

Complaints about care services in Scotland, 2011/12 to 2015/16

A statistical bulletin

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Executive Summary

Care services operating in Scotland must be registered with the Care Inspectorate. We are responsible for registering and inspecting almost 14,000 care services, ensuring that standards are high and supporting improvement where necessary.

Our complaints procedure allows people who use services, their friends, families and others, to raise with us concerns they have about care services in Scotland. It enables us to ensure people in Scotland receive high quality, safe and compassionate care.

This report presents a range of statistical information from complaints about care services over the past five years. The volume of complaints received over that period has increased from 2,800 received in 2011/12 to 4,086 in 2015/16. Over the same period, the quality of care overall has improved, with the percentage of services achieving grades of good or better for all quality themes increasing from 85% to 88%. The increase in complaints received may reflect an increasing awareness of the Care Inspectorate's role in investigating complaints as well as rising public expectations of care.

The majority of the complaints we investigate each year are upheld – 59% were upheld in 2015/16. This varies by type of service, with complaints about care at home most frequently upheld (75%) while complaints about childminders were upheld in only 49% of complaints investigated.

Most complaints are made by friends, relatives and carers of people using a service (45%), compared with only 9% from people who use services themselves. The main aspects of care that people complained about were communication between staff and people using care and their representatives, and staffing levels.

We receive, investigate and uphold more complaints about care homes for older people than for any other type of service – one in three care homes had had at least one complaint upheld about them during 2015/16. Specific healthcare issues such as nutrition, medication, tissue viability and inadequate care and treatment are a significant theme amongst complaints upheld about care homes for older people, as are complaints about staff, including skills, qualifications and staffing levels.

Our focus in all areas of our work, including complaints, is on improving quality of care and outcomes for people who use care services. We do this both in the course of the investigation as well as using the intelligence from complaint investigations to help us better target problem areas.

We have been consulting on our complaints procedure and plan to introduce changes that make it more accessible for people who use care services, as well as helping us better prioritise how we deploy our resources to target and focus our scrutiny and improvement in areas of the highest risk to people.

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1. Introduction

Care services operating in Scotland must be registered with the Care Inspectorate. We are responsible for registering and inspecting almost 14,000 care services, ensuring that standards are high and supporting improvement where necessary. The main types of care services are childminders, nurseries, care homes, care at home and housing support, but we also regulate a large number of more specialist services providing care. We take enforcement action where standards fall below acceptable levels, and investigate complaints.

This statistical report on complaints handling examines the trends in complaints received and investigated over the last 5 years with a particular focus on the year 1 April 2015 to 31 March 2016.

Whilst often complaints and concerns can be best dealt with by staff and managers in a care service, anyone concerned with or not happy about a regulated care service can make a complaint directly to us. Complaints can be made in writing, through our website, or by telephone through our contact centre. Complainants can opt to remain anonymous if they wish.

Since 2011, we have seen a rise in the number of complaints about care services. This does not necessarily mean that care is getting worse. Indeed, between March 2011 and March 2016, the percentage of services graded good, very good, or excellent for all quality themes rose from 85% to 88%.

There are a number of other factors that have contributed to this increase. The Care Inspectorate actively promotes its complaints function. The reason for this is not only to help people resolve concerns about the quality of care, but because we use intelligence from complaints to plan our inspections. If there is an unusual pattern of complaints in a care service, we may bring forward the next planned inspection and focus on particular areas of concern identified through the complaint or other intelligence. As a result of our active promotion of our complaints function, people are more aware of their rights and they know who to complain to when they are not satisfied.

Over the five years covered, the Care Inspectorate has continued to review and refine how we investigate complaints: most recent by creating a single contact centre through which most complaints are received. In its 2011 inquiry into the regulation of care for older people, the Scottish Parliament's Health and Sport Committee noted the importance of the complaints process in effective scrutiny of care services, and encouraged the Care Inspectorate to raise the profile of its complaints process.

Since then, additional online and printed materials in care services have increased the awareness of the complaints process. Our 2014 public awareness campaign, which precipitated an immediate sharp increase in the volume of complaints we received, has also seen a sustained, although less dramatic, increase in the volume of complaints we receive.

2. How many complaints were received?

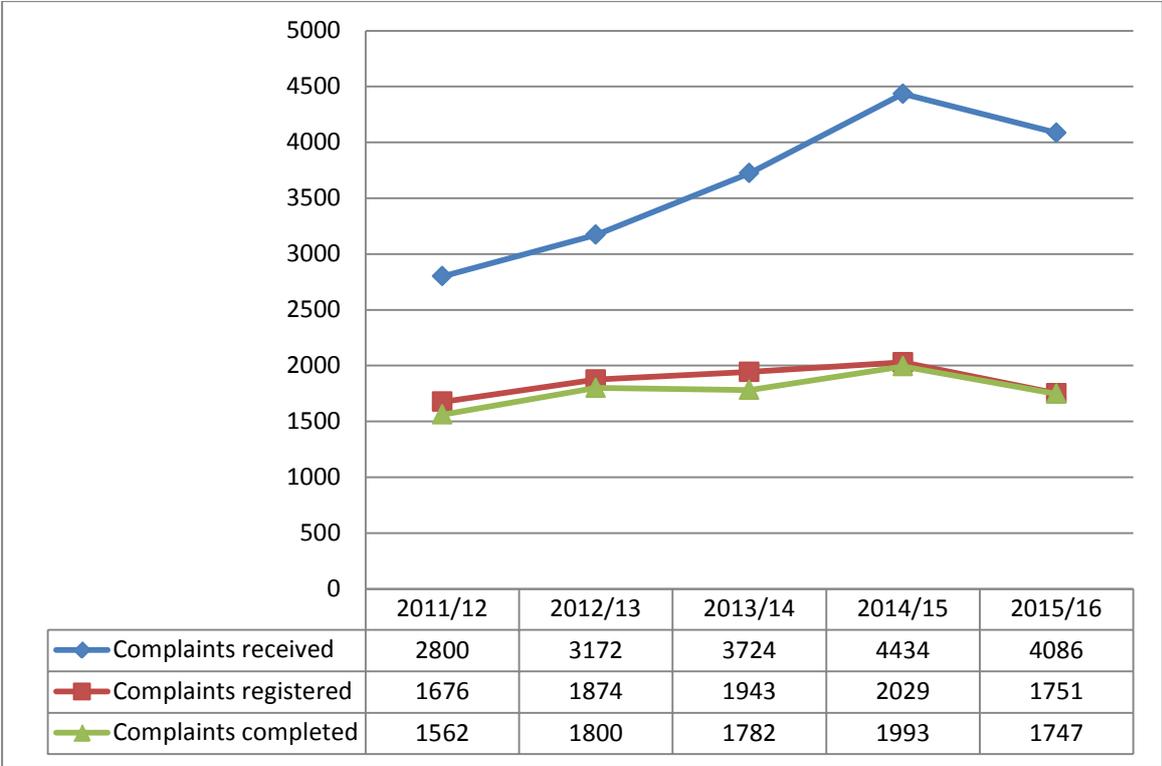
In 2015/16 we received 4,086 complaints about care services. This is an increase of 46% over the five year period, and means we are dealing with over 100 more complaint per month than we were in 2011/12.

When we receive a complaint, we clarify its nature with the person who has made it. At that stage, it may become apparent that the complaint is not about a matter that we can investigate (for example, it may not be about a care service) or the person may not wish to pursue a complaint but just report a concern to us. Once we decide that we are going to investigate a complaint, we register it as a complaint.

In 2015/16 we formally registered 1,751 complaints. Over the past five years, the overall trend has been a slightly increasing one, with an overall rise of 4% between 2011/12 and 2015/16 – an increase of around 6 complaints per month.

Once we have investigated a complaint, and we either uphold or do not uphold it, we describe the complaint as being completed (although more regulatory action may follow). We completed 1,747 complaint investigations in 2015/16. Overall, the number of complaints completed has increased by 11% since 2011/12 – an increase of around 16 complaints completed per month.

