



# Complaints about care services in Scotland, 2019/20 to 2021/22

A statistical bulletin

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HAPPY TO TRANSLATE

## Executive summary

This statistical bulletin is the latest in our series on complaints about care services registered with the Care Inspectorate in Scotland. The report includes complaints received and investigated between April 2019 to March 2022, the three years over which our new complaints procedure and data collection system have been operating and therefore based on consistent data. The report focusses in particular on the most recent year 1 April 2021 to 31 March 2022.

The statistics reflect how the Care Inspectorate actioned every concern or complaint that it received and responded appropriately using our risk-based assessment process to allow us to resolve complaints as quickly as possible for complainants.

The Covid-19 pandemic affected the statistics presented in many ways, especially the statistics for 2020/21 when restrictions were in place for long periods of time and many services were closed. Our interpretation of trends over time therefore focuses on the overall three-year trends or where appropriate, longer-term trends, rather than the most recent year-on-year changes.

### Summary of main points

- We received 5,595 complaints in 2021/22, a continuation of the long-term increase in concerns/complaints received.
- We assess all complaints received to ensure that they are within the remit of the Care Inspectorate to investigate, to ensure we have sufficient information about the complaint and to ensure that the complainant wishes to proceed. If we cannot proceed, then these concerns are revoked. In 2021/22 we revoked 21% of concerns received, a decrease from 25% in 2019/20.
- A total of 4,357 complaints were resolved using the four resolution pathways we have available in 2021/22. In 62% of these, the information given to us by the complainant was provided to the inspector for that service to be used to inform and focus future scrutiny activity; 16% were resolved quickly by the service directly; 6% were investigated by the service via their own complaints procedure and we required the provider to investigate; 17% were deemed serious and were investigated by the Care Inspectorate.
- We upheld 76% of the complaints where the Care Inspectorate conducted an investigation in 2021/22.
- As reported in previous years, we continue to receive and uphold more complaints about care homes for older people than for any other type of service – 24% of care homes for older people had at least one complaint upheld during 2021/22. As with previous years, specific healthcare issues such as nutrition, medication, hydration, tissue viability, continence care and inadequate care and treatment were the most frequent types of complaints upheld about care homes for older people this year.

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## 1. Introduction

This statistical bulletin is the latest in our series on complaints about care services in Scotland. It presents data about complaints received and investigated over a 3-year period between April 2019 to March 2022, focussing on the year 1 April 2021 to 31 March 2022.

Care services operating in Scotland must be registered with the Care Inspectorate and there are currently around 11,700 services on our register. The largest groups of care services in Scotland are childminders, children's daycare (for example nurseries) care homes, care at home and housing support services.

We register, inspect and provide quality improvement support across these care services, aiming to ensure that the standard of care provided is high. Where standards fall below acceptable levels, we take enforcement action. Anyone who has concerns or is unhappy about a care service can complain directly to the Care Inspectorate. We have a complaints procedure which sets out how we handle each complaint raised with us.

### External factors impacting on these statistics

Before using and interpreting the statistics presented, it is important to understand the administrative context in which the statistics have been collected as set out in our complaints procedure which was significantly revised in November 2017, and our new digital complaints system which we introduced in March 2019. Together these significant changes have improved the statistics we can present but have disrupted longer-term trends. For this reason, we have limited the time period of this report to the last three years with limited exceptions where we can make meaningful longer-term comparisons.

The impact of Covid-19 on the statistics is also evident especially during 2020/21, with service closures and restrictions on how we and services could operate having a material impact on the statistics both in terms of volume and nature.

### How we deal with complaints

Our complaints handling procedure was revised in November 2017 and is available on our website

[https://www.careinspectorate.com/images/How we deal with concerns and complaints.pdf](https://www.careinspectorate.com/images/How%20we%20deal%20with%20concerns%20and%20complaints.pdf)

In summary, our complaints procedure is designed to be open, transparent, risk-based and focused on peoples' experiences. We aim to resolve simple matters quickly and focus our attention on more serious issues. This approach is based on complaint handling guidance from the Scottish Public Services Ombudsman, in its Model Complaints Handling Procedure. The aim of this model is to standardise and streamline complaints handling procedures across all sectors. The guidance shows that concerns about a service are best resolved as close to the point of service delivery as possible. Therefore, our approach includes direct service action or

investigation by the provider, where we encourage the service to resolve the concerns directly.

We use a risk assessment process that takes into account what else we know about the service, including intelligence logged from previous complaints, to help us decide how to proceed and what action we need to take to achieve the best outcome for people experiencing care.

Before we act on a complaint, we assess it to ensure that it falls within our remit to investigate; and that we have enough information to understand the substance. If the complainant has provided contact details, we clarify the substance of the complaint with them and get agreement that they wish us to proceed. If there is any reason we cannot proceed, the complaint is **revoked** which means no further action is taken. All revoked complaints are still shared with the inspector of the service as intelligence. All potential complaints (including those that were revoked) are logged and included in the count of **complaints received**.

Once we decide to proceed, there are four pathways we can take to reach a complaint resolution.

- Intelligence: where we record the information given to us and highlight that to the inspector for that service. This approach would only be used for lower-risk complaints and/or complaints where we may not have enough information. This helps our inspectors develop a broader overview of concerns about a service, which in turn informs the timing and focus of our inspections. For example additional intelligence from one or several complaints may result in the inspector bringing forward a full, unannounced inspection of a service.
- Direct service action: where we contact the service and ask them to engage directly with the person making the complaint to resolve the complaint. Typically, this is used for straightforward or simple matters where people are unsatisfied with their experiences, and we intervene quickly with a care service to achieve a positive result.
- Investigation by the care provider: where the risk assessment suggests the issue is suitable for the complaint to be investigated via the service's own complaints procedure, we obtain consent to share the person's contact details with the service. We contact the service provider and require them to investigate and respond to the complaint.
- Investigation by the Care Inspectorate: where our risk assessment identifies more serious complaints, we conduct an investigation.

