

Summary of service provider complaint report

Central East AMHS

2020-21



Introduction

Purpose

The purpose of this summary presentation is to showcase key data for complaints to the MHCC and complaints and compliments directly to your service, largely focusing on the 2020-21 reporting year.

This summary outlines a range of complaints and compliments statistics, including who complainants are, what issues are raised, and how the complaints are resolved.

Interpreting the data

Caution should be used when drawing conclusions from relative numbers of complaints reported by services.

High numbers of complaints reported by services may represent effective complaints reporting processes, a positive complaints culture and/or demonstrate high numbers of issues experienced by people who use the service.

Conversely, low numbers of complaints may indicate issues with the recording of complaints or the service's approach to complaints, or a high level of satisfaction with the service.

Complaints represent people's experience, and a sign of a positive complaints culture would be higher numbers of complaints to services and lower number of complaints to the MHCC, reflecting that people feel confident to raise their concerns with the service.

The role of the MHCC

The MHCC collates and analyses complaints data about public mental health services to:



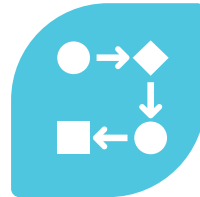
identify key themes and emerging issues across the sector



gain insights into the concerns/experiences of consumers, families and carers



increase awareness of systemic issues and improvement opportunities



understand the status of complaint processes and reporting across the sector



inform our projects and recommendations



Number of
complaints and
compliments

How many complaints were made? 2020-21

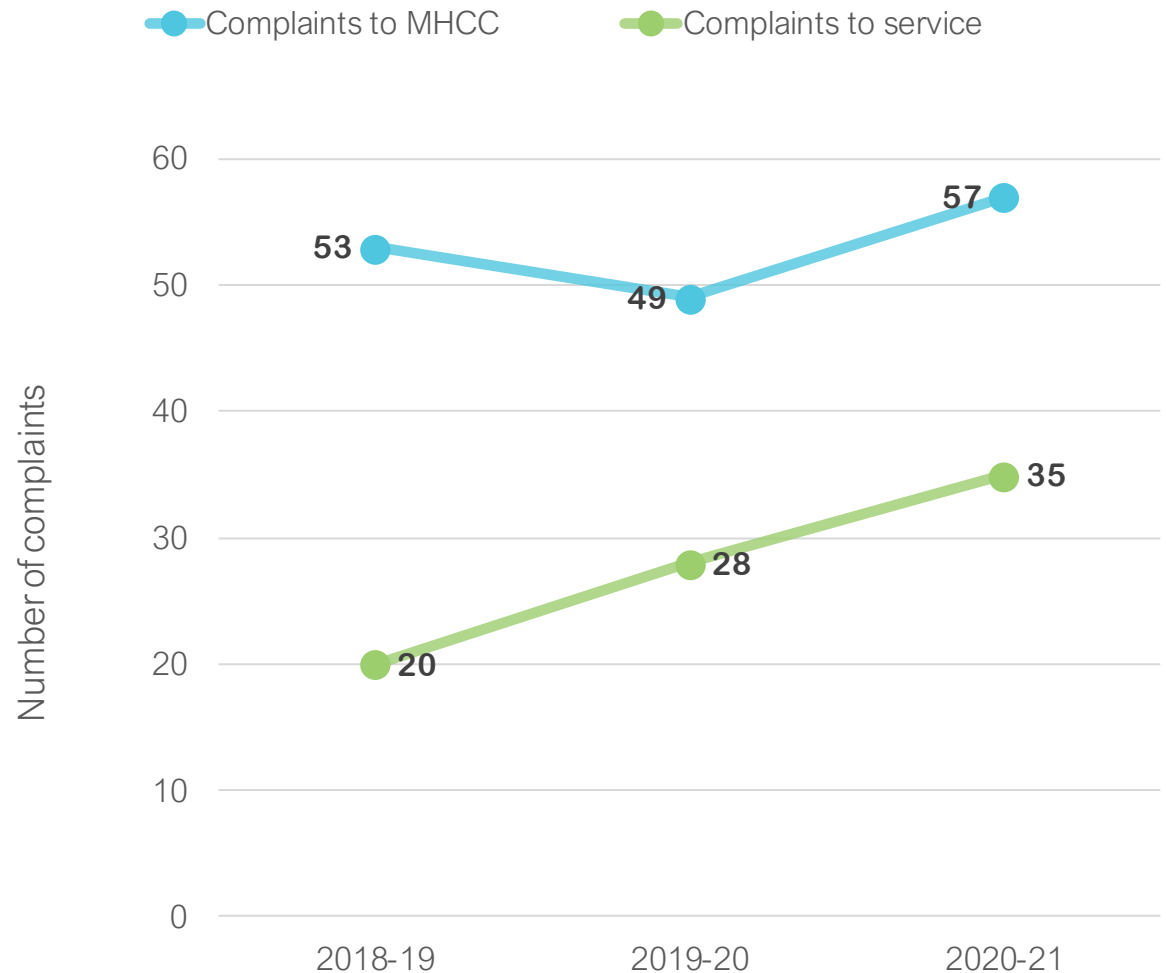
57

Complaints to MHCC
about Central East
AMHS

35

Complaints to
Central East AMHS

- The number of complaints to both the MHCC about Central East AMHS and to Central East AMHS directly rose in 2020-21.
- Overall, more complaints were made to the MHCC than directly to Central East AMHS. The MHCC would like to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/carers feel empowered to raise concerns directly with the service.
- However, the MHCC notes the increase in complaints made directly to Central East AMHS, suggesting that improvements have been made in this regard.



Complaint and compliment rates 2020-21

- Sector medians instead of averages are shown, as the majority of services have relatively lower rates of complaints and compliments, with fewer services having higher rates of complaints and compliments. Half of all services have complaint and compliment rates below the sector median.
- Compared to the sector, a slightly higher rate of complaints was made to the MHCC about Central East AMHS, and a slightly lower rate of complaints was made directly to the service.
- A slightly lower rate of compliments was made to Central East AMHS compared to the sector.

