

Report : How many complaints about care and support

Between November 2020 to January 2021

Number of complaints between August to October 2020: 53

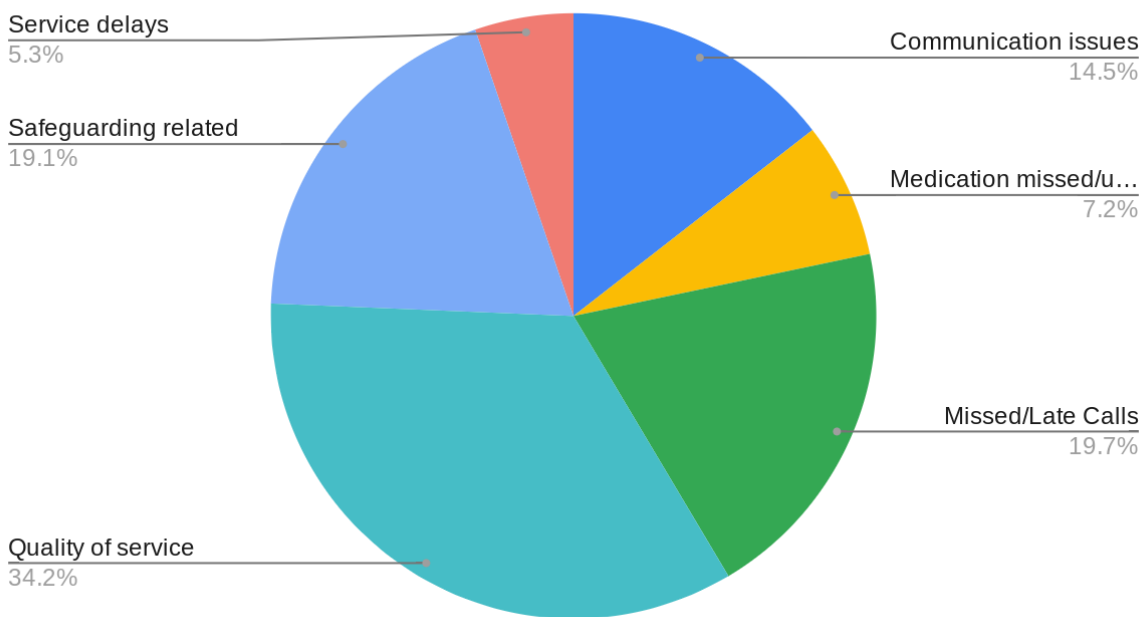
Number of complaints between November 2020 to January 2021 : 77