### **New digital complaints system**

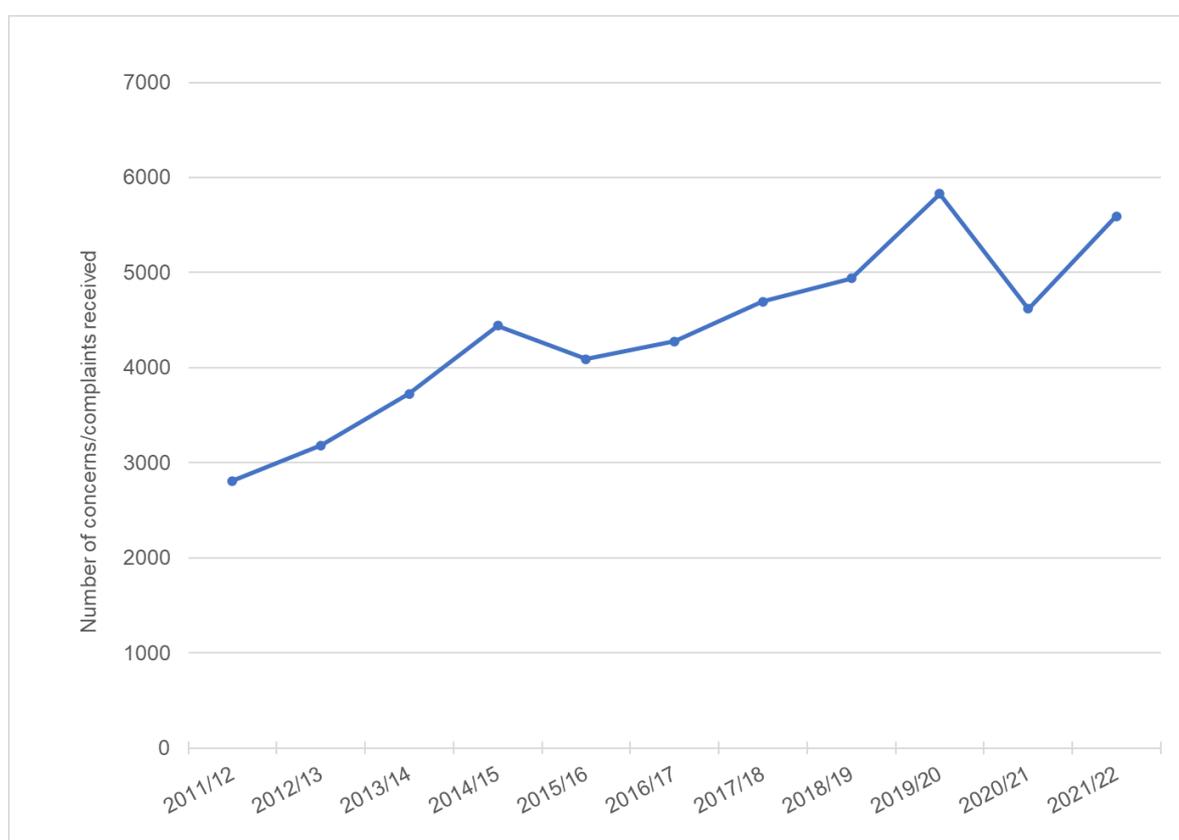
In March 2019, we introduced a new digital complaints system, which is used to record complaints including progress and outcomes. This new recording system has resulted in improvements to the quality and definition of the data presented. By being developed to go alongside our complaints procedure pathways, it has allowed us to provide a clear account of how complaints have been resolved over the past three years in this report.

## 2. How many complaints were received and how did we respond to them?

### Complaints received

In 2021/22, we received 5,595 complaints about care services and this continues an overall trend for increasing numbers of complaints about services over the past 10 years (see Figure 1). This general increase in the numbers we received may indicate greater awareness of our complaints process and a greater awareness amongst people about the standards of care they and others should expect. The decrease in 2020/21 is due to the impact of the pandemic: for example, many services closed (particularly early learning and childcare services) to prevent the spread of the virus and keep people safe, before re-opening in 2021/22.

**Figure 1: Complaints received 2011/12 to 2021/22**



Once we have confirmed that a complaint is within our remit and we have enough information to proceed, we undertake a risk assessment and decide which resolution pathway is the most appropriate course of action. During 2021/22, we resolved 4,357 complaints, which can be broken down as follows:

- **Intelligence: Use the information given by the person making the complaint as intelligence about the service, to help inform future scrutiny activity and improvement support. For example bringing forward a full, unannounced inspection of a service:** In 2021/22, we resolved 2,688 (62% of all complaints resolved) as intelligence, sharing our assessment of the information provided to the inspector for that service, who in turn used it alongside all other intelligence to help prioritise and inform

future scrutiny activity. This approach is used in lower risk complaints and allows the inspector to discuss issues directly with the service in question.

- **Direct service action:** In 2021/22, 694 complaints (16% of all complaints resolved) were assessed as suitable to be resolved by the service directly and quickly.
- **Investigation by the care provider:** Following the risk assessment, in 2021/22 251 complaints (6% of all complaints resolved) were assessed as suitable for the complaint to be investigated via the service's complaints procedure and we required the provider to investigate.
- **Investigation by the Care Inspectorate: depending on our assessment of risk, we may decide that we need to conduct an investigation.** In 2021/22, following our risk assessment process, 724 complaints (17% of all complaints resolved) were assessed as serious enough for us to conduct an investigation.

### Revoked concerns

The gap between the complaints received and the complaints resolved is mostly accounted for by complaints that are revoked, which means we take no further action.

Reasons to revoke a complaint include: the complaint not being within the remit of the Care Inspectorate to investigate; the complainant not wishing to proceed with the complaint; the complainant wishing to go through the service provider's complaints process; or the complaint identifying child or adult protection or criminal issues that are reported to other agencies. The lead inspector will follow this up with relevant agencies and ensure action is taken by the service. All information from revoked complaints is shared with the lead inspector of the service for intelligence. We also provide advice to complainants on the correct agency to take their complaint to, for example the NHS or health and social care partnerships, and on how to do this.

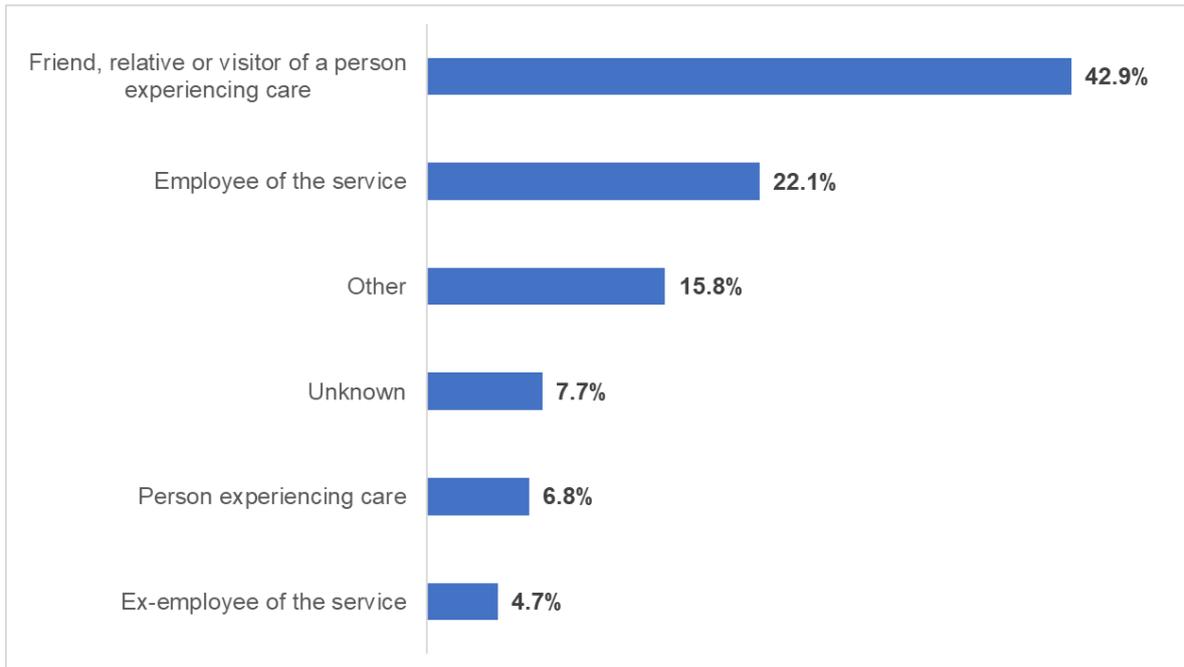
Of the 5,595 complaints received in 2021/22, 1,154 were revoked (21% of all case received).