Complaints about Central East AMHS

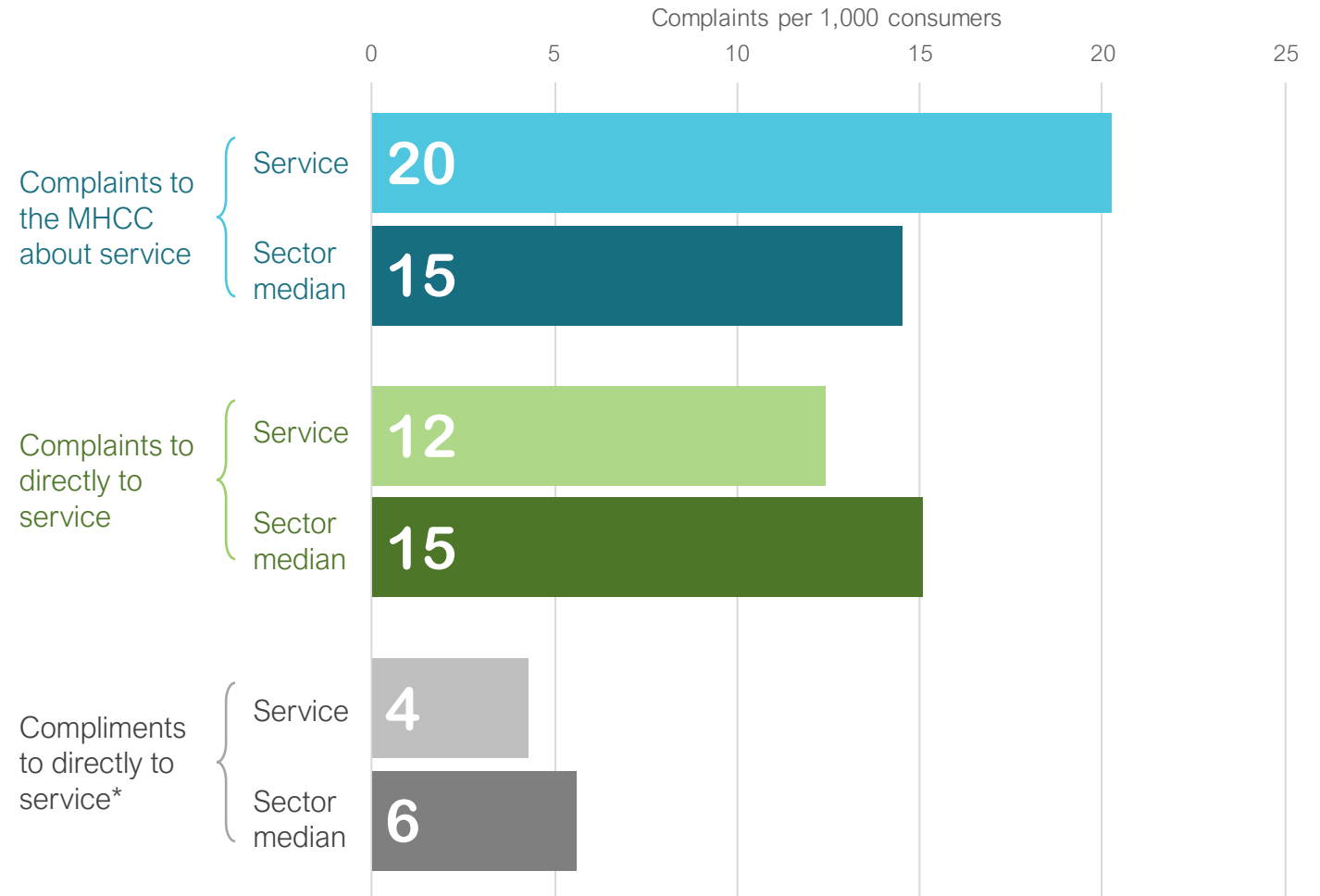
- to the MHCC (n=57)
- to the service (n=35)

Compliments to Central East AMHS (n=12)

Sector-wide complaints

- to the MHCC (n=1641)
- to the service (n=1679)

Compliments to services sector-wide (n=1109)