Figure 2.1: The number of complaints about a care service

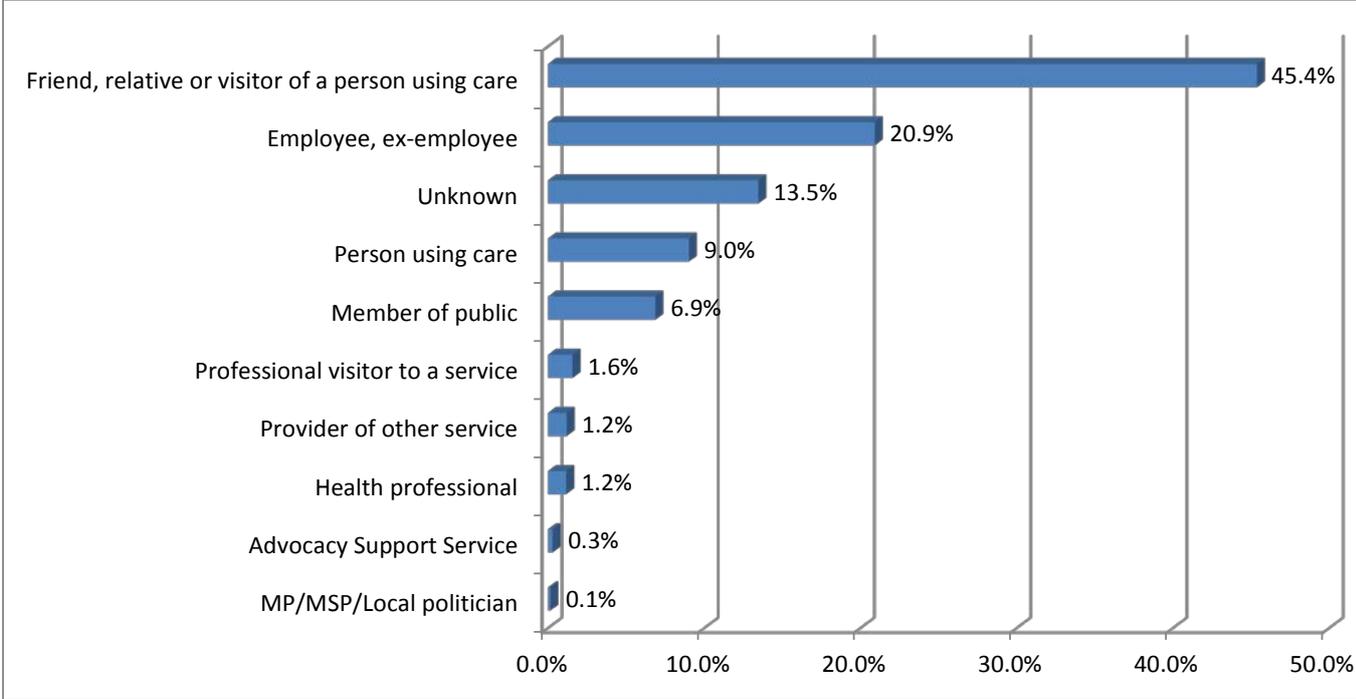


3. Who makes complaints?

Between 2011/12 and 2015/16, just under half of all complaints received (45.4%) were made by friends of a person who used the care service complained about, relatives or visitors. A further 20.9% were made by employees or former employees of the service. Only 9% of complaints were made directly by someone using the service. A small number of complaints were made by professional groups of staff visiting a service, including health and social care professionals, advocacy workers or elected representatives.

Between 2011/12 and 2015/16, the percentage of complaints received from each category of complainant has remained fairly constant. The most notable exception to this is from people who use care services themselves, where the percentage has fallen from 10.4% of all complaints received in 2011/12 to 8.0% of all complaints received in 2015/16.

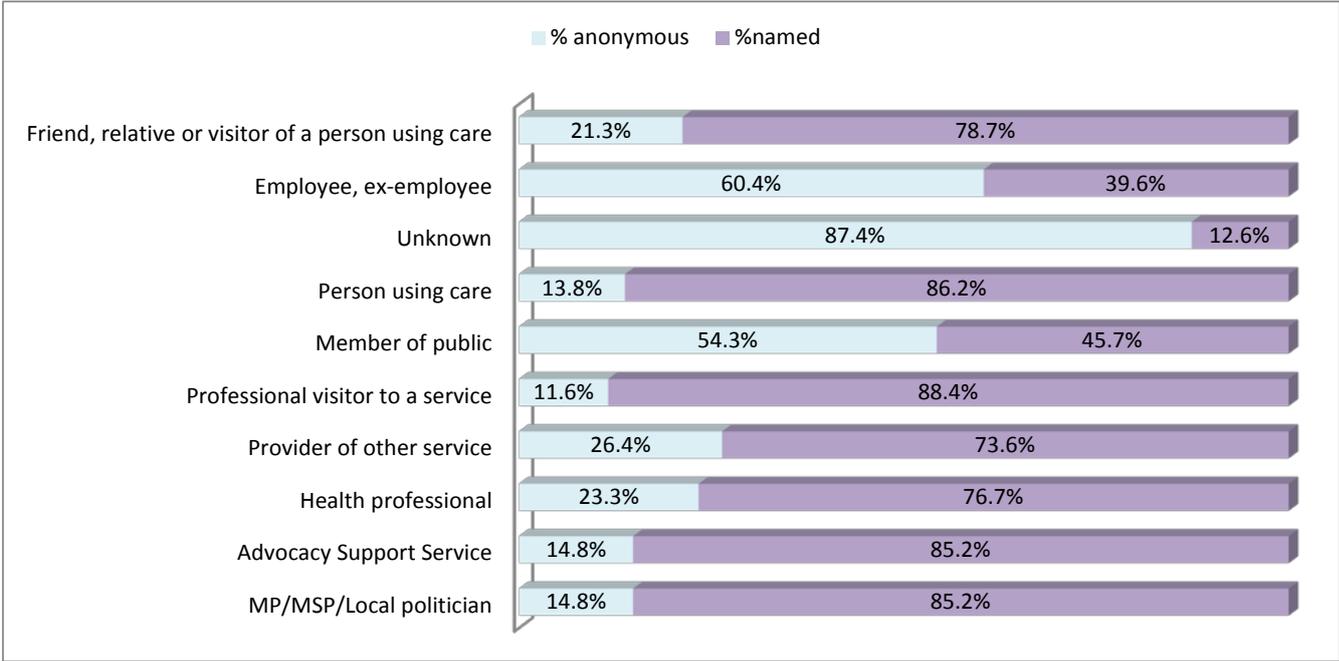
Figure 3.1: Complaints received 2011/12 to 2015/16, by relationship to service



When someone makes a complaint, they can choose to remain completely anonymous. The proportion of complaints received that are anonymous increased from 35% in 2011/12 to 40% in 2015/16.

Based on all of the complaints received over this five year period, those whose relationship to the service was not known, were the most likely to remain anonymous – 87.4% did not wish to be named. A high proportion of employees (or former employees) and members of the public also did not wish to be named – 60.4% and 54.3% respectively remaining anonymous.