### 3. Who makes complaints?

Figure 2 below shows the breakdown of all complaints received over the last three years by relationship of the person making the complaint to the service.

Of all the complaints we received, 43% came from friends, relatives or visitors of people who experience care with a further 27% from employees (22%) or former employees (5%). Only 7% of complaints made came from people who experience care themselves.

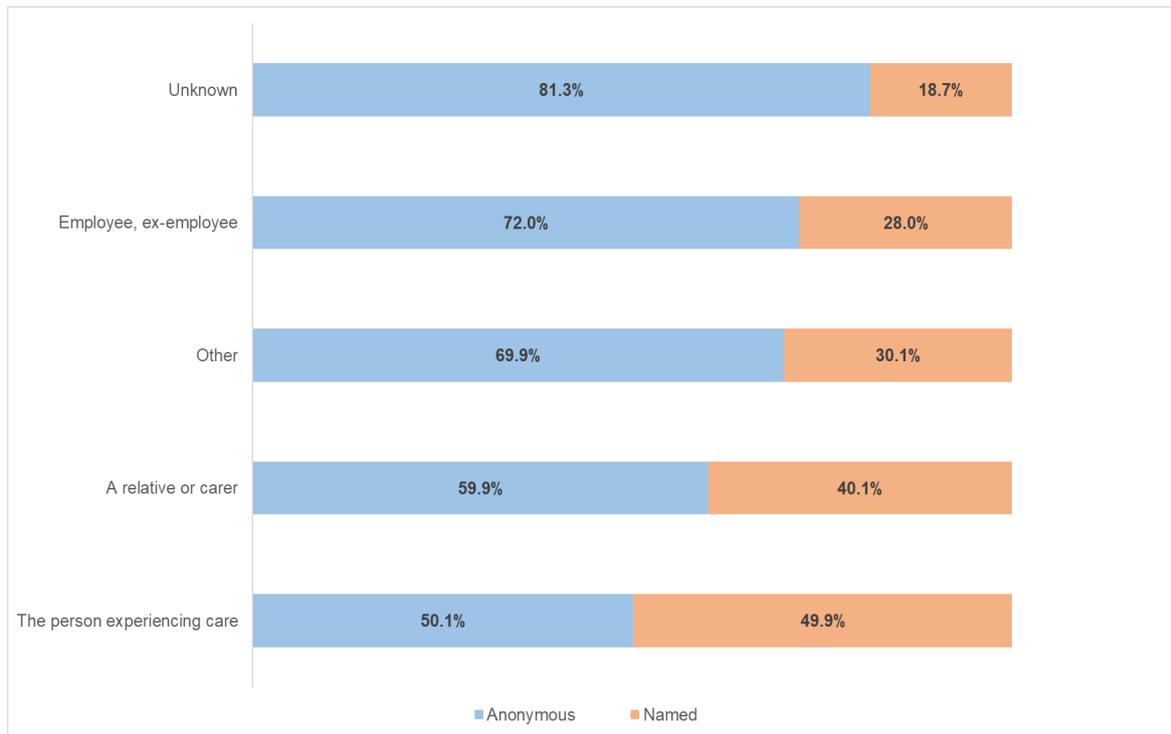
**Figure 2: Complaints received 2019/20 to 2021/22, by relationship to service**



When someone makes a complaint, they can choose to remain completely anonymous. Over the past three years, the percentage of complaints received anonymously has increased: 67% of all complaints received this year compared with 64% in 2019/20.

Figure 3 below shows the breakdown of anonymous complaints received over the last three years by relationship of the person making the complaint to the service. Based on all the complaints received over this three-year period, the most likely group who wished to remain anonymous was those whose relationship to the service was also unknown – 81% did not wish to be named. 72% of employees and/or ex-employees and 70% of ‘other’ complainant types wished to remain anonymous. In contrast, 50% of people who experienced care were happy to be named. It is important to note that, in anonymous complaints, the relationship of the complainant to the service is based on the information provided by the complainant and is not verifiable by us.

