were

several changes in social worker causing the family distress. We found the Council delayed in providing Mrs X with a new invoice so she could make the repayment and failed to keep the family informed about changes in social workers. The Council has apologised and agreed to make a payment in recognition of the injustice caused.

Upheld: Fault and Injustice: Lack of care and support - 31 August 2023 (22 008 438)

Summary: Ms X complained the Council failed to provide her with support to meet her social care needs after she self-referred to it in March 2021. We upheld the complaint, finding a series of failings in the service Ms X received. These led to her not receiving support she needed and caused distress. We recognised the Council had provided Ms X with a meaningful apology and symbolic payment. But we did not consider these actions went far enough. The Council has accepted these findings and at the statement we set out the further action it has agreed to remedy Ms X's injustice and to improve its service to try and prevent a repeat.

Upheld: Fault and Injustice: Lack of care and support - 29 November 2023 (23 000 897)

Miss X complained the Council left her without a Direct Payment or a support package for a long period of time. We have found fault with the Council who have agreed to remedy Miss X's injustice.

Upheld: Fault, No Injustice: Assessment and review - 29 September 2023 (22 017 438)

Summary: Mrs Y complained about the Council's assessment and review of Mr X's care and support needs. We have found fault by the Council in failing to review, or properly review, Mr X's support needs from 2018 to 2020. But we do not consider this caused Mr X any injustice.

Upheld: No further action: Contact - 18 December 2023 (23 011 157)

Summary: We will not investigate Mr X's complaint about the Council's decision to file an application to the Court of Protection which led to interim restrictions being placed on the family regarding contact with his son. This is because an investigation would not lead to different findings or outcomes.

Upheld: Fault, No Injustice: Residential care - 12 February 2024 (23 005 285)

Summary: Mrs Z complained a care home failed to provide appropriate personal care to her father-in-law, Mr X, as well as losing some property and failing to safeguard and follow proper financial procedures. There is no fault in respect of the personal care provided by the Care Home. Any fault in respect of failing to follow correct procedures did not result in a significant injustice to Mr X. **41091182**

Upheld: Fault and Injustice: Residential Care - 26 April 2023 (21 017 455)

We found fault by the Council and Trust with regards to the care and treatment they provided to Mr Y when he was resident in a local care home. The Council and Trust will apologise to Mr Y's daughter, Miss X, and pay her a financial sum in recognition of the distress caused to her by this fault. They will also take appropriate action to prevent similar problems occurring in future.

Upheld: Fault and Injustice: OT Equipment - 4 January 2024 (23 001 147)

There was fault by the Council. The Council failed to ensure that Occupational Therapy equipment was delivered for reablement care. It is not possible to remedy this injustice now, other than apologising, as the complainant is in a different care situation. The Council's reassessment and decision to charge for care at home after the complainant was no longer reaching the goals needed for reablement care was without fault.

Upheld: Fault and Injustice: Storage of personal items - 24 August 2023 (22 011 911)

Summary: Mrs Y complained on behalf of her late sister, Mrs X, that the Council unnecessarily decided to store Mrs X's unwanted belongings when she went into residential care, resulting in substantial storage charges. The Council was at fault for not consulting Mrs Y about its decision and for not carrying out a best interests assessment.

Not upheld: No fault: Residential Care -19 February 2024 (23 007 529)

Ms D complained about the Council's handling of her concerns regarding the behaviour of residents and staff at a care home next to her home. This included trespass, items thrown into her garden and residents' welfare. We found no fault in the process the Council followed to investigate and mitigate her concerns as part of its adult social care and safeguarding role. The Council was not the body responsible for investigating anti-social behaviour, we cannot therefore consider this further.

Not upheld: No fault: Residential Care - 23 November (22 015 550)

Summary: Mrs E has complained about a nursing home in relation to the care of her husband, Mr E. I found fault with the Home in managing Mr E's nutrition and personal hygiene and the Home has now carried out service improvements to address these faults. I did not find fault with the other issues in this complaint.

Not upheld: No fault: Care Assessment and Plan - 5 June 2023 (22 013 346)

Summary: Mr X complained the Council failed to understand his care needs and provide him with the necessary support. Mr X said the Council's support workers were rude and unprofessional and this has caused him stress and upset. We do not find the Council at fault.

Not upheld: No fault: Safeguarding - 12 February 2024 (23 010 048)

Summary: Mrs Z complained on behalf of her husband Mr Z, that the Council and Care Home wrongly accused him of mismanaging his father's finances and wrongly reported him to the police. She says this caused distress and impacted their health. There is no fault as the Council correctly began a safeguarding investigation when concerns about finances were raised and correctly involved the police.

Not upheld: No fault: Blue Badge - 24 April 2023 (22 013 930)

Summary: Miss X complained the Council has failed to properly consider an application she made for a blue badge for her son. She said without a blue badge, it limits the opportunities he has to access the community. The Ombudsman does not find fault in the Council's actions.

Not upheld: No fault: Blue Badge - 2 February 2024 (23 004 980)

Mr X complains the Council failed to consider all his health needs when he applied for a blue badge. We do not find fault with the Council, so we cannot therefore criticise the merits of its decision.

Not upheld: No further action: Financial Assessment - 29 November 2023 (23 006 903)

Mrs X complained the Council failed to consider disability related expenditures when carrying out a financial assessment for her son and delayed completing the assessment. We are discontinuing our investigation into Mrs X complaint as we cannot say that Ms X is a suitable representative.

Not upheld: No further action: Charging - 7 March 2024 (23 013 638)

Summary: We have discontinued our investigation into Mr C's complaint about how the Council charged his father for care. The Council has now offered to waive the Outstanding charges and has also offered Mr C and his father symbolic remedies for any injustice they have been caused. This means there is nothing we could add by investigating the complaint further.