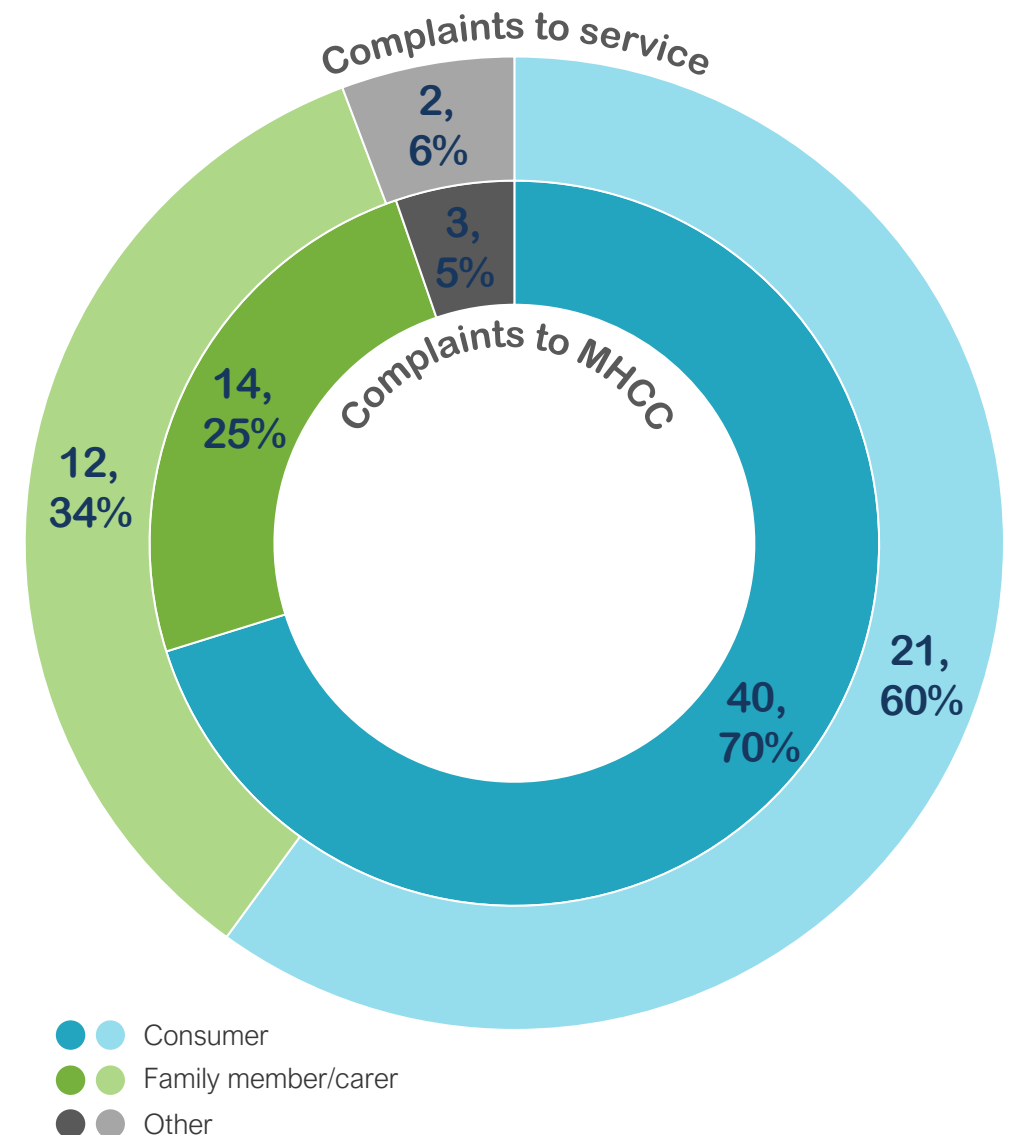


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about Central East AMHS

- The proportions of complaints made by different groups to the MHCC about Central East AMHS were broadly consistent with the sector, with consumers making most complaints.
- Similarly, more complaints were made directly to Central East AMHS, by consumers than those made by family members/ carers, consistent with the sector as a whole.



Note: this graphic does not include complaints where the complainant status was unknown.



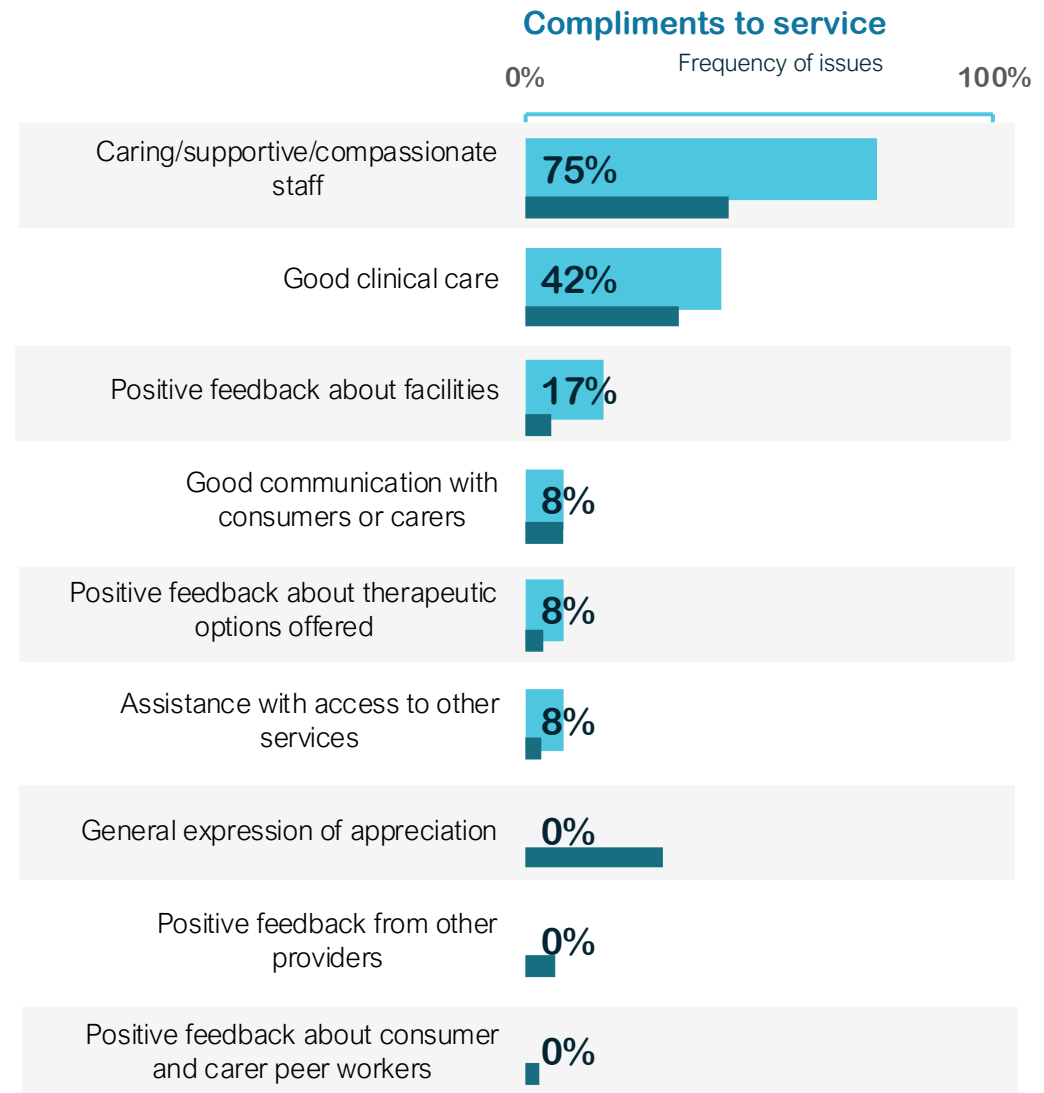
Issues raised in complaints and compliments