Complaints about Home Care : 60

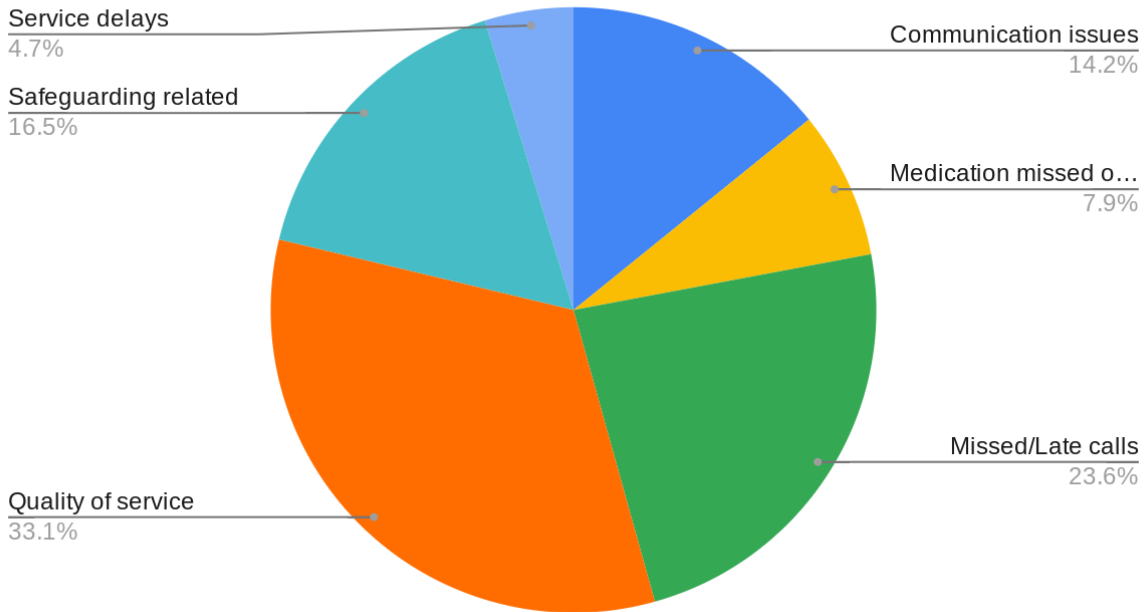
Complaints about Care Homes : 9

Complaints about other types of care and support : 9

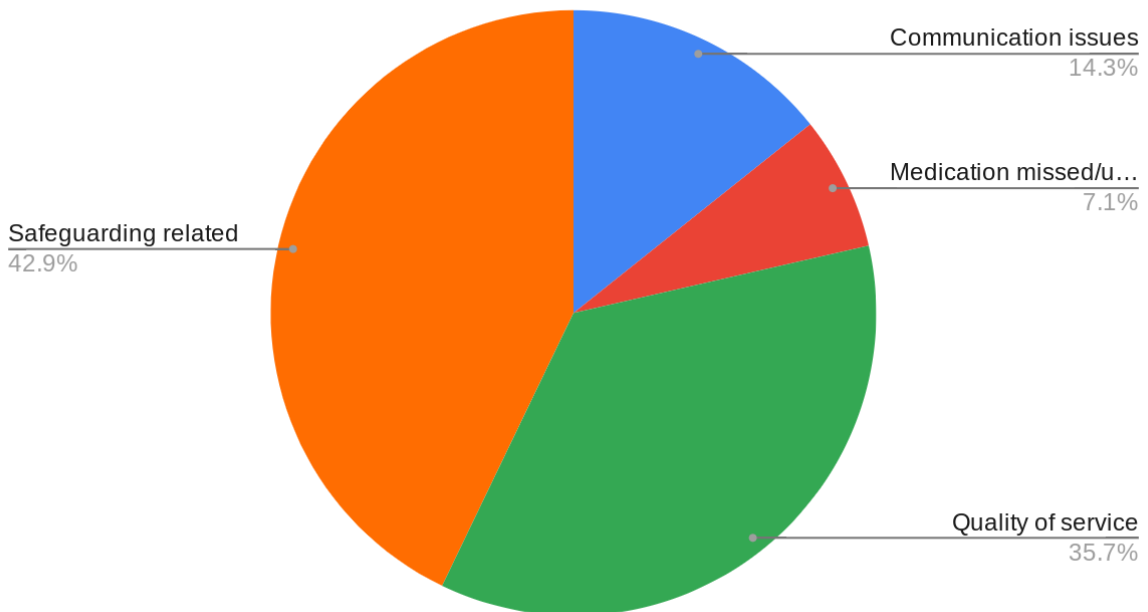
Overall Concerns 1 Nov 2020 to 31 Jan 2021



Home Care Concerns total 60



Care Home Concerns total 9



How well we work

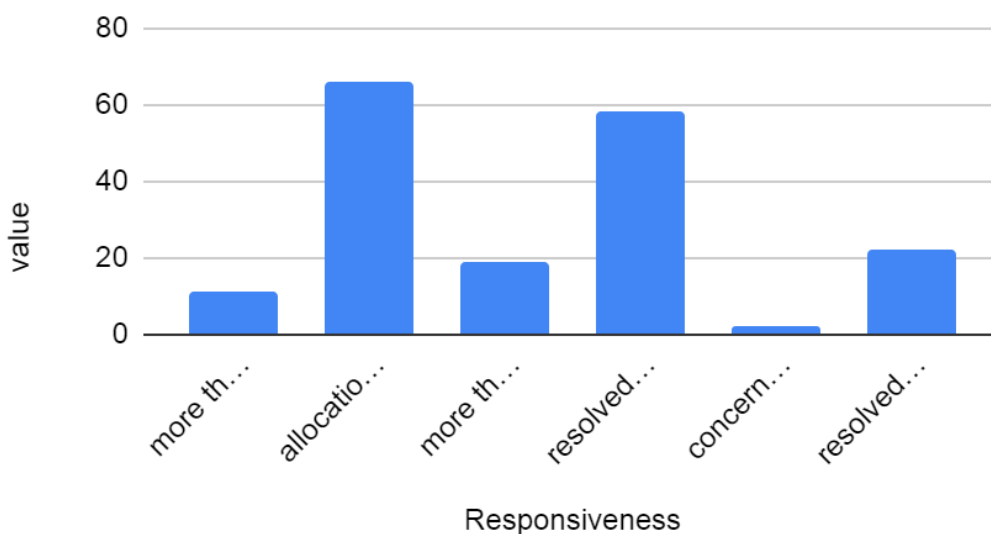
When we hear about a complaint, we try to make things better for people.

We try to listen to people and make things better in one month.

This time, we were late with some of the complaints. This is because of the other work we had to do with the Covid virus.

Sometimes we make things better by having a meeting with the people who use services and the company who provide care and support. This is called a 'Resolution Meeting'.

How well is the Quality Team working?



What we think about this report

This is the second report we have made. We had lots of meetings between people who complained and the service for care and support. This solved a lot of problems.

'Allocation' is when we decide who will try to make the complaint better.

We try to decide who will work on a complaint in a week.

We were sometimes late.

Sometimes, we have a problem with the computer system we use, but this has been getting better.

After looking at all the complaints, we saw that the number of times there was a complaint about medicines was more than last time.

We will be sending information to companies who give care and support about how to train their staff better and give medicine the right way.