**Figure 3: Complaints received 2019/20 to 2021/22 that were anonymous, by relationship to service.**

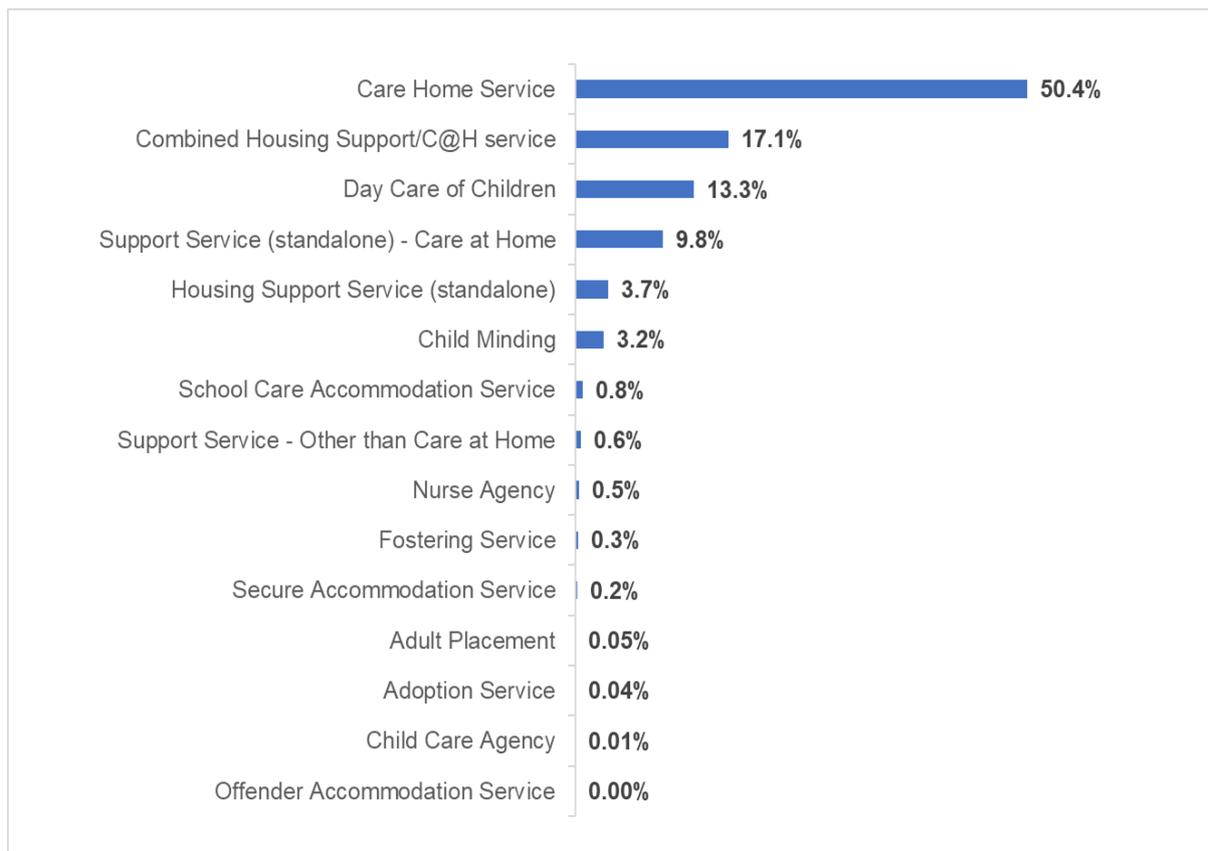


#### 4. What type of care services do people complain about?

The largest number of complaints we received over the three-year period were about care homes. Although making up only around 12% of the 11,700 or so registered services, care homes account for 50% of the total number of complaints received – a total of 8,094 complaints received over the last three years.

Over the three years, 17% of the complaints received were about a combined housing support and care at home service, 13% were about daycare of children services and 10% were about standalone care at home services.

**Figure 4: Complaints received 2019/20-2021/22 by type of service**



## 5. What do people complain about?

When we investigate a complaint, we capture detailed information about what we investigated. Each complaint investigated can be about several different areas, each of which will be either upheld or not upheld.

In 2021/22, 29% of all areas of complaint upheld were about healthcare concerns in a service (for example medication, infection control or nutrition), 15% were about wellbeing (behavioural, developmental, emotional or social), 14% were about communication (either between staff and people experiencing care/relatives/carers or on information about the service) and 8% were about staff (such as staff levels, training or other fitness issues). These have been a consistent top four over time. There is a more detailed list of areas of complaint in the Appendix (Table A and Table B).

### Figure 5: All service types, by area of complaint for investigations conducted in 2021/22

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	% of all upheld areas of complaint
Healthcare	426	29.3%
Wellbeing	223	15.3%
Communication	203	14.0%
Staff	121	8.3%
Policies and procedures	85	5.8%
Choice	85	5.8%
Protection of people	71	4.9%
Record keeping	55	3.8%
Property	55	3.8%
Privacy and dignity	38	2.6%
Environment	35	2.4%
Food	28	1.9%
User participation	9	0.6%
Conditions of registration	7	0.5%
Financial issues	6	0.4%
Access	6	0.4%
Equality issues	1	0.1%

## 6. Complaints received – children and young people

Children and young people services include care home services for children and young people, adoption, fostering, school care accommodation or secure accommodation services. In 2021/22, we received 213 complaints about these services, the majority of which (74%) were about care homes for children and young people. This 213 received is 4% of the complaints received across all service types during the year, staying consistent over the three-year period.

The volume of complaints received about care services for children and young people fell by 7% over the three-year period: the largest drop was in schoolcare accommodation services while the largest increase was in care homes for children and young people.

**Figure 6: Complaints about children and young people services received in 2021/22**

Service type	Care service type	All complaints received 2021/22	All complaints received 2019/20
Children and young people services	Care home service for children and young people	157	123
	Schoolcare accommodation service	27	67
	Fostering service	15	26
	Secure accommodation service	13	11
	Adoption service	1	3
All care service types		213	230

Of the 213 complaints received about services for children and young people in 2021/22, 33% (70) came from a relative or carer an overall increase on the 31% in 2019/20. The number of complaints made by young people themselves remains low: only eight complaints about services for children and young people came directly from a young person in 2021/22, and this has fallen over the three years (17 in 2019/20). We are carefully monitoring this and raising the profile of our complaints procedure through our work on meeting The Promise and with young volunteers.

## 7. Complaints about care homes for older people

In total, 42% (2,374) of the 5,595 complaints we received in 2021/22 were about care homes for older people, and this is the consistently the service type we receive most complaints about. Over the year, we received at least one complaint about 73% of the 799 care homes for older people registered as at 31 March 2022.

During 2021/22, following our risk assessment process, we resolved 1,941 complaints about care homes for older people using the different pathways as follows.

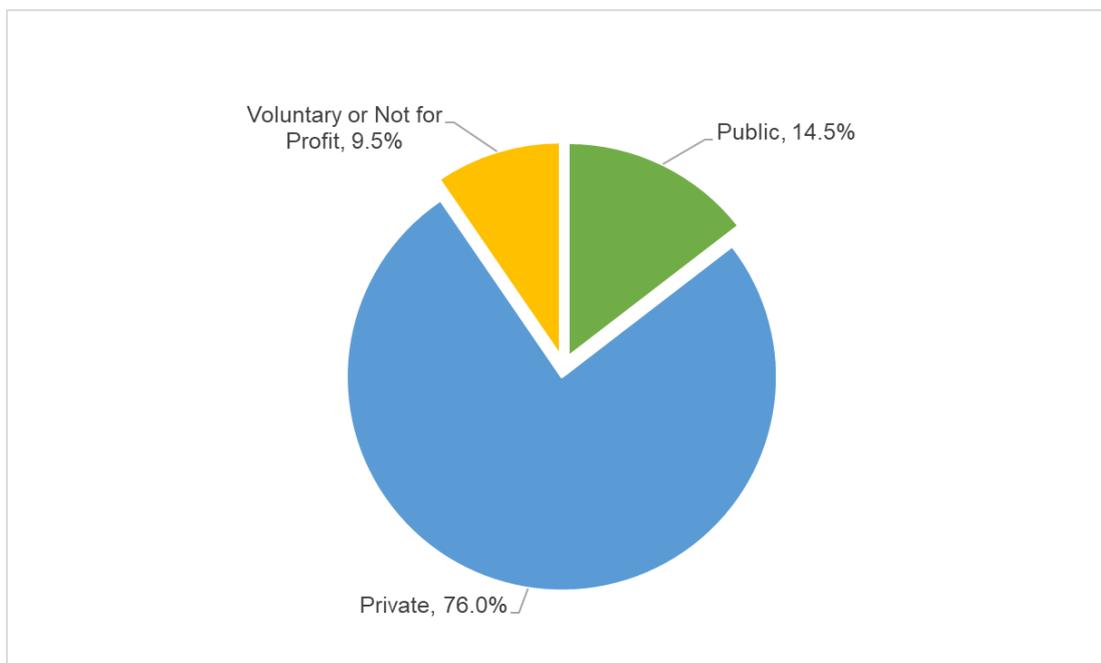
- **Intelligence:** In 2021/22, there were 1,319 complaints (68% of all complaints resolved) where the information given to us by the complainant was assessed and provided to the inspector for that service to be used to help inform future scrutiny activity. This accounted for 68% of the 1,941 complaints about care homes for older people which were resolved in 2021/22.
- **Direct service action:** In 2021/22, 207 complaints (11%) were assessed as straightforward or a simple enough matter to be resolved by the service directly and quickly.
- **Investigation by the care provider:** In 2021/22, 89 complaints (5%) were suitable for the complaint to be investigated via the service's complaints procedure and we required the provider to investigate.
- **Investigation by the Care Inspectorate: depending on our assessment of risk, we may decide that we need to conduct an investigation.** In 2021/22, 326 complaints (17%) were deemed serious enough for us to decide that we needed to conduct an investigation.