Figure 3.2: Complaints received 2011/12 to 2015/16 that were anonymous, by relationship to service

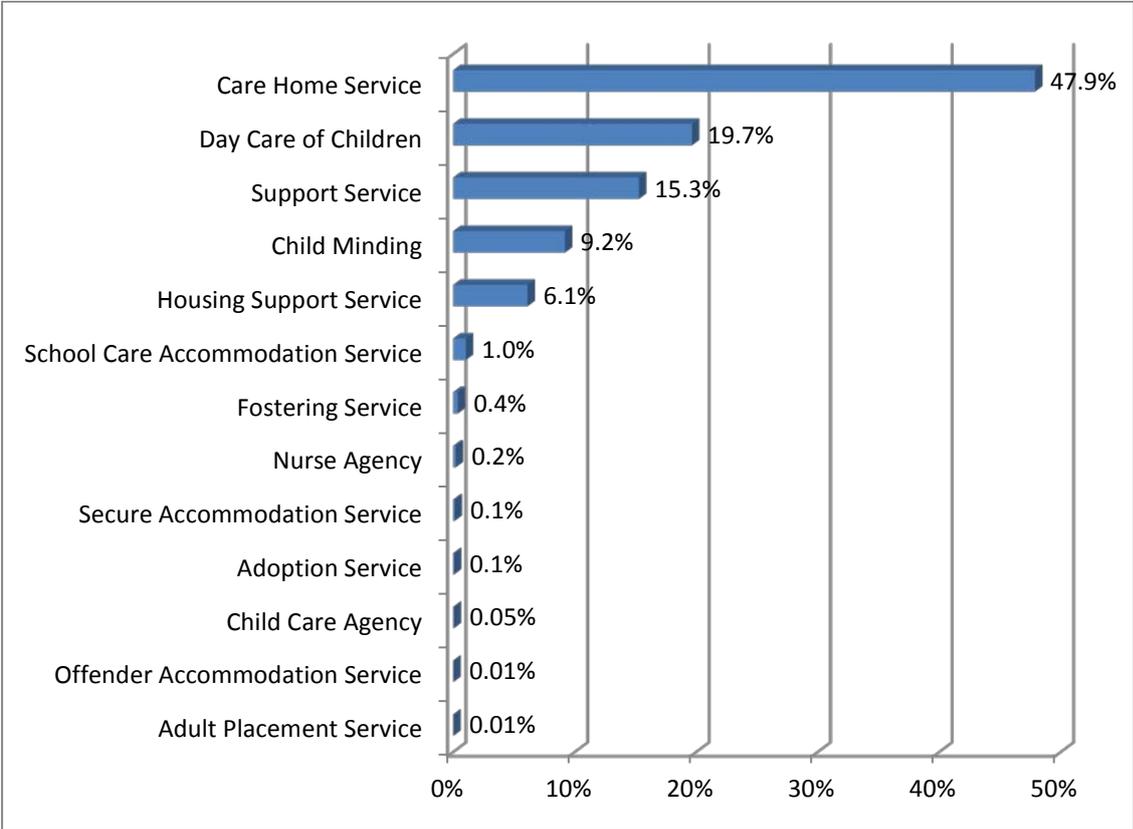


4. What types of care services do people complain about?

The largest number of complaints we investigated over the five year period involved care homes. Although making up only around 10% of the 14,000 or so registered services, care homes account for 47.9% of the total number of complaints investigated – a total of 4254 completed investigations. The number of complaints about care homes increased by 20% from 717 in 2011/12 to 864 in 2015/16, peaking at 934 complaints completed in 2014/15.

Over the five years, 19.7% of the complaints we investigated were about daycare of children services, 15.3% about support services and a further 9.2% were about childminders. While the number of complaints about both daycare of children and support services has increased over the five years (by 12% and 8% respectively), the number of complaints about childminders has decreased by 12% over the same period.

Figure 4.1: Complaints investigated 2011/12-2015/16, by type of service



5. What do people complain about?

We have examined in detail all complaint investigations completed in 2015/16 and, focussing on those areas of each complaint that were upheld, have summarised the main areas that people have complained about. Note that there may be several areas of complaint associated with each complaint investigated. Just under a fifth of all areas of complaint were about general health and welfare issues in a service. Specific healthcare concerns were identified in 16.8% of all area of complaints upheld, and a further 16.0% were related to staffing concerns.

The more detailed list of areas of complaint in Appendix 1, Table C, shows that, after general health and welfare, the main areas of complaint were communication between staff and people using care and their representatives, and staffing levels. Complaints about medication, nutrition and inadequate treatment also appear in significant numbers.

Figure 5.1: All service types, by area of complaint

Note: each overall complaint can have several areas of complaint – this table only includes those areas that were upheld.

Summary area of complaint	Number of areas of complaint upheld	
	Number	%
General health and welfare	432	23.2%
Specific healthcare concerns	313	16.8%
Concerns about staff or staffing	298	16.0%
Communication	252	13.5%
Policies and procedures	112	6.0%
Choice	101	5.4%
Record keeping	82	4.4%
Environment	78	4.2%
Protection of people	61	3.3%
Conditions of registration	42	2.3%
Property	36	1.9%
Food	22	1.2%
Participation of people using care	10	0.5%
Privacy and Dignity	9	0.5%
Financial Issues	7	0.4%
Death and dying	4	0.2%
Access	2	0.1%
Equality Issues	1	0.1%
Grand Total	1862	100.0%

6. Complaints about care homes for older people

Almost half of all of the complaints we investigated in 2015/16 were about care homes, and of these, the vast majority (93%) were about care homes for older people.

At 31 March 2016 there were 866 care homes for older people registered. During 2015/16 we had received a complaint about 61% of these, and upheld a complaint about 32% of these.

Of the 32% of care homes for older people with an upheld complaint, most (59%) had only one upheld complaint, 25% had two, and the remainder had between three and seven upheld complaints during the year.

Most care homes for older people are operated by the private sector (72%), with local authorities providing 14%, voluntary organisations 12% and the remaining 2% are provided by the NHS (see Figure 6.1). In 2015/16 we received at least one complaint about 70% of private sector care homes for older people, and upheld a complaint about 39% of them. This is higher than the proportions of services with complaints received and upheld in the other sectors (See Figure 6.2).

Figure 6.1: Care homes for older people at 31 March 2016 – by sector

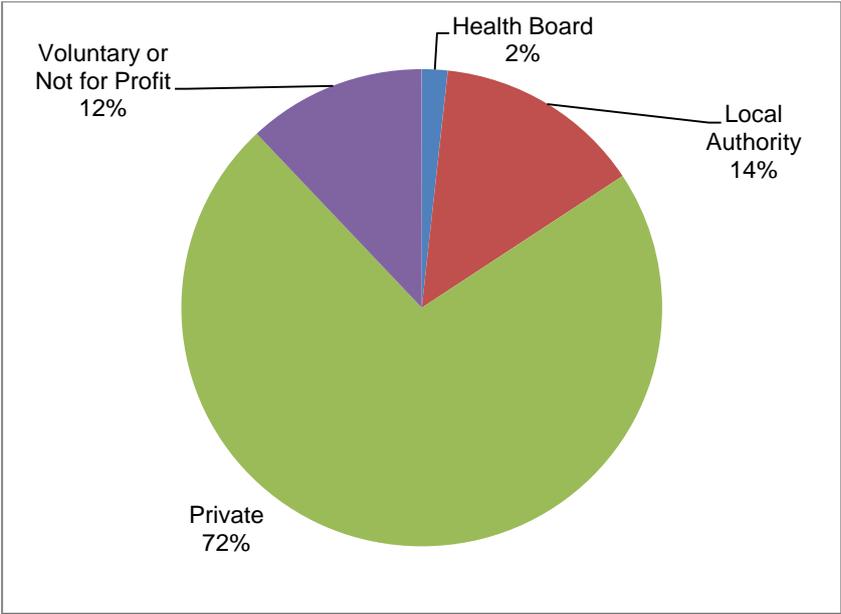
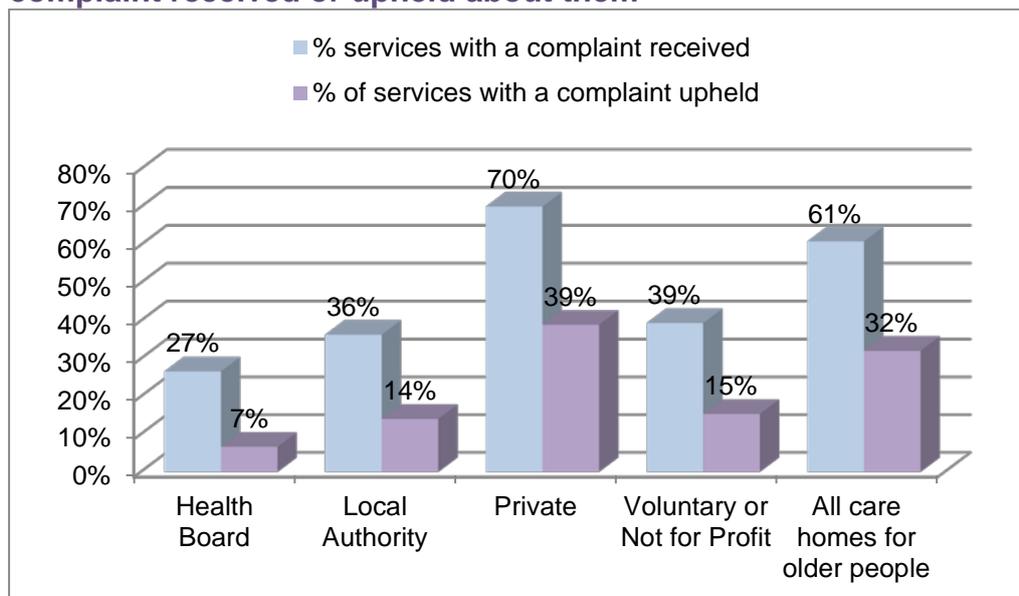