What were compliments about? 2020-21

● Compliments to Central East AMHS (n=12) ● Compliments to services sector-wide (n=1109)

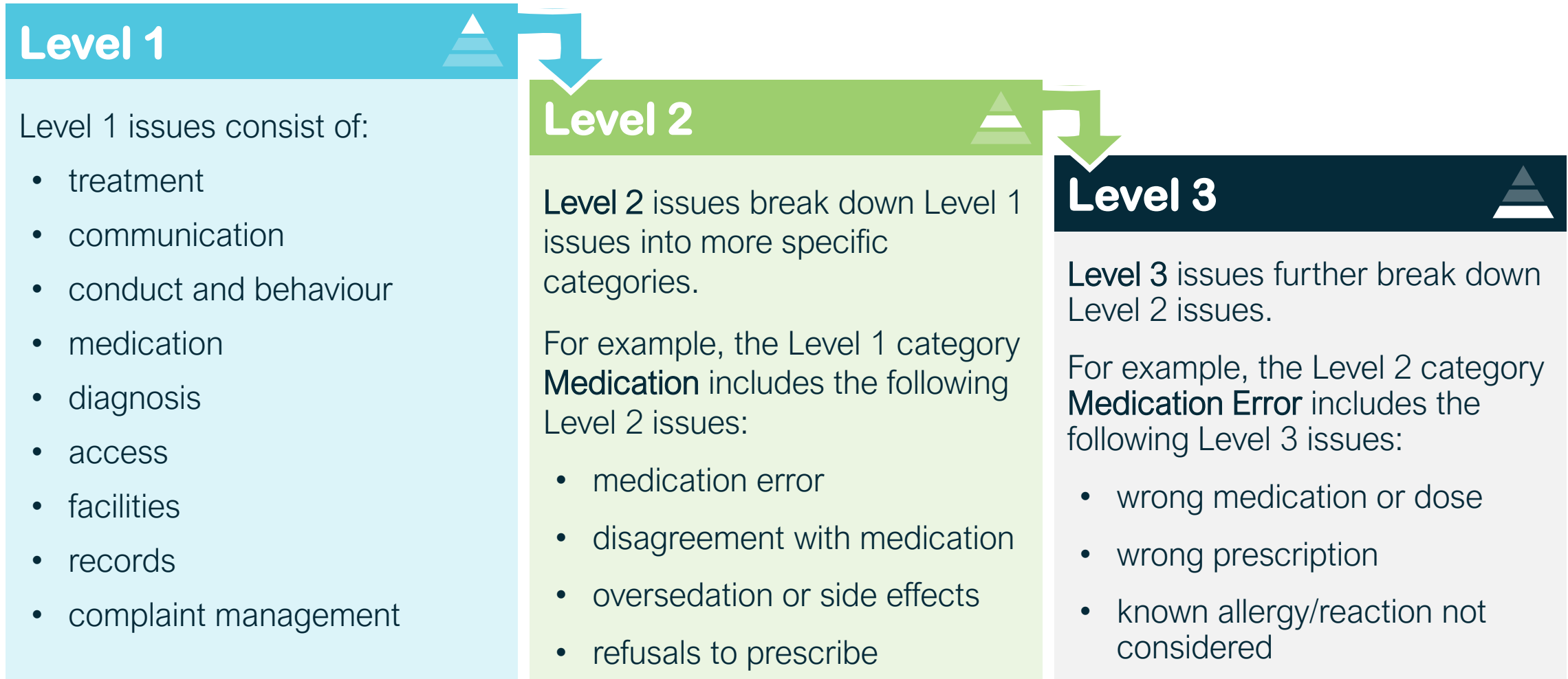
Issues raised in compliments about Central East AMHS

- This is the first year for which we have reported on themes raised in compliments, following feedback from services that this would be helpful.
- Compliments made to Central East AMHS were most commonly about caring/supportive/compassionate staff and good clinical care, and greater percentages of compliments raised those themes compared to the sector as a whole.
- A lower percentage of compliments made to Central East AMHS were classified as general expression of appreciation compared to the sector as a whole. This can be viewed as positive and reflects the level of detail provided by Central East AMHS about their compliments data that enabled the MHCC to identify more specific themes.



How does the MHCC categorise issues?

The MHCC uses three levels of issue categories to classify complaints.



What were complaints about? 2020-21

Level 1 issues raised about Central East AMHS

Complaints about Central East AMHS

to the MHCC (n=57)