Over the year, we conducted an investigation into at least one complaint in 28% of all care homes for older people and went on to uphold a complaint in 24%.

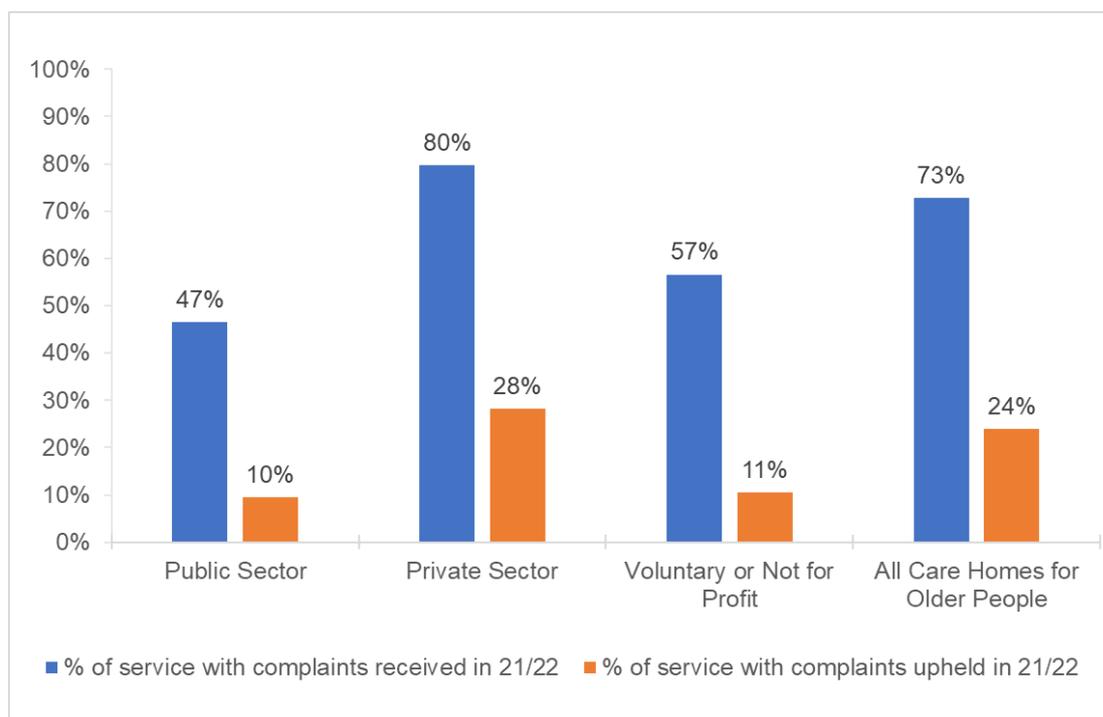
Of the care homes for older people that had a complaint upheld in 2021/22, 70% had one upheld complaint, 23% had two upheld complaints, and the remaining 7% had three upheld complaints during the year.

Most care homes for older people are operated by the private sector (76%) with the public sector providing 15% and the remaining 10% provided by voluntary organisations (Figure 7). Rates of complaints received and upheld are highest in the private sector: in 2021/22, we received at least one complaint about 80% of private sector care homes for older people and upheld a complaint about 28% of them (Figure 8).

**Figure 7: Proportion of care homes for older people at 31 March 2022 – by sector**



**Figure 8: Care homes for older people at 31 March 2022 – % services with a complaint received or upheld about them**



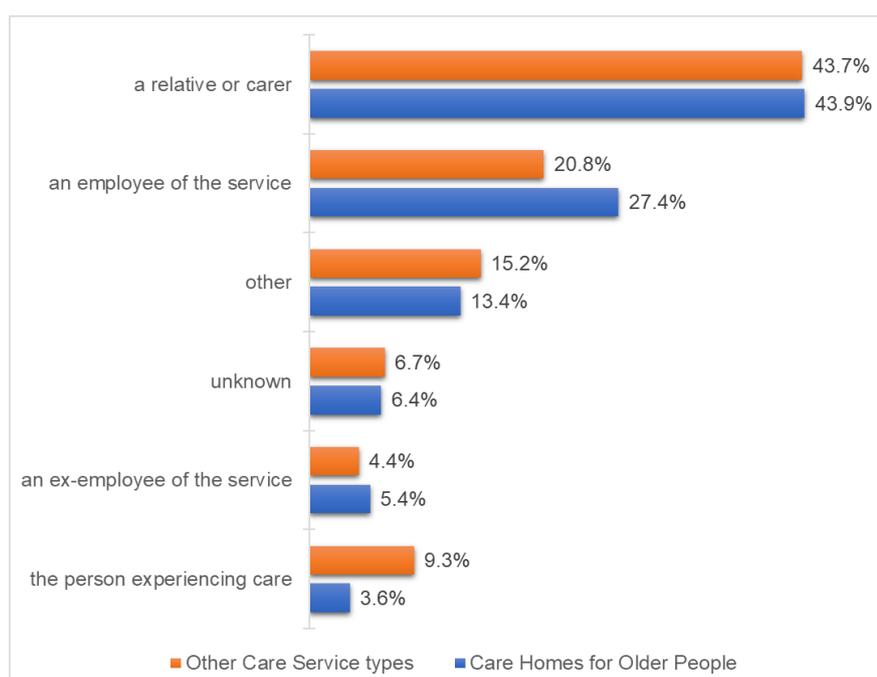
Further breakdown of areas of complaint about care homes for older people (Figure 9) shows that specific healthcare issues formed the largest group of complaints (38%). This includes complaints about nutrition, medication, hydration, tissue viability, continence care and inadequate care and treatment. This is consistently the case over time. Full details of this breakdown are in the Appendix (Table C).