Figure 6.2: Care Homes for older people at 31 March 2016 – % services with a complaint received or upheld about them



Further breakdown of areas of complaints for care homes for older people (figure 6.3) shows that specific healthcare issues were the largest group of complaints (25.6%). This includes problems with nutrition, medication, tissue viability, and inadequate care and treatment.

Full details of this breakdown are in Appendix 1, Table E, which also shows that general health and welfare, staffing levels and communication between staff and people using care are the top three individual areas of complaint in care homes for older people.

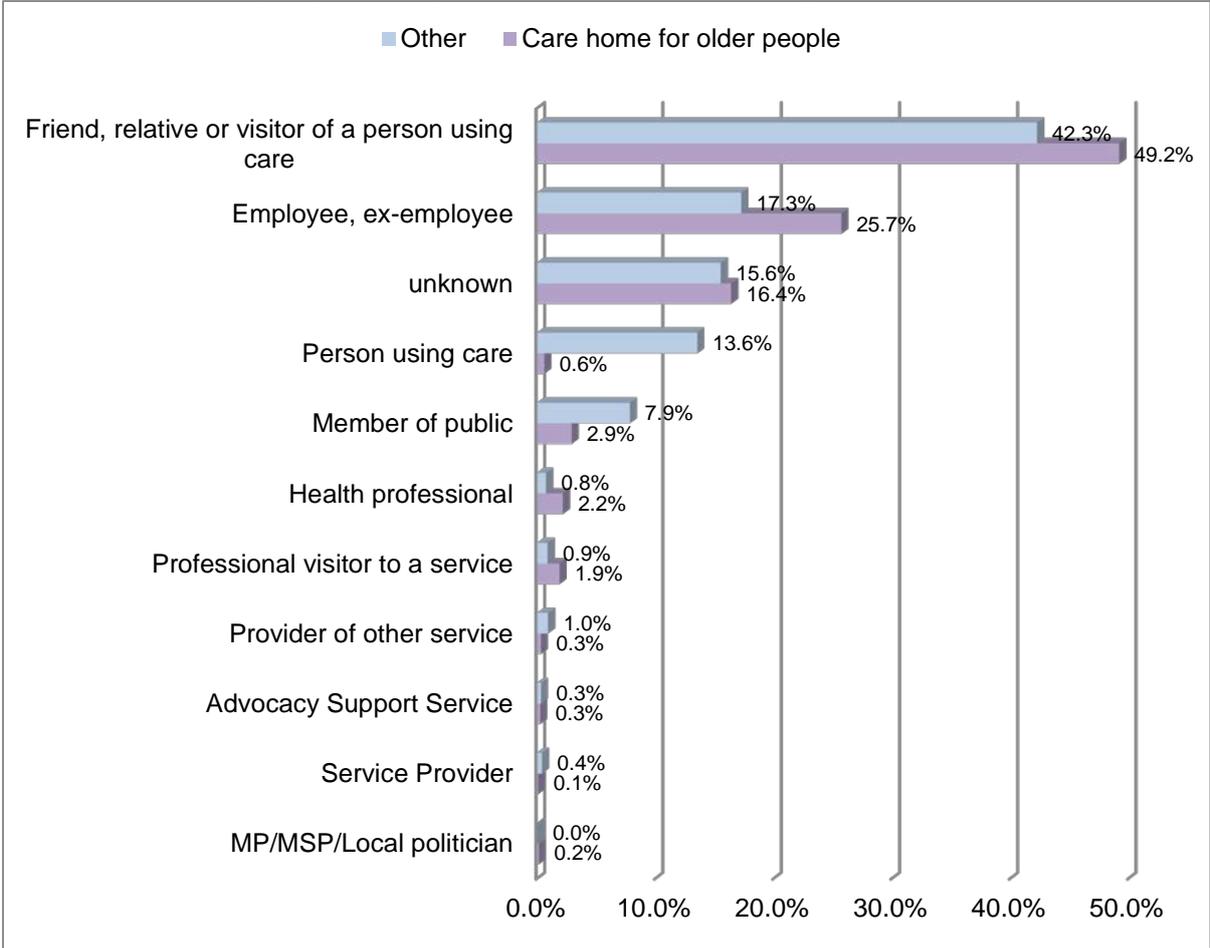
Figure 6.3: Care Homes for older people – by area of complaint 2015/16

Summary area of complaint	number of areas of complaint upheld	%
Specific healthcare concerns	242	25.6%
General health and welfare	183	19.3%
Concerns about staff or staffing	158	16.7%
Communication	101	10.7%
Choice	65	6.9%
Environment	50	5.3%
Record keeping	33	3.5%
Policies and procedures	32	3.4%
Property	32	3.4%
Protection of people	20	2.1%
Food	9	1.0%
Privacy and Dignity	6	0.6%
Death and dying	4	0.4%
Participation of people using care	4	0.4%
Financial Issues	3	0.3%
Conditions of registration	3	0.3%
Access	2	0.2%
Grand Total	947	100.0%

Note: each overall complaint can have several areas of complaint

Almost half of all complaints received in 2015/16 about care homes for older people were from relatives and friends of people living in the service – 7 percentage points higher than in other types of service (figure 6.4). The proportion of complaints received from employees of the service was also higher for care homes for older people than for other service types by 8 percentage points. Although much smaller in number, complaints from health professionals and other professional visitors to a service made up a higher proportion of complaints about care homes for older people than they did for other types of service. People using the care home service themselves made up less than 1% of all complaints about care homes for older people – compared with 14% for all other types of service.

Figure 6.4: Complaints received 2015/16 by relationship of complainant – care homes for older people compared with all other complaints received.



7. Complaints about childminders

At 31 March 2016 there were 5,896 registered childminders – the largest single category of registered services.

During 2015/16 we had received a complaint about only 2.6% of childminders, and upheld a complaint about 0.8% of these.

Of the childminders with an upheld complaint, almost all (94%) had only one upheld complaint, and the remaining 6% had two upheld complaints during the year.

Further breakdown of areas of complaints about childminders (figure 7.1) shows that breaching conditions of registration, in particular exceeding the maximum permitted capacity, was the largest cause of complaint (35.9%).