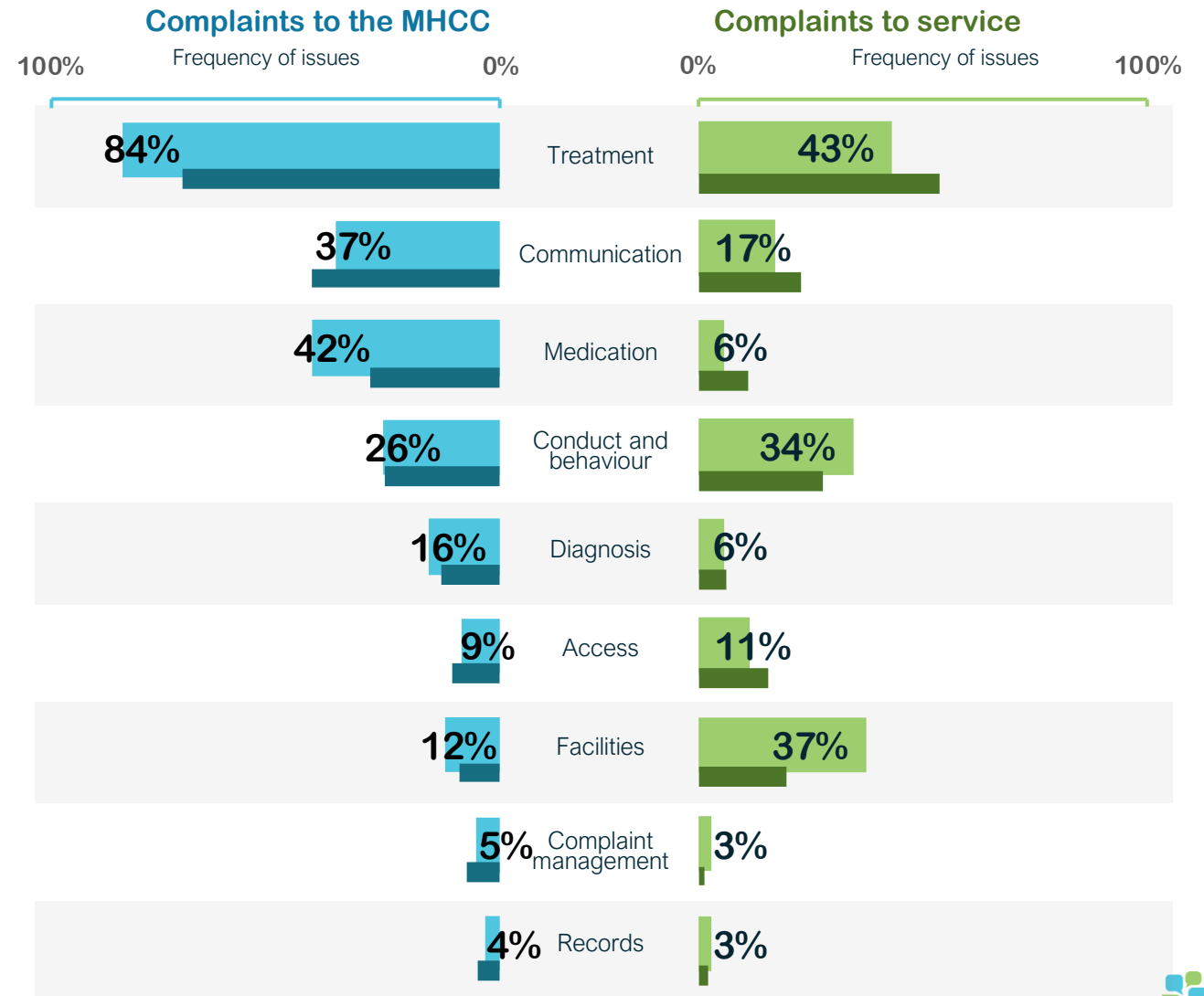
to the service (n=35)

Sector-wide complaints

to the MHCC (n=1641)

to the service (n=1679)

- Issues raised in complaints to the MHCC about Central East AMHS were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication, Medication and Conduct and Behaviour being the most commonly raised issues.
- Issues raised in complaints made directly to Central East AMHS were also broadly consistent with those raised in complaints to services for the sector, with Treatment, Conduct and Behaviour and Communication being the most commonly raised issues. A higher rate of complaints raised issues about facilities to the service when compared to the sector.



What were complaints about? 2020-21

Most frequent Level 3 issues raised about Central East AMHS

Complaints about Central East AMHS

● to the MHCC (n=57)