**Figure 9: Care homes for older people – by area of complaint 2021/22**

Summary area of complaint	Number of areas of complaint upheld	% of all upheld areas of complaint
Healthcare	310	38.0%
Communication	117	14.4%
Wellbeing	87	10.7%
Staff	50	6.1%
Property	49	6.0%
Choice	46	5.6%
Protection of people	33	4.0%
Policies and procedures	28	3.4%
Privacy and dignity	26	3.2%
Environment	25	3.1%
Food	17	2.1%
Record keeping	16	2.0%
User participation	6	0.7%
Access	4	0.5%
Financial issues	1	0.1%

In 2021/22, 44% of all complaints received about care homes for older people were from relatives and carers of people living in the service, consistent with the percentage for all other types of service (Figure 10). The proportion of complaints received from employees of the service was 6% higher for care homes for older people than for other service types. Only 4% of all complaints about care homes for older people were from people experiencing care, compared with just over 9% for all other types of service.

**Figure 10: Complaints received 2021/22 by relationship of the person making the complaint – care homes for older people compared with all other complaints received**



## 8. What we found when conducting investigations

Following our risk assessment process, we may decide due to the nature and seriousness of the complaint that an investigation is required. Once that investigation is complete the inspector decides if the complaint should be upheld or not upheld. Where we have investigated and found evidence that supports the complaint, the complaint will be upheld, otherwise the outcome will be not upheld. When we uphold a complaint, we inform both the person making the complaint and the care service about any requirements or areas for improvement. Where a complaint is upheld and we make requirements, the complaint inspector follows this up in timescale and produces a public inspection report. It may be that one complaint contains many parts – which we call areas of complaint – each of which may be either upheld or not upheld.

Figure 11 below shows that in 2021/22, we upheld 76% of the investigations we conducted, which is the same as last year but an increase from 61% in 2019/20. This reflects, at least in part, our risk-based procedures. Complaints taken forward for investigation are those that are serious, about failings in care that have led to or are likely to lead to poor outcomes for an individual or individuals. As such, there is an increased likelihood that such cases, where proven, will be upheld.

The percentage of complaints upheld varies by type of service, although percentages based on small numbers of complaints should be interpreted with caution. For those service types with more than 20 complaints investigated this year, the highest proportion of complaints upheld were about care homes for older people (84%), 82% across all care home types. This is compared to the 79% of standalone care at home services and 78% of combined housing support care at home services (figure 12).

**Figure 11: The number of complaint investigations conducted by complaint outcome, 2019/20– 2021/22**

Complaint outcome	Year investigation conducted		
	2019/20	2020/21	2021/22
Upheld	61%	76%	76%
Not upheld	39%	24%	24%

**Figure 12: Percentage of complaints upheld by service type, 2021/22**

<b>Care service type</b>	<b>Number of complaints where investigation conducted</b>	<b>Number of complaints upheld</b>	<b>% of all complaints upheld</b>
Adoption	0	0	0.0%
Adult placement	0	0	0.0%
Care home	365	299	81.9%
of which, care home for older people	326	273	83.7%
Childminding	36	15	41.7%
Daycare of children	109	69	63.3%
Fostering	3	2	66.7%
Housing support (standalone service)	10	8	80.0%
Nurse agency	0	0	0.0%
Offender accommodation service	0	0	0.0%
School care accommodation	7	4	57.1%
Secure accommodation	2	2	100.0%
Support service (standalone) – care at home	88	70	79.5%
Support service (standalone) – other than care at home	0	0	0.0%
Combined housing support and care at home service	104	81	77.9%
<b>All care service types</b>	<b>724</b>	<b>550</b>	<b>76.0%</b>

## 9. Supporting improvement following complaints

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

We look carefully at all the information we receive from all complaints and decide the best way to proceed. This might be through an investigation, or we may look at the issues raised during the service's next inspection. Alternatively, we may support direct service action, where we communicate with the service and facilitate resolution that the person making the complaint is satisfied with. Or we may ask the service provider to investigate the complaint. Some issues raised with us 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 people to the appropriate organisation, ensuring we are clear how their concerns will be best addressed.

Where we do investigate formally, the purpose is not just to establish the facts and determine whether the care provided was good enough but also to seek to improve the quality of care provided to the person making the complaint and other people. It is essential that our investigations lead to meaningful change and improvements that provide positive outcomes for people experiencing care.

Following a complaint investigation where the complaint is 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 good practice; advising on an area for improvement; or making a requirement setting out what the service must do to improve and by when. Where requirements are given, the complaints inspector will follow this up in timescale and do a follow-up inspection. We may evaluate 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 issue a letter of serious concern, which we share with relevant partners such as local health and social care partnerships to ensure services receive support for improvement. We may also serve an improvement notice under Section 62 of the Public Services Reform (Scotland) Act 2010 if we are not satisfied that sufficient improvement is achieved and sustained through the courts

A key part of our role is to work with services and providers collaboratively to support improvement. Our inspectors, our improvement support team and the Health and Social Care Improvement Team may spend time with care services and providers to build capacity and capability for quality improvement and help to make sure the experiences and outcomes for people are the best they can be.

The main areas about complaints we receive are taken forward by our improvement team and scrutiny and assurance staff to develop an improvement programme to support the sector. We regularly send to services the common themes we identify with links to good practice resources in order to support improvement. From the themes identified in 21/22 we are working on a quality improvement programme.

## 10. Conclusions

This report has presented a range of statistical information from complaints about care services over the past three years. The statistics reflect how the Care Inspectorate actioned every complaint received and responded appropriately using our risk-based assessment process to allow us to resolve complaints as quickly as possible for complainants. Crucially, all intelligence from complaints was assessed and used to inform what we do and focus our work on areas of greatest need.

Our focus in all areas of our work, including complaints, is on improving the quality of care and outcomes for people who experience care services. We do this through the resolution and the investigation of complaints and by using all the intelligence we gather to focus our inspections as well as the wider scrutiny, assurance and improvement support work we carry out across all care services.

### Summary of main points

- We received 5,595 complaints in 2021/22, a continuation of the long-term increase in complaints received.
- We resolved a total of 4,357 complaints during 2021/22.
  - In 62%, the information given to us by the complainant was provided to the inspector for that service to be used to inform and focus future scrutiny activity and improvement support.
  - 16% were resolved by the service directly and quickly.
  - 6% were investigated through the service's own complaints procedure where we required the provider to investigate.
  - 17% were assessed as serious enough for us to decide that we needed to conduct an investigation.
- We upheld the majority of the complaints we investigated – 76% of investigations were upheld in 2021/22. This reflects at least in part our risk-based procedures where all high-risk complaints were taken forward for investigation. As reported in previous years, we continue to receive and uphold more complaints about care homes for older people than for any other type of service – 24% of care homes for older people had at least one complaint upheld during 2021/22. Specific healthcare issues such as nutrition, medication, hydration, tissue viability, continence care and inadequate care and treatment were the most frequent types of complaints upheld about care homes for older people this year.