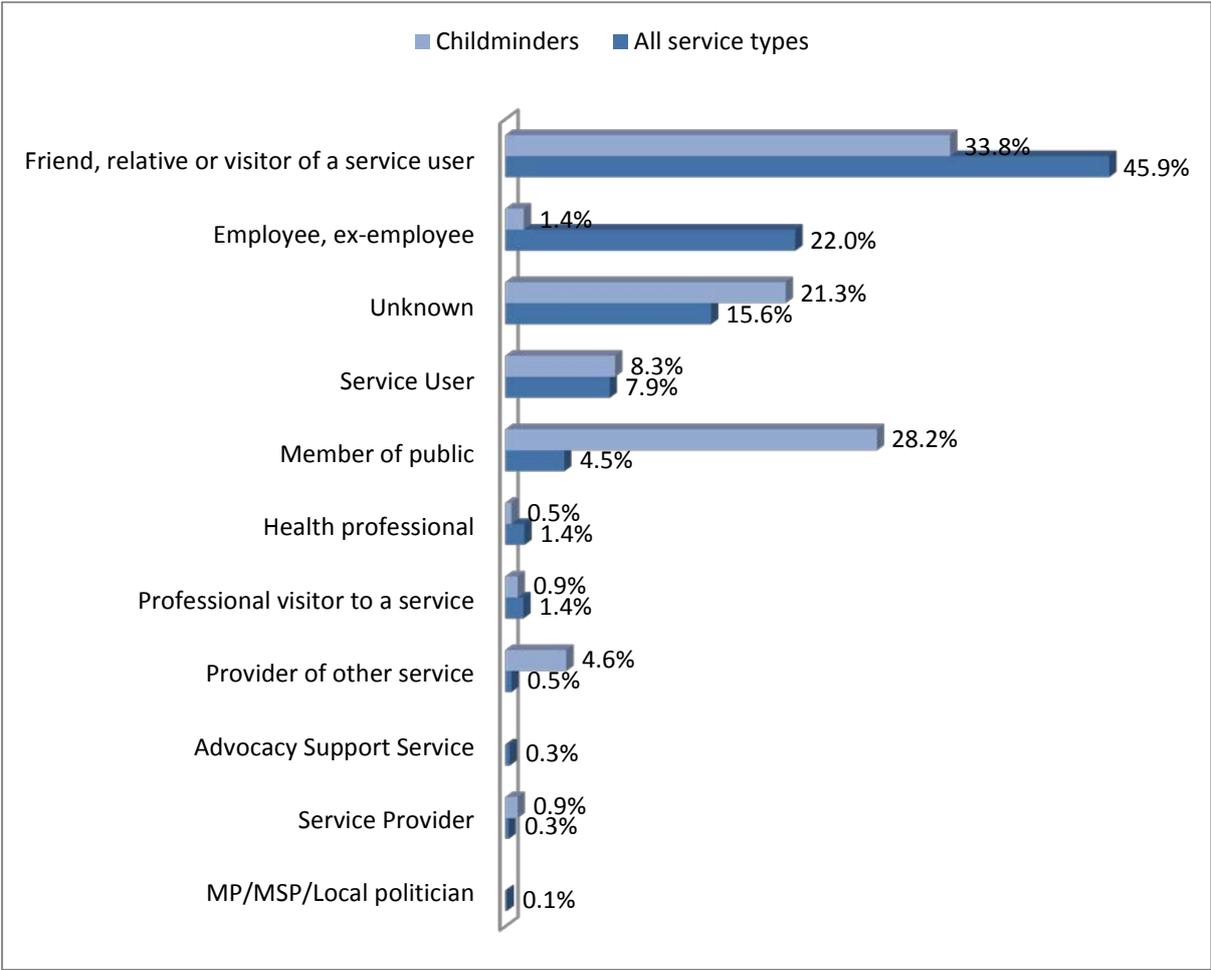
Figure 7.1: Childminders – by area of complaint 2015/16

Summary area of complaint	Number of areas of complaint upheld	%
Conditions of registration	33	35.9%
<i>Of which, exceeding capacity</i>	21	22.8%
General health and welfare	13	14.1%
Protection of people	12	13.0%
Communication	11	12.0%
Concerns about staff or staffing	6	6.5%
Environment	4	4.3%
Record keeping	4	4.3%
Specific healthcare concerns	4	4.3%
Policies and procedures	3	3.3%
Equality Issues	1	1.1%
Food	1	1.1%
Grand Total	92	100.0%

Note: each overall complaint can have several areas of complaint

Although still the most likely to make a complaint, the proportion of complaints about childminders that come from friends, relatives or visitors of a service user is considerably lower (by 12 percentage points) than for other types of services (figure 7.2). Compared with other types of service, members of the public are considerably more likely to complain about a childminder than about any other type of service – 28.2% of complaints about childminders came from the public compared to 4.5% about other types of service. The proportion of complaints received from people who do not wish to declare their relationship to the service is almost 6 percentage points higher than for other types of service.

Figure 7.2: Complaints received 2015/16 by relationship of complainant – childminders compared with all other complaints received.



8. What we found when investigating complaints

Once we receive a complaint, we acknowledge it in writing within three working days and agree the specific matters to be investigated. It is allocated to an inspector who is responsible for gathering the facts, assessing the evidence, deciding whether the complaint should be upheld, and deciding whether specific recommendations or requirements need to be made to improve the quality of care and ensure better outcomes for people who use the service.

The inspector will typically speak to the person making the complaint and make unannounced visits to care service. During this investigation, the inspector may speak with people using the service, to the service's management, interview staff, speak to visiting professionals, observe practice, review policies, and make other examinations.

There may be times during the course of the investigation, or at an early stage in the complaint, when we identify possible protection or criminal issues. In these cases we will make a referral to the police, or the relevant local authority child or adult protection social work staff. Concerns about potential abuse or criminality are investigated by these agencies; issues about quality of care are subsequently followed up by the Care Inspectorate. We will not investigate until the police or the local authority carry out their investigations and we know the outcome. However, we will make an assessment about the welfare of others in the service and take appropriate action. At times we will support the local authority to carry out protection investigations in services. We are committed to working in partnership and will work with police and social work to support high level enquires into services.

A complaint is either “upheld” or “not upheld”. It may be that one complaint contains many parts, some of which are upheld and some of which are not upheld. Previously we would have had a further category of “partially upheld” for these cases, however they are now included in the upheld category.

In 2015/16, we upheld 58.8% of complaints investigated and did not uphold 41.2% of complaints investigated. A small number were withdrawn during the investigation.

The percentage of complaints not upheld has risen by over 11 percentage points over the five years.

There are significant variations in the percentage of upheld and not upheld complaints between different types of service. For example, three-quarters of complaints involving care homes and support services have been upheld or partially upheld, whilst lower percentages of complaints involving childminders (55%) and nurseries (65%) have been upheld or partially upheld.

Full details of this breakdown are in Appendix 1, Tables F and G, which shows how complaints were concluded for each of the last five years and by service type.

Table 8.1: The number of completed complaint investigations by complaint outcome, 2011/12 – 2015/16

Complaint Outcome	Year				
	2011/12	2012/13	2013/14	2014/15	2015/16
Upheld	70.1%	65.9%	63.4%	57.6%	58.8%
Not Upheld	29.9%	34.1%	36.6%	42.4%	41.2%

Table 8.2: Percentage of complaints upheld or partially upheld by service type, 2011/12 - 2015/16

Service type	% upheld
Care Home Service	65.4%
<i>Of which, care homes for older people</i>	65.8%
Child Minding	49.4%
Day Care of Children	53.1%
Housing Support Service	63.9%
Support Service	74.7%
<i>Of which,</i>	
<i>Care at home</i>	75.3%
<i>Other, including day centres</i>	65.4%
All service types	62.9%

9. Supporting improvement following complaints

Complaints are a valuable and personal insight into how services are caring for the thousands of people who use them every day. We realise that, for many people, making a complaint to us can seem like a big step and indicates that there is something not right that really matters to them.

We look at all the information we receive from complaints carefully and decide the best way to proceed. This might be through a formal complaint investigation, or it might be that issues are raised which we will look at on the next inspection of the service in question. Alternatively, we may do front line resolution, where we communicate with the provider and facilitate resolution that the complainant is satisfied with. Some issues are raised with us which are the responsibility of other organisations to look at, such as the Scottish Social Services Council or the Nursing and Midwifery Council. In such cases, we refer information and also signpost people to ensure it is clear how their concerns will be best addressed. Where we receive information about a potentially criminal matter, we refer this to the police and / or local authority using established adult support and protection or child protection mechanisms.

Where we do carry out a complaint investigation, the purpose is not merely to establish the facts and provide a determination on whether the care provided was of sufficient quality, but seek to improve the quality of care provided to the complainant and other people. It is essential that our investigations lead to meaningful change and improvements in the daily lives of people using care.