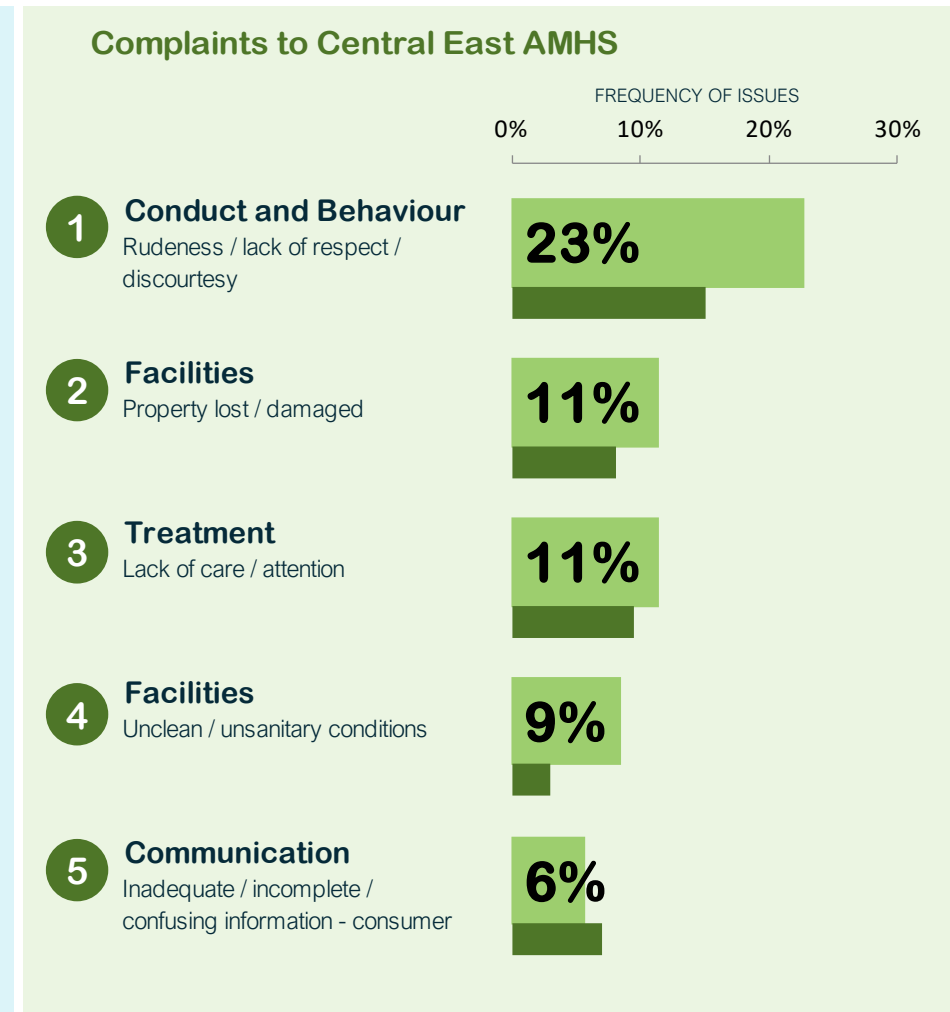
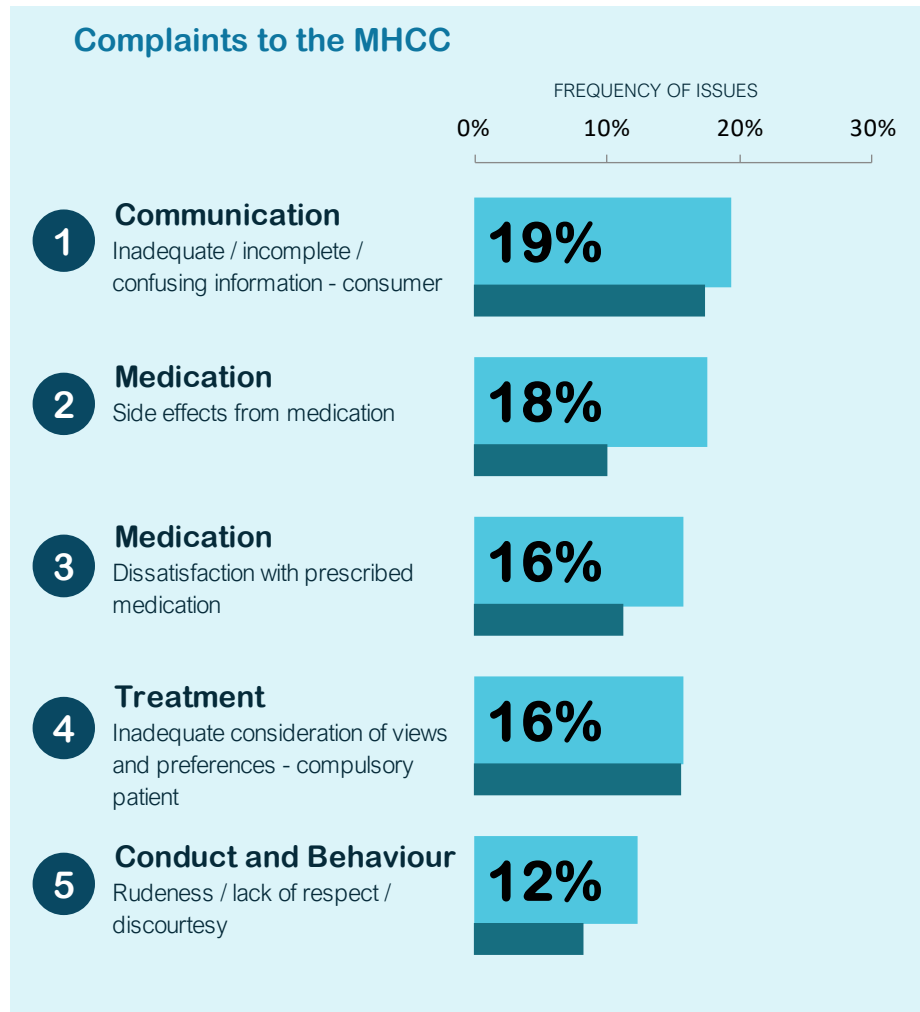
● to the service (n=35)

Sector-wide complaints

● to the MHCC (n=1641)

● to the service (n=1679)

- Inadequate/ incomplete/ confusing information provided to consumers was the most frequently occurring issue in complaints to the MHCC about Central East AMHS, raised in a slightly higher proportion of complaints than the sector
- In complaints made directly to Central East AMHS, rudeness / lack of respect / discourtesy was the most frequently occurring issue, consistent with the sector. Concerns about property lost/ damaged was also frequently raised, in a higher proportion of complaints than the sector.



Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Central East AMHS

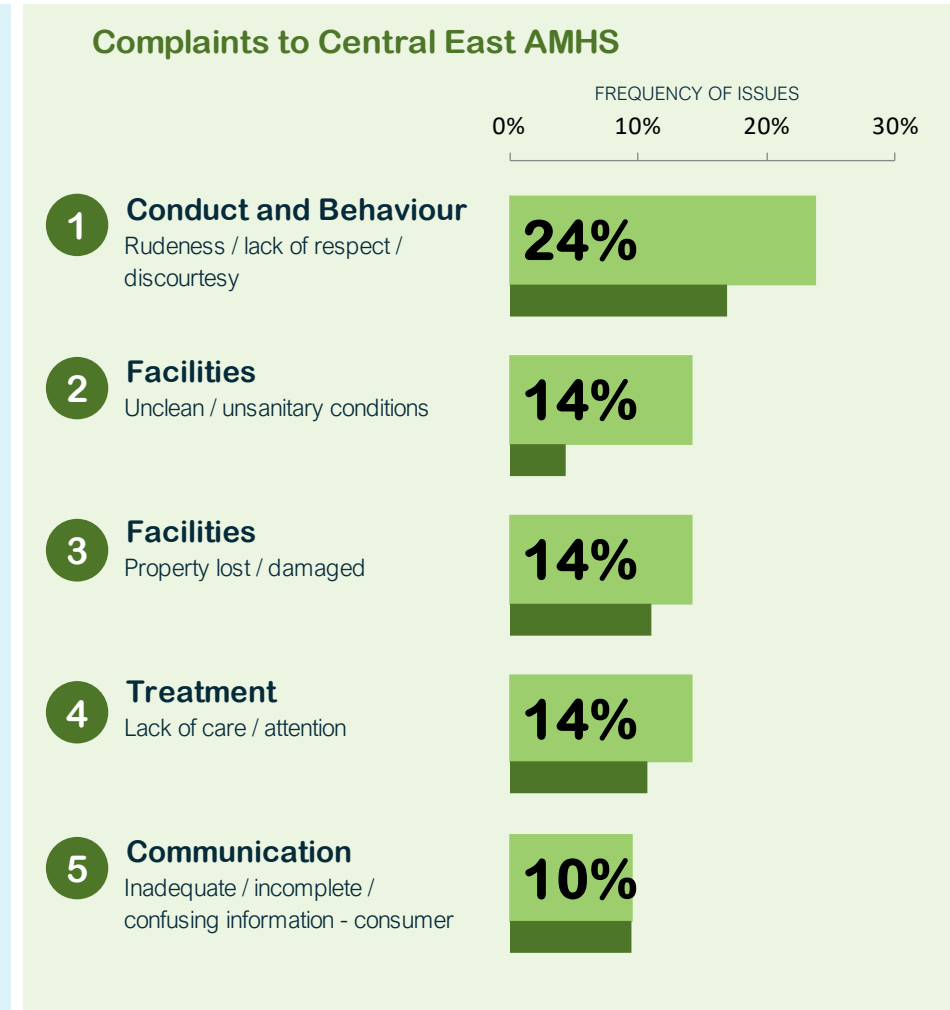
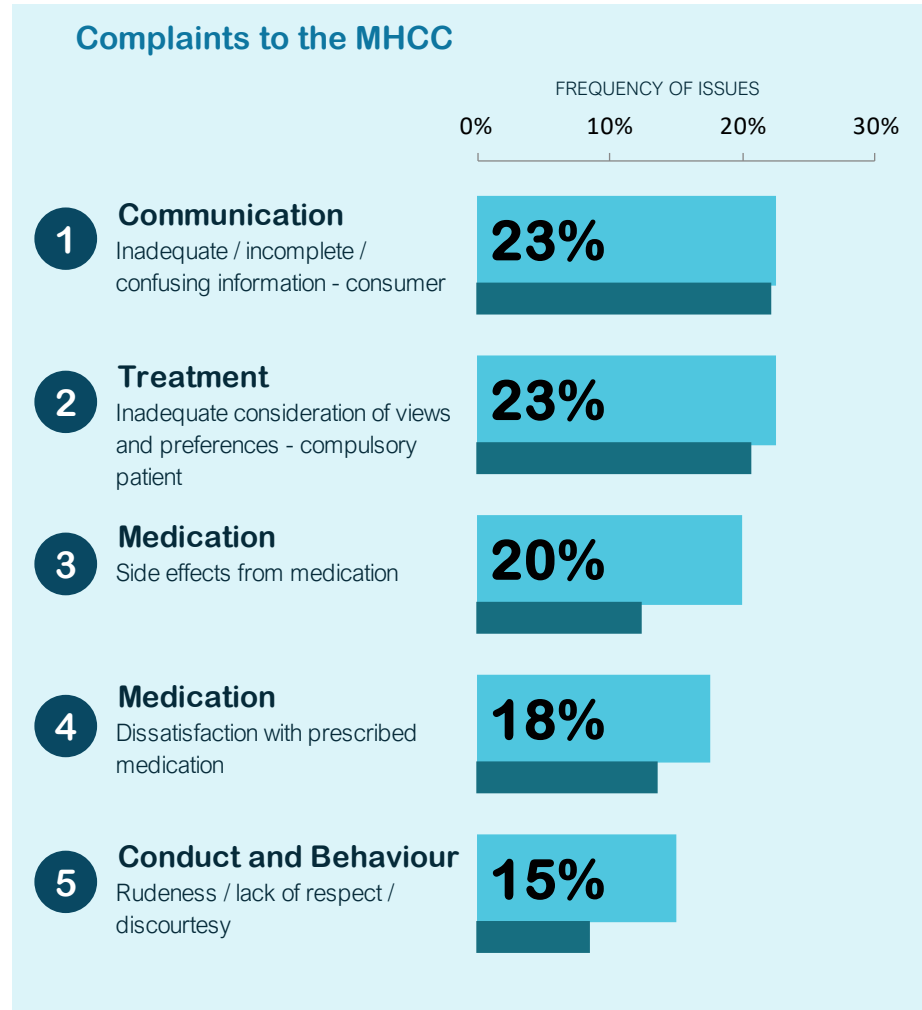
Complaints about Central East AMHS

- to the MHCC (n=40)
- to the service (n=21)

Sector-wide complaints

- to the MHCC (n=1149)
- to the service (n=1033)

- The top five issues raised by consumers in complaints to the MHCC about Central East AMHS were consistent with the top issues raised in complaints to the MHCC about services across the sector.
- The most frequently raised issue by consumers in complaints directly to Central East AMHS was rudeness / lack of respect / discourtesy, consistent with the sector. A higher proportion of complaints by consumers were about unclean/ unsafe facilities when compared to the sector.