## Appendix: Complaints about care services in Scotland, 2019/20 to 2021/22– Detailed tables

**Table A: All service types by area of complaint, complaints upheld in 2021/22**

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.

Area of complaint	Detailed area of complaint	No. of upheld areas of complaint	% of all upheld areas of complaint
Healthcare	Healthcare > Clinical governance	5	0.3%
	Healthcare > Continence care	25	1.7%
	Healthcare > Hydration	26	1.8%
	Healthcare > Inadequate healthcare or healthcare treatment	147	10.1%
	Healthcare > Infection control issues	36	2.5%
	Healthcare > Medication issues	58	4.0%
	Healthcare > Mental health care	3	0.2%
	Healthcare > Nutrition	33	2.3%
	Healthcare > Oral health	11	0.8%
	Healthcare > Other	45	3.1%
	Healthcare > Palliative care	7	0.5%
Healthcare > Tissue viability	30	2.1%	
Wellbeing	Wellbeing > Behaviour	15	1.0%
	Wellbeing > Developmental	16	1.1%
	Wellbeing > Emotional	31	2.1%
	Wellbeing > Other	136	9.4%
	Wellbeing > Social	7	0.5%
	Wellbeing > Visiting	18	1.2%
Communication	Communication > Between staff and service users/relatives/carers	184	12.7%
	Communication > Information about the service	9	0.6%
	Communication > Language difficulties	2	0.1%
	Communication > Other	8	0.6%
Staff	Staff > Levels	52	3.6%
	Staff > Other	19	1.3%
	Staff > Other fitness issues	7	0.5%
	Staff > Recruitment procedures (including disclosure checks)	6	0.4%
	Staff > Registration with professional bodies	2	0.1%
	Staff > Training / qualifications	34	2.3%
	Staff > Unfit to work with vulnerable people	1	0.1%
Policies and procedures	Policies and procedures > Complaints procedure	57	3.9%
	Policies and procedures > Other	28	1.9%
Choice	Choice > Activities	13	0.9%
	Choice > Care and treatment	56	3.9%
	Choice > Dignity and privacy	14	1.0%
	Choice > Other	2	0.1%

**Table A: All service types by area of complaint, complaints upheld in 2021/22  
(cont.)**

Area of complaint	Detailed area of complaint	No. of upheld areas of complaint	% of all upheld areas of complaint
Protection of people	Protection of people > Adults	56	3.9%
	Protection of people > Children	11	0.8%
	Protection of people > Other	3	0.2%
	Protection of people > Policies and procedures	1	0.1%
Record keeping	Record keeping > Other	23	1.6%
	Record keeping > Personal plans/ agreements	32	2.2%
Property	Property > Care of	19	1.3%
	Property > Loss of/missing	31	2.1%
	Property > Other	5	0.3%
Privacy and dignity	Privacy and dignity > Privacy and dignity	38	2.6%
Environment	Environment > Fitness of premises / environment	20	1.4%
	Environment > Inadequate facilities	5	0.3%
	Environment > Other	7	0.5%
	Environment > Security	3	0.2%
Food	Food > Availability	7	0.5%
	Food > Choice	5	0.3%
	Food > Other	11	0.8%
	Food > Quality	5	0.3%
User participation	User participation > Other	9	0.6%
Conditions of registration	Conditions of registration > Exceeding capacity	5	0.3%
	Conditions of registration > Other	2	0.1%
Financial issues	Financial issues > Financial issues	6	0.4%
Access	Access > Other	4	0.3%
	Access > To other services e.g. advocacy/health	2	0.1%
Equality issues	Equality issues > Equality issues	1	0.1%

**Table B: Areas of complaint upheld, by type of care service 2021/22**

Detailed area of complaint	Care home service		Childminding		Daycare of children		Fostering service		Housing support service (standalone)		Nurse agency		School care accommodation service		Secure accommodation service		Support service (standalone) - care at home		Support service (standalone) - other than care at home		Combined housing support/care at home service	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%
Healthcare > Clinical governance	4	0.3%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%
Healthcare > Continence care	18	1.2%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%		0.0%	3	0.2%		0.0%	3	0.2%
Healthcare > Hydration	23	1.6%		0.0%	1	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%		0.0%	1	0.1%
Healthcare > Inadequate healthcare or healthcare treatment	114	7.8%		0.0%	3	0.2%		0.0%	1	0.1%		0.0%		0.0%		0.0%	16	1.1%		0.0%	13	0.9%
Healthcare > Infection control issues	19	1.3%		0.0%	2	0.1%		0.0%	3	0.2%		0.0%	1	0.1%		0.0%	7	0.5%		0.0%	4	0.3%
Healthcare > Medication issues	27	1.9%		0.0%	2	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%	13	0.9%		0.0%	16	1.1%
Healthcare > Mental health care	3	0.2%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%
Healthcare > Nutrition	32	2.2%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Healthcare > Oral health	11	0.8%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Healthcare > Other	32	2.2%		0.0%	2	0.1%		0.0%		0.0%		0.0%		0.0%	1	0.1%	5	0.3%		0.0%	5	0.3%
Healthcare > Palliative care	6	0.4%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%		0.0%		0.0%
Healthcare > Tissue viability	26	1.8%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%		0.0%	3	0.2%
Wellbeing > Behaviour	6	0.4%		0.0%	9	0.6%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Wellbeing > Developmental	5	0.3%	2	0.1%	4	0.3%	1	0.1%	1	0.1%		0.0%	3	0.2%		0.0%		0.0%		0.0%		0.0%
Wellbeing > Emotional	19	1.3%	3	0.2%	7	0.5%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%		0.0%	1	0.1%
Wellbeing > Other	50	3.4%	4	0.3%	32	2.2%		0.0%		0.0%		0.0%		0.0%		0.0%	21	1.4%		0.0%	29	2.0%
Wellbeing > Social	7	0.5%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Wellbeing > Visiting	17	1.2%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%
Communication > Between staff and service users/relatives/carers	114	7.8%	2	0.1%	13	0.9%	2	0.1%	2	0.1%		0.0%		0.0%		0.0%	23	1.6%		0.0%	28	1.9%
Communication > Information about the service	3	0.2%		0.0%		0.0%		0.0%	2	0.1%		0.0%		0.0%		0.0%	1	0.1%		0.0%	3	0.2%
Communication > Language difficulties	1	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%		0.0%		0.0%
Communication > Other	6	0.4%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%		0.0%	1	0.1%