Following a complaint investigation where the complaint was upheld, our inspectors consider how we can support a service to make improvements. Depending on the seriousness of what we have found during our investigation, actions might include: signposting to best practice; making a recommendation as to how the service might improve; or making a requirement setting out what the service must do and by when. Progress against recommendations and requirements are examined at the next inspection. We may review grades and re-grade the service as a result of an upheld complaint and might also consider whether we need to prioritise an inspection of the service to look at wider aspects of care.

Where the complaint identifies very serious concerns, we may serve an improvement notice under Section 62 of the Public Services Reform (Scotland) Act 2010 (the Act) which may lead to the closure of the service with the agreement of a sheriff.

However we also recognise that part of our role is to directly support improvement. Our inspectors or our health and wellbeing improvement team, with specialisms in key areas like pharmacy, tissue viability, mental health, continence, dementia and rehabilitation, may spend time with a care service to ensure staff and managers are supported to improve.

10. How we are changing our complaints procedure

The Care Inspectorate is committed to supporting improvement to the care experiences of people who receive care in Scotland. Our complaints procedure allows people who use services and their friends and families, people who work in care services, and others, to raise with us concerns they have about care services in Scotland. It enables us to ensure people in Scotland receive high quality, safe and compassionate care.

We are always working to improve what we do and ensure that we listen to the views of people who use care. To strengthen this we have started to involve inspection volunteers in complaint investigations. This will ensure that, as well as having access to the complaints inspector, people in care services have someone they can relate to and who will spend time listening and gathering their views. We will be working to increase the use of inspection volunteers across complaints activity.

Following consultation, we are reviewing how we manage complaints about care services. We will be introducing a new risk tool to enable us to risk assess complaints to ensure that we undertake the most serious complaints first and protect people who are at most risk. This does not mean that other complaints are not important, but we will be looking at how we assess and take forward concerns, including using information as intelligence for inspection, asking the provider to investigate and report back to us and using frontline resolution to resolve simple complaints quickly.

We are investing in supporting providers of care services to appreciate the role complaints can make to service improvement as well as supporting best customer care.

Over the next year we will publish information and advice on our review of the complaints procedure.

11. Conclusions

This report has presented a range of statistical information from complaints about care services over the past five years. The volume of complaints received over that period has increased from 2,800 received in 2011/12 to 4,086 in 2015/16. Over the same period, the quality of care overall has improved with the percentage of services with grades of good or better for all quality themes increasing from 85% to 88%. The increase in complaints received most likely reflects an increasing awareness of the Care Inspectorate's role in investigating complaints.

The majority of the complaints we investigate each year are upheld – 59% were upheld in 2015/16. This varies by type of service, with complaints about care at home most frequently upheld (75%) while complaints about childminders were upheld in only 49% of complaints investigated.

Most complaints are made by friends, relatives and carers of people using a service (45%), compared with only 9% from people who use services themselves.

We receive, investigate and uphold more complaints about care homes for older people than for any other type of service – one in three care homes had had at least one complaint upheld about them during 2015/16. Specific healthcare issues such as nutrition, medication, tissue viability and inadequate care and treatment are a significant theme amongst complaints upheld about care homes for older people, as are complaints about staff, including skills, qualifications and staffing levels.

Our focus in all areas of our work, including complaints, is on improving quality of care and outcomes for people who use care services. We do this both in the course of the investigation as well as using the intelligence from complaint investigations to help us better target problem areas.

We have been consulting on our complaints procedure and plan to introduce changes that make it more accessible for people who use care services, as well as helping us better prioritise how we deploy our resources to target and improve areas of the highest risk to people.

Appendix 1

Table A: Complaints received and completed about care services by relationship of complainant with service

Complaints received

Relationship of complainant	2011/12		2012/13		2013/14		2014/15		2015/16		5-year total		% change 11/12 to 15/16
	no	%	no	%									
Advocacy Support Service	11	0.4%	7	0.2%	4	0.1%	19	0.4%	13	0.3%	54	0.3%	18.2%
Employee, ex-employee	548	19.6%	748	23.6%	776	20.8%	883	19.9%	856	20.9%	3811	20.9%	56.2%
Friend, relative or visitor of a person using care	1284	45.9%	1515	47.8%	1671	44.9%	1946	43.9%	1851	45.3%	8267	45.4%	44.2%
Health professional	30	1.1%	29	0.9%	50	1.3%	44	1.0%	57	1.4%	210	1.2%	90.0%
Member of public	261	9.3%	230	7.3%	231	6.2%	295	6.7%	234	5.7%	1251	6.9%	-10.3%
MP/MSP/Local politician	6	0.2%	3	0.1%	6	0.2%	8	0.2%	4	0.1%	27	0.1%	-33.3%
Professional visitor to a service	52	1.9%	41	1.3%	68	1.8%	69	1.6%	55	1.3%	285	1.6%	5.8%
Provider of other service	46	1.6%	24	0.8%	28	0.8%	40	0.9%	28	0.7%	166	0.9%	-39.1%
Service Provider	9	0.3%	11	0.3%	5	0.1%	13	0.3%	12	0.3%	50	0.3%	33.3%
Person using care	292	10.4%	285	9.0%	346	9.3%	395	8.9%	325	8.0%	1643	9.0%	11.3%
unknown	261	9.3%	279	8.8%	539	14.5%	723	16.3%	651	15.9%	2453	13.5%	149.4%
Grand Total	2800	100.0%	3172	100.0%	3724	100.0%	4435	100.0%	4086	100.0%	18217	100.0%	45.9%

Note: % change based on fewer than 20 complaints each year are denoted in italics, and should be treated with caution

Complaints completed

Relationship of complainant	2011/12		2012/13		2013/14		2014/15		2015/16		5-year total		% change 11/12 to 15/16
	no	%	no	%									
Advocacy Support Service	5	0.3%	3	0.2%	1	0.1%	4	0.2%	4	0.2%	17	0.2%	-20.0%
Employee, ex-employee	294	18.8%	359	19.9%	357	20.0%	358	18.0%	314	18.0%	1682	18.9%	6.8%
Friend, relative or visitor of a person using care	780	49.9%	950	52.8%	885	49.7%	1004	50.4%	909	52.0%	4528	51.0%	16.5%
Health professional	11	0.7%	16	0.9%	26	1.5%	21	1.1%	19	1.1%	93	1.0%	72.7%
Member of public	132	8.5%	141	7.8%	109	6.1%	135	6.8%	99	5.7%	616	6.9%	-25.0%
MP/MSP/Local politician	3	0.2%	2	0.1%		0.0%	2	0.1%	2	0.1%	9	0.1%	-33.3%
Professional visitor to a service	24	1.5%	27	1.5%	25	1.4%	26	1.3%	19	1.1%	121	1.4%	-20.8%
Provider of other service	22	1.4%	17	0.9%	15	0.8%	20	1.0%	12	0.7%	86	1.0%	-45.5%
Service Provider	7	0.4%	3	0.2%	5	0.3%	5	0.3%	7	0.4%	27	0.3%	0.0%
Person using care	165	10.6%	157	8.7%	162	9.1%	165	8.3%	135	7.7%	784	8.8%	-18.2%
unknown	119	7.6%	125	6.9%	197	11.1%	253	12.7%	227	13.0%	921	10.4%	90.8%
Grand Total	1562	100.0%	1800	100.0%	1782	100.0%	1993	100.0%	1747	100.0%	8884	100.0%	11.8%

Note: % change based on fewer than 20 complaints each year are denoted in italics, and should be treated with caution

