

**Rockdale Housing Association**

**Annual Complaints and Compliments Report to 31st March 2024**

**Background**

We maintain both Complaints and Compliments Registers and annually this information is reported to the Board. All complaints are formally recorded where there is clear evidence that a service failure has occurred. This is essential to understand the areas where issues occur, to learn from mistakes and improve the service we offer to our residents and their families.

**Complaints Received**

When service issues are raised, staff deal with them promptly, collaborating with residents to resolve issues and preventing the need to escalate to a formal complaint.

There was a total of 8 formal complaints made, all of which were resolved at Stage 1. All complaints were responded to within the target time. There were 2 complaints for Independent Living and 6 for the Care Home as shown below.

**Learning Outcomes and Service Improvements**

We remain compliant in dealing with all cases at Stage 1, so early intervention and resolution is key to preventing cases going to Stage 2.

Taking each complaint in turn, The learning outcomes and resulting service improvements are as follows:-

**Independent Living**

Repairs – Resident complained about how long it took staff to tend to garden borders. Investigated and took on additional gardener.

Support Provision- Relative complained that Duty Warden took resident’s side in a family dispute. Warden felt they were acting in accordance with Safeguarding Policy. Meeting declined by complainant. All staff reminded of need to act professionally and to remain impartial in disputes.

Our Independent Living TSM rating following the survey in October 23 was 67% and actions have been undertaken to improve residents’ understanding of how to make a formal complaint and timescales for repair reporting and completion. A copy of our current policy has been made available via our website.

**Care Home**

Staffing Issues -These 2 complaints were from former staff members alleging insufficient staffing levels and staff working without DBS clearance. Both were investigated and complaints were unfounded.

CQC Concerns – This complaint also related to staffing levels. When provided with evidence of staff rota in place, CQC were happy with the staffing levels provided.

Communication – Message from relative to Senior RSW not passed on to kitchen staff resulting in resident’s hot lunch not being kept for them on return from hospital visit. Sandwich lunch provided and importance of relaying important messages shared with all staff.

Food Choices – Resident undergoing chemotherapy had largely lost his sense of taste and asked kitchen staff to attempt to make something he could taste. Staff did try but with limited success. Resident passed away shortly thereafter. For future reference, specialist dietician advice will be sought.

Activities – Absence of Activities Lead meant that a programme of forthcoming events was not produced as usually expected. Activities took place but residents had little prior notice. Production of programme was promptly made and learning outcome was sharing importance of routine and good communication with residents.

**Housing Ombudsman Complaints Handling Code 2024**

There is an updated Housing Ombudsman Complaints Handling Code 2024, and we have been updating our Complaints Policy and procedures in line with this. We are now obliged to submit an annual self-assessment report to the Housing Ombudsman by 30th June. This report is required to be considered by the Board and for the Board to make a formal response. The report and the response are required to be published on our website.

The 2024 Code includes a requirement for a Board Complaints champion (referred to as the Member Responsible for Complaints or MRC). We have nominated the Chair of the QA Committee as they already receive and review the complaints information.

**Compliments Received**

|  |  |  |
| --- | --- | --- |
|  | Care Home | Independent Living |
| Compliments | 6 | 9 |

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| --- | --- | --- |
| **Date** | **Department** | **Details** |
| April 23 | **Housing Management** | Comments following sale of leasehold flat. ***Hi Hannah - that’s now completed too! Thanks for all your help. Really would have been hard to get it done without you!*** |
| May 23 | **Housing Management** | Just wanted to say, SH first turned up in Reception looking stressed and saying ‘please help me’ on Monday 15th May. He picked up keys to his new flat on Wednesday 23rd May… Just 7 working days later! Amazing |
| June 23 | **Support Provision** | Whilst I’m writing, I would like to pass on my sincere thanks to Bethany who attended at 4am this morning and stayed and organised an emergency ambulance for me - she was so kind and helpful. |
| June 23 | **Maintenance** | Can I thank you and the team for your amazing responsiveness to the maintenance issues. Your team have been round very quickly to look at the window, cooker socket, bathroom lock and loo. Having someone look at these promptly is undoubtedly helping my mum settle in more quickly than her sitting around and worrying about said issues.Please pass my thanks onto Malcolm too. |
| June 23 | **Housing Management** | I just wanted to send a big thank you to you and colleagues (and residents!) at Rockdale, on behalf of our students who visited this academic year. Particular thanks for all your support with the Life Stories project in its first year - I do hope we can run it again. Visiting Rockdale has been a great experience for all of the students - sometimes challenging but always stimulating. |
| July 23 | **Support** | Now that everything is settled, I wanted to thank you and the wider team (especially the support team, could you please thank them for me) for your help for the short time my dad was at Rockdale. I think Rockdale is a rather special place.I wish you all well for the future. |
| July 23 | **Maintenance** | I would like to take this opportunity to thank the cleaning staff for removing all the flies and spiders that come through the open windows near the lift! and all their other cleaning of the main corridors etc. A very difficult job under the circumstances and much appreciated. |
| August 23 | **Care Home** | Just wanted to share some lovely feedback from relatives who have visited this afternoon. J Pat B daughter - “the flowers that are just outside are so lovely.” John L – visitor “I wished my flowers looked as good as ours.” |
| October 23 | **Housing Management** | To Claire Billis - Short note to express our sincere gratitude for the meticulous care and attention to detail you afforded us in compiling the documents you forwarded to us. |
| December 23 | **Maintenance** | Just to let you know that K came into Reception today to pass on praise about David.David helped her move a fridge this morning (unasked). She said he was really kind and sensitive to her disability. She also said he has been consistently kind and helpful to her during the year. |
| December 23 | **Care Home** | Trupti I just wanted to say how wonderful your staff have been during my mum’s stay in Rockdale and particularly in the last week when her health deteriorated. The kindness and consideration they showed both to her and to me were fantastic. I cannot overstate what a difference it made.I’m OK and at peace with everything. My three children plus partners are all here in Sevenoaks for Christmas so we will take the opportunity to reminisce and celebrate her long and fulfilling life. Also, my mum’s first great-grandchild is due at the end of January so he/she (we don’t know what yet!) will be our permanent reminder of Glenna.I hope you and yours have a happy and peaceful end to the year. Again, my huge thanks to all your wonderful, kind, and caring staffWith best wishesPeter |
| April 23 – March 24 | **Care Home x 3** | Thank you cards for level of care, food and support from staff.Thank you for organising a coronation lunch, lovely party, thoughtfulness, kindness.Thank you for organisation a staff lunch |
| April 23 – March 24 | **Care Home** | Care Home UK – feedback about support, care and food. |

**Andrew Mickleburgh**

**Chief Executive and Complaints Officer**

30th August 2024