**Table B: Areas of complaint upheld, by type of care service 2021/22 (cont.)**

Detailed area of complaint	Care home service		Childminding		Daycare of children		Fostering service		Housing support service (standalone)		Nurse agency		School care accommodation service		Secure accommodation service		Support service (standalone) - care at home		Support service (standalone) - other than care at home		Combined housing support/care at home service	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%
Staff > Levels	31	2.1%		0.0%	4	0.3%		0.0%		0.0%		0.0%	1	0.1%	1	0.1%	12	0.8%		0.0%	3	0.2%
Staff > Other	5	0.3%		0.0%	2	0.1%		0.0%		0.0%		0.0%		0.0%	1	0.1%	9	0.6%		0.0%	2	0.1%
Staff > Other fitness issues	4	0.3%		0.0%	1	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%		0.0%	1	0.1%
Staff > Recruitment procedures (including disclosure checks)	1	0.1%		0.0%	4	0.3%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%		0.0%		0.0%
Staff > Registration with professional bodies		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	2	0.1%		0.0%		0.0%
Staff > Training / qualifications	12	0.8%		0.0%	6	0.4%		0.0%	1	0.1%		0.0%		0.0%		0.0%	8	0.6%		0.0%	7	0.5%
Staff > Unfit to work with vulnerable people	1	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Policies and procedures > Complaints procedure	16	1.1%		0.0%	8	0.6%		0.0%		0.0%		0.0%		0.0%		0.0%	12	0.8%		0.0%	21	1.4%
Policies and procedures > Other	17	1.2%	1	0.1%	5	0.3%		0.0%		0.0%		0.0%		0.0%		0.0%	4	0.3%		0.0%	1	0.1%
Choice > Activities	8	0.6%		0.0%	2	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	3	0.2%
Choice > Care and treatment	31	2.1%		0.0%		0.0%		0.0%	1	0.1%		0.0%		0.0%		0.0%	13	0.9%		0.0%	11	0.8%
Choice > Dignity and privacy	9	0.6%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%		0.0%	4	0.3%
Choice > Other		0.0%		0.0%	1	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%		0.0%		0.0%
Protection of people > Adults	36	2.5%		0.0%		0.0%		0.0%	1	0.1%		0.0%		0.0%		0.0%	6	0.4%		0.0%	13	0.9%
Protection of people > Children	1	0.1%		0.0%	9	0.6%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%
Protection of people > Other	1	0.1%	1	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%
Protection of people > Policies and procedures		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%
Record keeping > Other	5	0.3%		0.0%	10	0.7%		0.0%	2	0.1%		0.0%		0.0%		0.0%	3	0.2%		0.0%	3	0.2%
Record keeping > Personal plans/agreements	12	0.8%		0.0%	3	0.2%		0.0%		0.0%		0.0%		0.0%		0.0%	8	0.6%		0.0%	9	0.6%

**Table B: Areas of complaint upheld, by type of care service 2021/22 (cont.)**

Detailed area of complaint	Care home service		Childminding		Daycare of children		Fostering service		Housing support service (standalone)		Nurse agency		School care accommodation service		Secure accommodation service		Support service (standalone) - care at home		Support service (standalone) - other than care at home		Combined housing support/care at home service	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%
Property > Care of	15	1.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	4	0.3%
Property > Loss of/missing	30	2.1%		0.0%	1	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Property > Other	5	0.3%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Privacy and dignity > Privacy and dignity	28	1.9%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	6	0.4%		0.0%	4	0.3%
Environment > Fitness of premises / environment	18	1.2%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	2	0.1%
Environment > Inadequate facilities	3	0.2%		0.0%	1	0.1%		0.0%		0.0%		0.0%	1	0.1%		0.0%		0.0%		0.0%		0.0%
Environment > Other	6	0.4%		0.0%	1	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Environment > Security		0.0%	1	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	2	0.1%		0.0%		0.0%
Food > Availability	6	0.4%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%
Food > Choice	2	0.1%		0.0%	1	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	2	0.1%
Food > Other	7	0.5%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	4	0.3%
Food > Quality	4	0.3%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%
User participation > Other	6	0.4%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%		0.0%	2	0.1%
Conditions of registration > Exceeding capacity		0.0%	5	0.3%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Conditions of registration > Other		0.0%	1	0.1%	1	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Financial issues > Financial issues	2	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	4	0.3%
Access > Other	3	0.2%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%
Access > To other services e.g. advocacy/health	1	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.1%
Equality issues > Equality issues	1	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%

**Table C: Care homes for older people, complaints upheld in 2021/22 by area of complaint**

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

Area of complaint	Detailed area of complaint	No. of upheld complaints	% of upheld complaints
Healthcare	Healthcare > Inadequate healthcare or healthcare treatment	112	13.7%
	Healthcare > Nutrition	32	3.9%
	Healthcare > Other	32	3.9%
	Healthcare > Medication issues	27	3.3%
	Healthcare > Tissue viability	25	3.1%
	Healthcare > Hydration	23	2.8%
	Healthcare > Continence care	18	2.2%
	Healthcare > Infection control issues	18	2.2%
	Healthcare > Oral health	11	1.3%
	Healthcare > Palliative care	6	0.7%
	Healthcare > Clinical governance	4	0.5%
	Healthcare > Mental health care	2	0.2%
Communication	Communication > Between staff and service users/relatives/carers	107	13.1%
	Communication > Other	6	0.7%
	Communication > Information about the service	3	0.4%
	Communication > Language difficulties	1	0.1%
Wellbeing	Wellbeing > Other	47	5.8%
	Wellbeing > Visiting	17	2.1%
	Wellbeing > Emotional	10	1.2%
	Wellbeing > Social	7	0.9%
	Wellbeing > Behaviour	6	0.7%
Staff	Staff > Levels	28	3.4%
	Staff > Training / qualifications	12	1.5%
	Staff > Other	4	0.5%
	Staff > Other fitness issues	4	0.5%
	Staff > Unfit to work with vulnerable people	1	0.1%
	Staff > Recruitment procedures (including disclosure checks)	1	0.1%
Property	Property > Loss of/missing	30	3.7%
	Property > Care of	14	1.7%
	Property > Other	5	0.6%
Choice	Choice > Care and treatment	29	3.6%
	Choice > Dignity and privacy	9	1.1%
	Choice > Activities	8	1.0%
Protection of people	Protection of people > Adults	32	3.9%
	Protection of people > Other	1	0.1%
Policies and procedures	Policies and procedures > Complaints procedure	14	1.7%
	Policies and procedures > Other	14	1.7%

**Table C: Care homes for older people, complaints upheld in 2021/22 by area of complaint (cont.)**

Area of complaint	Detailed area of complaint	No. of upheld complaints	% of upheld complaints
Privacy and dignity	Privacy and dignity > Privacy and dignity	26	3.2%
Environment	Environment > Fitness of premises / environment	16	2.0%
	Environment > Other	6	0.7%
	Environment > Inadequate facilities	3	0.4%
Food	Food > Other	7	0.8%
	Food > Availability	6	0.7%
	Food > Quality	3	0.4%
	Food > Choice	1	0.1%
Record keeping	Record keeping > Personal plans/ agreements	11	1.3%
	Record keeping > Other	5	0.6%
User participation	User participation > Other	6	0.7%
Access	Access > Other	3	0.4%
	Access > To other services e.g. advocacy/health	1	0.1%
Financial issues	Financial issues > Financial issues	1	0.1%

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