Table B: Complaints completed by service type

Care Service	2011/12		2012/13		2013/14		2014/15		2015/16		2011/12 to 2015/16		% change
	no	%	no	%									
Adoption Service	1	0.1%	0	0.0%	1	0.1%	1	0.1%	2	0.1%	5	0.1%	<i>100%</i>
Adult Placement Service	0	0.0%	1	0.1%	0	0.0%	0	0.0%	0	0.0%	1	0.0%	
Care Home Service	717	45.9%	885	49.2%	854	47.9%	934	46.9%	864	49.5%	4254	47.9%	21%
Child Care Agency	1	0.1%	2	0.1%	1	0.1%	0	0.0%	0	0.0%	4	0.0%	<i>-100%</i>
Child Minding	164	10.5%	165	9.2%	168	9.4%	175	8.8%	145	8.3%	817	9.2%	-12%
Day Care of Children	300	19.2%	325	18.1%	353	19.8%	432	21.7%	336	19.2%	1746	19.7%	12%
Fostering Service	7	0.4%	5	0.3%	8	0.4%	9	0.5%	4	0.2%	33	0.4%	<i>-43%</i>
Housing Support Service	107	6.9%	103	5.7%	116	6.5%	104	5.2%	113	6.5%	543	6.1%	6%
Nurse Agency	2	0.1%	5	0.3%	6	0.3%	4	0.2%	2	0.1%	19	0.2%	0%
Offender Accommodation Service	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.1%	1	0.0%	
School Care Accommodation Service	16	1.0%	24	1.3%	13	0.7%	25	1.3%	15	0.9%	93	1.0%	-6%
Secure Accommodation Service	1	0.1%	3	0.2%	4	0.2%	2	0.1%	0	0.0%	10	0.1%	<i>-100%</i>
Support Service	246	15.7%	282	15.7%	258	14.5%	307	15.4%	265	15.2%	1358	15.3%	8%
All Care Service types	1562	100.0%	1800	100.0%	1782	100.0%	1993	100.0%	1747	100.0%	8884	100.0%	12%

Note: % change based on fewer than 20 complaints each year are denoted in italics

Table C: All services types by area of complaint: 2015/16

Each complaint can have many areas, each of which has a separate outcome recorded. This table includes only those areas where the outcome was upheld or partially upheld.

Summary area of complaint	Detailed area of complaint	number upheld	%
General health and welfare		432	23.2%
Specific healthcare concerns	Healthcare - Continence Care	35	1.9%
	Healthcare - Hydration	30	1.6%
	Healthcare - Inadequate Healthcare or Healthcare Treatment	35	1.9%
	Healthcare - Infection Control Issues	24	1.3%
	Healthcare - Medication Issues	105	5.6%
	Healthcare - Mental Health Care	1	0.1%
	Healthcare - Nutrition	42	2.3%
	Healthcare - Oral health	4	0.2%
	Healthcare - Palliative Care	8	0.4%
	Healthcare - Tissue Viability	29	1.6%
Concerns about staff or staffing	Staff - levels	116	6.2%
	Staff - other	70	3.8%
	Staff - other fitness issues	5	0.3%
	Staff - recruitment procedures (including Disclosure Checks)	39	2.1%
	Staff - registration with professional bodies	2	0.1%
	Staff - training / qualifications	66	3.5%
Communication	Communication - between staff and person using care/relatives/carers	181	9.7%
	Communication - information about the service	24	1.3%
	Communication - language difficulties	1	0.1%
	Communication - other	46	2.5%
Policies and procedures	Policies and procedures - complaints procedure	66	3.5%
	Policies and procedures - other	46	2.5%
Choice	Choice - activities	22	1.2%
	Choice - care and treatment	25	1.3%
	Choice - dignity and privacy	25	1.3%
	Choice - other	28	1.5%
	Choice - service not meeting religious, cultural, faith, social needs	1	0.1%
Record keeping	Record keeping - other	33	1.8%
	Record keeping - personal plans/ agreements	49	2.6%
Environment	Environment - fitness of premises / environment	24	1.3%
	Environment - inadequate facilities	7	0.4%
	Environment - other	27	1.5%
	Environment - security	20	1.1%
Protection of people	Protection of people - adults	25	1.3%
	Protection of people - children	24	1.3%
	Protection of people - other	5	0.3%
	Protection of people - policies and procedures	2	0.1%
	Protection of people - restraint	5	0.3%
Conditions of registration	Conditions of registration - exceeding capacity	22	1.2%
	Conditions of registration - other	18	1.0%
	Conditions of registration - type of service provided	2	0.1%
Property	Property - care of	20	1.1%
	Property - loss of/missing	13	0.7%

	Property - other	3	0.2%
Food	Food - availability	6	0.3%
	Food - choice	4	0.2%
	Food - other	7	0.4%
	Food - quality	5	0.3%
Participation of person using care	User participation - in managing/developing the service	4	0.2%
	User participation - other	6	0.3%
Privacy and Dignity	Privacy and Dignity	9	0.5%
Financial Issues	Financial Issues	7	0.4%
Death and dying	Death and dying	4	0.2%
Access	Access - to other services e.g. Advocacy/Health	2	0.1%
Equality Issues	Equality Issues	1	0.1%
Total		1862	100.0%

Table D: Areas of complaint upheld, by type of care service, 2015/16

Area of complaint	Adoption Service		Care Home Service		Child Minding		Day Care of Children		Fostering Service		Housing Support Service		Nurse Agency		School Care Acc Service		Support Service	
	no	%	no	%	no	%	no	%	no	%	no	%	no	%	no	%	no	%
		0.0%	195	19.2%	13	14.1%	71	26.1%		0.0%	37	29.8%		0.0%	6	30.0%	110	33.4%
Healthcare - Continance Care		0.0%	32	3.2%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	3	0.9%
Healthcare - Hydration		0.0%	29	2.9%		0.0%		0.0%		0.0%	1	0.8%		0.0%		0.0%		0.0%
Healthcare - Inadequate Healthcare or Healthcare Treatment		0.0%	32	3.2%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	3	0.9%
Healthcare - Infection Control Issues		0.0%	9	0.9%	2	2.2%	9	3.3%		0.0%	1	0.8%		0.0%		0.0%	3	0.9%
Healthcare - Medication Issues		0.0%	72	7.1%	2	2.2%	4	1.5%		0.0%	6	4.8%		0.0%	2	10.0%	19	5.8%
Healthcare - Mental Health Care		0.0%	1	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Healthcare - Nutrition		0.0%	39	3.8%		0.0%	2	0.7%		0.0%	1	0.8%		0.0%		0.0%		0.0%
Healthcare - Oral health		0.0%	4	0.4%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Healthcare - Palliative Care		0.0%	8	0.8%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Healthcare - Tissue Viability		0.0%	28	2.8%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.3%
Staff - levels		0.0%	94	9.3%		0.0%	13	4.8%		0.0%	4	3.2%		0.0%		0.0%	5	1.5%
Staff - other	1	33.3%	23	2.3%	5	5.4%	12	4.4%		0.0%	6	4.8%		0.0%	2	10.0%	21	6.4%
Staff - other fitness issues		0.0%	3	0.3%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	2	0.6%
Staff - recruitment procedures (including Disclosure Checks)		0.0%	11	1.1%	1	1.1%	13	4.8%		0.0%	4	3.2%	1	33.3%		0.0%	9	2.7%
Staff - registration with professional bodies		0.0%	1	0.1%		0.0%	1	0.4%		0.0%		0.0%		0.0%		0.0%		0.0%
Staff - training / qualifications		0.0%	38	3.7%		0.0%	6	2.2%		0.0%	7	5.6%	1	33.3%		0.0%	14	4.3%
Communication - between staff and person using care /relatives/carers	1	33.3%	83	8.2%	7	7.6%	28	10.3%	1	20.0%	16	12.9%		0.0%	1	5.0%	44	13.4%
Communication - information about the service		0.0%	12	1.2%	2	2.2%	4	1.5%		0.0%		0.0%		0.0%		0.0%	6	1.8%
Communication - language difficulties		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.3%
Communication - other		0.0%	13	1.3%	2	2.2%	8	2.9%		0.0%	5	4.0%		0.0%	1	5.0%	17	5.2%
Policies and procedures - complaints procedure		0.0%	28	2.8%		0.0%	9	3.3%	1	20.0%	9	7.3%		0.0%	1	5.0%	18	5.5%
Policies and procedures - other	1	33.3%	4	0.4%	3	3.3%	27	9.9%	2	40.0%	3	2.4%	1	33.3%		0.0%	5	1.5%
Choice - activities		0.0%	18	1.8%		0.0%	4	1.5%		0.0%		0.0%		0.0%		0.0%		0.0%

