



REPORT TO: MORAY INTEGRATION JOINT BOARD ON 24 NOVEMBER 2022

SUBJECT: HEALTH AND SOCIAL CARE MORAY ANNUAL COMPLAINTS REPORT 2021/22

BY: CORPORATE MANAGER, HSCM

1. REASON FOR REPORT

- 1.1. To provide the Board with the Health and Social Care Moray (HSCM) Annual Complaints Report for 2021/22.

2. RECOMMENDATION

2.1. It is recommended that the Moray Integration Joint Board (MIJB):

- i) consider and note the contents of the annual report; and**
- ii) approve the annual report for publication on the HSCM website**

3. BACKGROUND

- 3.1. The first Health and Social Care Moray (HSCM) Annual Complaints Report (2020/21) was published at the end of September 2021 and can be found on the HSCM website <https://hscmoray.co.uk/complaints.html>
- 3.2. The annual report summarises and builds on the quarterly reports produced for Clinical and Care Governance Committee. It includes details of the numbers and types of complaints and information about the stage at which complaints were resolved, the time taken to do so, and about the actions that have been or will be taken to improve services as a result of complaints.
- 3.3. A report to the Clinical and Care Governance Committee in August 2022 provided information on the agreed Complaints Key Performance Indicators for the Model Complaints Handling Procedures for Local Authorities (LA), which were published in March 2022 on the SPSO website (this includes Health and Social Work Partnerships, in relation to social work functions delegated from LAs). The Committee also received information detailing the 9 NHS performance indicators.
- 3.4. The NHS Grampian Annual Complaints report provides information on all complaints, concerns, comments and feedback recorded on Datix, this includes

any recorded under HSCM. The Annual Complaints Report produced by the Council includes all council related complaints recorded on IAGAN, this includes any Council related services under HSCM.

- 3.5. The SPSO have advised to ensure there is no double reporting of figures but it should be made clear where partnerships' complaints performance information is published.
- 3.6. Given the importance HSCM places on receiving comments and feedback to use to continuously improve services, the experience and satisfaction of people along with their families and carers the Clinical and Care Governance Committee agreed, at their meeting on 25 August 2022 (para 6 refers) to continue to publish annual complaints performance information to demonstrate HSCM's commitment to valuing complaints.

4. KEY MATTERS RELEVANT TO RECOMMENDATION

- 4.1. The Clinical and Care Governance Committee noted the contents of the Draft Annual Complaints report at their meeting on 27 October 2022 (para 10 of the minute refers) and agreed to submit the draft annual report to this Board meeting for approval prior to publication.
- 4.2. The information from complaints from April 2021 to March 2022 has been collated and presented following the LA KPIs and NHS Performance Indicators. The draft HSCM Annual Complaints Report for 2021/22 is attached at **Appendix 1**.
- 4.3. Prior to publication, the annual report will include links to the Council's and NHSG's Annual Complaints Performance Reports, which are expected to be available in November and December, respectively. The HSCM Annual Complaints report provides supplementary information specific to Health and Social Care Moray.
- 4.4. There have been no complaints received relating to the dissatisfaction with the MIJB's policies, decisions or administrative or decision-making processes followed by the MIJB. The MIJB's definition of a complaint is: *"An expression of dissatisfaction by one or more members of the public about the MIJB's action or lack of action, or about the standard of service the MIJB has provided in fulfilling its statutory responsibilities."*
- 4.5. There was a drop in the number of complaints received during 2020/21, as detailed in the report, which is likely due to the Covid-19 pandemic; in 2020 there were many services that were suspended and many others where service delivery was altered in some way to accommodate the requirements for social distancing.

5. SUMMARY OF IMPLICATIONS

- (a) **Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP)) and Moray Integration Joint Board Strategic Plan "Moray Partners in Care 2019 – 2029"**

As set out within Annex C of the Health and Social Care Integration Public Bodies (Joint Working) (Scotland) Act 2014 Clinical and Care Governance Framework.

Effective handling of complaints is used to ensure the efficient and sustainable delivery of services to meet priorities.

(b) Policy and Legal

Clinical and Care Governance requirements are set out within the Moray Health and Social Care Integration Scheme. Appropriate arrangements must be in place to ensure and evidence good governance in meeting duties under the Public Bodies (Joint Working) (Scotland) Act 2014.

(c) Financial implications

None directly associated with this report.

(d) Risk Implications and Mitigation

There are systems and processes in place across service areas to support clinical governance, providing assurance to the HSCM Senior Leadership Team and to the Clinical and Care Governance Committee. There are platforms within Health and Social Care to discuss and share good practice, learning and challenges.

Moray Integration Joint Board (MIJB), Moray Council and NHS Grampian could find themselves exposed to significant risks if good governance is not in place. The purpose of this report is to oversee the processes to ensure that appropriate action is taken in response to adverse events, scrutiny reports/action plans, safety action notices, feedback, complaints and litigation, and those examples of good practice and lessons learned are disseminated widely.

(e) Staffing Implications

This activity is core to all practitioners in the front line both in terms of their professional competence and assurances in care delivery.

(f) Property

None directly arising from this report.

(g) Equalities/Socio Economic Impact

Not required as there are no changes to policy.

(h) Climate Change and Biodiversity Impacts

None directly arising from this report.

(i) Directions

None directly arising from this report.

(j) Consultations

Consultations have been undertaken with the following staff who are in agreement with the content of this report where it relates to their area of responsibility:

- Corporate Manager

- Tracey Sutherland, Committee Services Officer, Moray Council
- Clinical and Care Governance Group

6. CONCLUSION

- 6.1. The governance and monitoring of complaints forms part of core business for teams and services and provision of a good quality, effective and safe service is a key priority for all staff. Monitoring and learning from all feedback is an ongoing process.**

Author of Report: Isla Whyte, Interim Support Manager

Background Papers: with author

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