Choice - care and treatment	0.0%	17	1.7%	0.0%	0.0%	0.0%	2	1.6%	0.0%	0.0%	6	1.8%		
Choice - dignity and privacy	0.0%	19	1.9%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	6	1.8%		
Choice - other	0.0%	16	1.6%	0.0%	0.0%	0.0%	4	3.2%	0.0%	0.0%	8	2.4%		
Choice - service not meeting religious, cultural, faith, social needs	0.0%	1	0.1%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%		
Record keeping - other	0.0%	20	2.0%	2	2.2%	9	3.3%	0.0%	0.0%	0.0%	1	5.0%		
Record keeping - personal plans/ agreements	0.0%	17	1.7%	2	2.2%	5	1.8%	1	20.0%	9	7.3%	15	4.6%	
Environment - fitness of premises / environment	0.0%	16	1.6%	2	2.2%	6	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%		
Environment - inadequate facilities	0.0%	4	0.4%		0.0%	2	0.7%	0.0%	0.0%	0.0%	1	5.0%		
Environment - other	0.0%	21	2.1%	1	1.1%	4	1.5%	0.0%	1	0.8%	0.0%	0.0%		
Environment - security	0.0%	10	1.0%	1	1.1%	8	2.9%	0.0%	0.0%	0.0%	0.0%	1	0.3%	
Protection of people - adults	0.0%	17	1.7%		0.0%		0.0%	0.0%	3	2.4%	0.0%	0.0%	5	1.5%
Protection of people - children	0.0%	3	0.3%	9	9.8%	9	3.3%	0.0%	0.0%	0.0%	3	15.0%	0.0%	
Protection of people - other	0.0%	2	0.2%	1	1.1%	2	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%		
Protection of people - policies and procedures	0.0%	1	0.1%	1	1.1%		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Protection of people - restraint	0.0%	3	0.3%	1	1.1%		0.0%	0.0%	0.0%	0.0%	1	5.0%	0.0%	
Conditions of registration - exceeding capacity	0.0%		0.0%	21	22.8%	1	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%		
Conditions of registration - other	0.0%	3	0.3%	12	13.0%	3	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%		
Conditions of registration - type of service provided	0.0%		0.0%		0.0%	2	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%		
Property - care of	0.0%	19	1.9%	0.0%	0.0%	0.0%	1	0.8%	0.0%	0.0%	0.0%	0.0%		
Property - loss of/missing	0.0%	13	1.3%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%		
Property - other	0.0%	2	0.2%	0.0%	0.0%	0.0%	1	0.8%	0.0%	0.0%	0.0%	0.0%		
Food - availability	0.0%	2	0.2%	0.0%	0.0%	3	1.1%	0.0%	1	0.8%	0.0%	0.0%	0.0%	
Food - choice	0.0%	3	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1	0.3%	
Food - other	0.0%	4	0.4%	1	1.1%	2	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%		
Food - quality	0.0%	2	0.2%	0.0%	0.0%	3	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%		
User participation - in managing/developing the service	0.0%	2	0.2%	0.0%	0.0%	0.0%	1	0.8%	0.0%	0.0%	0.0%	1	0.3%	
User participation - other	0.0%	3	0.3%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	3	0.9%	
Privacy and Dignity	0.0%	6	0.6%	0.0%	0.0%	2	0.7%	0.0%	0.0%	0.0%	0.0%	1	0.3%	
Financial Issues	0.0%	5	0.5%	0.0%	0.0%	0.0%	1	0.8%	0.0%	0.0%	1	5.0%	0.0%	

Death and dying	0.0%	4	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%					
Access - to other services e.g. Advocacy/Health	0.0%	2	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%					
Equality Issues	0.0%		0.0%	1	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%					
	3	100	1014	100	92	100	272	100	5	100	124	100	3	100	20	100	329	100

Table E: Care homes for older people, complaints upheld 2015/16, by area of complaint

Note: each overall complaint can have several areas – this table only includes those areas that were upheld or partially upheld.

Summary area of complaint	Area of complaint	number upheld	%
Specific healthcare concerns	Healthcare - Continence Care	32	3.4%
	Healthcare - Hydration	28	3.0%
	Healthcare - Inadequate Healthcare or Healthcare Treatment	31	3.3%
	Healthcare - Infection Control Issues	9	1.0%
	Healthcare - Medication Issues	65	6.9%
	Healthcare - Mental Health Care	1	0.1%
	Healthcare - Nutrition	38	4.0%
	Healthcare - Oral health	3	0.3%
	Healthcare - Palliative Care	8	0.8%
	Healthcare - Tissue Viability	27	2.9%
General health and welfare		183	19.3%
Concerns about staff or staffing	Staff - levels	87	9.2%
	Staff - other	21	2.2%
	Staff - other fitness issues	3	0.3%
	Staff - recruitment procedures (including Disclosure Checks)	11	1.2%
	Staff - registration with professional bodies	1	0.1%
	Staff - training / qualifications	35	3.7%
Communication	Communication - between staff and person using care /relatives/carers	76	8.0%
	Communication - information about the service	12	1.3%
	Communication - other	13	1.4%
Choice	Choice - activities	17	1.8%
	Choice - care and treatment	16	1.7%
	Choice - dignity and privacy	16	1.7%
	Choice - other	16	1.7%
Environment	Environment - fitness of premises / environment	15	1.6%
	Environment - inadequate facilities	4	0.4%
	Environment - other	21	2.2%
	Environment - security	10	1.1%
Record keeping	Record keeping - other	18	1.9%
	Record keeping - personal plans/ agreements	15	1.6%
Policies and procedures	Policies and procedures - complaints procedure	28	3.0%
	Policies and procedures - other	4	0.4%
Property	Property - care of	17	1.8%
	Property - loss of/missing	13	1.4%
	Property - other	2	0.2%
Protection of people	Protection of people - adults	16	1.7%
	Protection of people - other	2	0.2%
	Protection of people - restraint	2	0.2%
Food	Food - availability	1	0.1%
	Food - choice	2	0.2%
	Food - other	4	0.4%
	Food - quality	2	0.2%
Privacy and Dignity	Privacy and Dignity	6	0.6%
Death and dying	Death and dying	4	0.4%
Participation of person using care	User participation - in managing/developing the service	2	0.2%
	User participation - other	2	0.2%

Financial Issues	Financial Issues	3	0.3%
Conditions of registration	Conditions of registration - other	3	0.3%
Access	Access - to other services e.g. Advocacy/Health	2	0.2%
All areas of complaint upheld		947	100.0%

Table F – The outcome of complaints about care services over time

Year completed	upheld		Not Upheld	
	no	%	no	%
2011/12	1097	70.1%	469	29.9%
2012/13	1190	65.9%	616	34.1%
2013/14	1130	63.4%	652	36.6%
2014/15	1148	57.6%	845	42.4%
2015/16	1027	58.8%	720	41.2%
Grand Total	5592	62.9%	3302	37.1%

Note: excludes a small number of services that were withdrawn before the investigation was completed.

Table G: The outcome of complaints by service type

Service type	upheld		Not Upheld		Total no
	no	%	no	%	
Adoption Service	3	60.0%	2	40.0%	5
Adult Placement Service		0.0%	1	100.0%	1
Care Home Service	2780	65.4%	1473	34.6%	4253
Child Care Agency	3	75.0%	1	25.0%	4
Child Minding	404	49.4%	413	50.6%	817
Day Care of Children	927	53.1%	818	46.9%	1745
Fostering Service	24	72.7%	9	27.3%	33
Housing Support Service	347	63.9%	196	36.1%	543
Nurse Agency	13	68.4%	6	31.6%	19
Offender Accommodation Service		0.0%	1	100.0%	1
School Care Accommodation Service	62	66.7%	31	33.3%	93
Secure Accommodation Service	7	70.0%	3	30.0%	10
Support Service	1015	74.7%	343	25.3%	1358

Note: excludes a small number of services that were withdrawn before the investigation was completed.

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

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یہ اشاعت گزارش پر دیگر شکلوں اور دیگر زبانوں میں دستیاب ہے۔

ਬਿਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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