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Central East AMHS

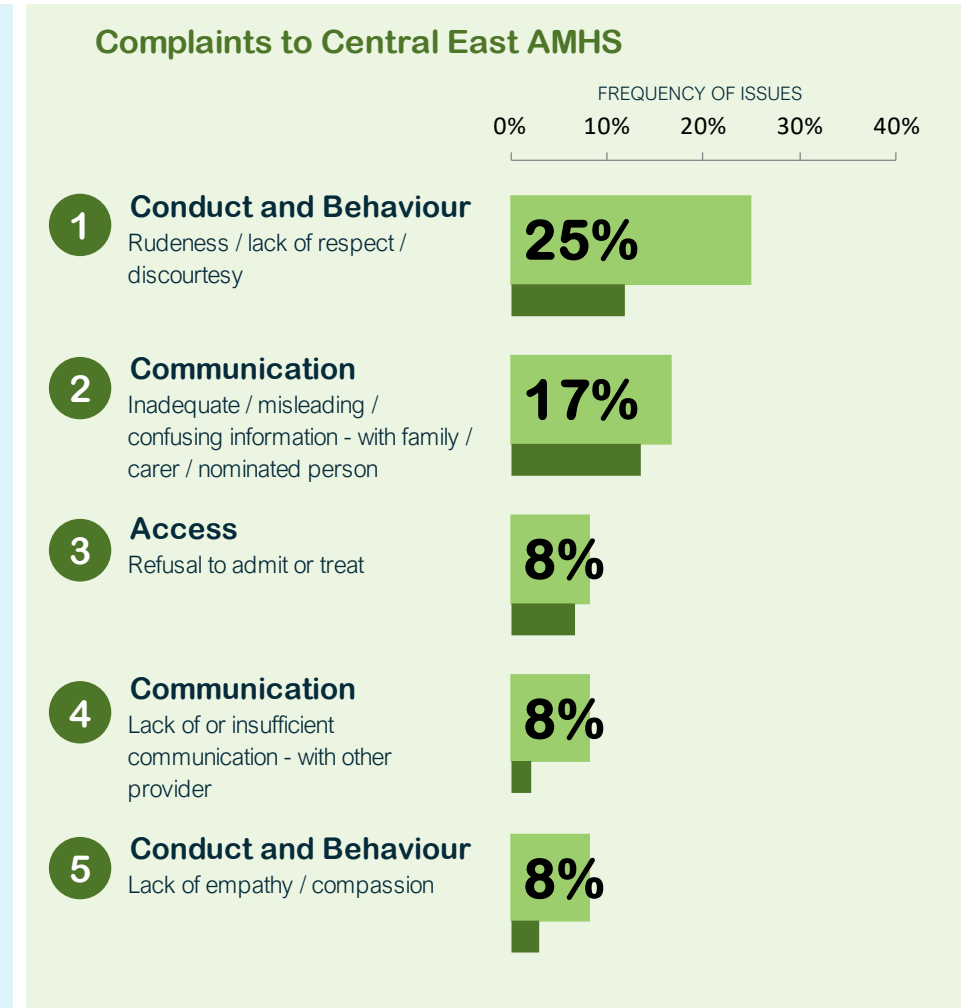
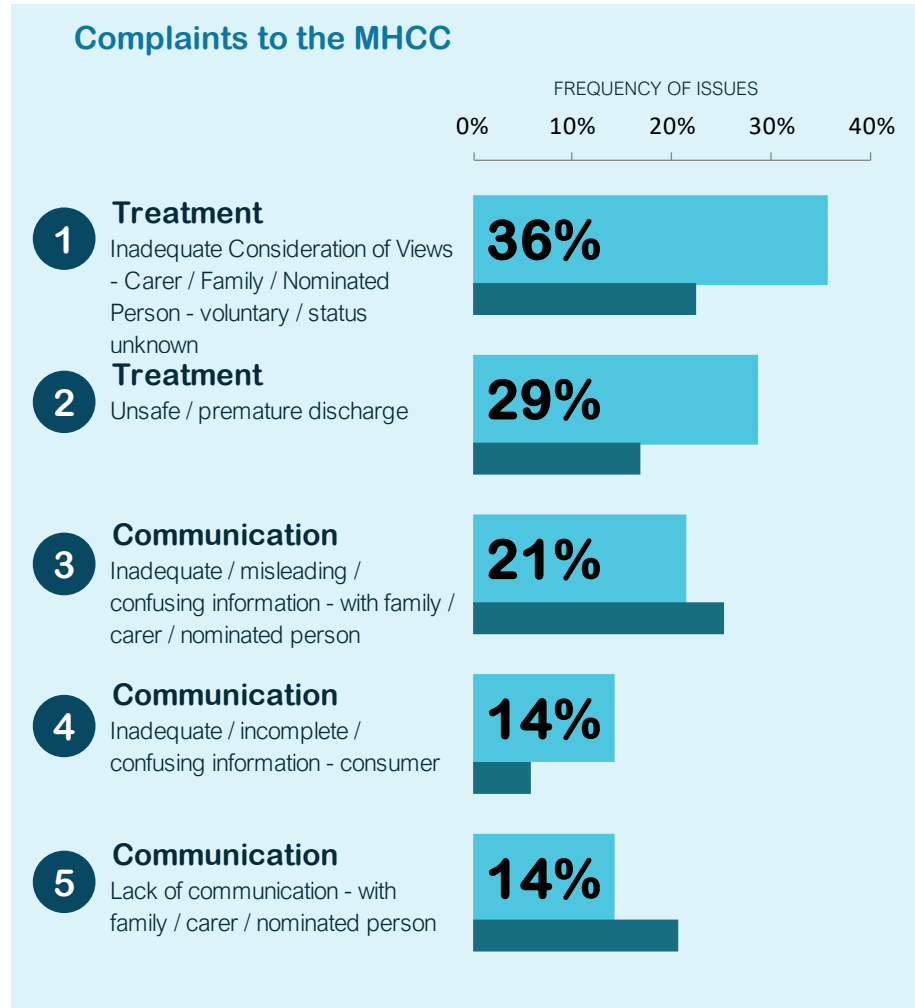
Complaints about Central East AMHS

- to the MHCC (n=14)
- to the service (n=12)

Sector-wide complaints

- to the MHCC (n=426)
- to the service (n=529)

- Treatment and communication issues relating to inadequate information and lack of communication with family members / carers and inadequate consideration of their views and preferences were the most frequently raised issues by family members / carers in complaints to the MHCC about Central East AMHS, as well as unsafe / premature discharge.
- Issues raised by family members / carers in complaints directly to Central East AMHS, was rudeness / lack of respect / discourtesy, which was raised in a higher proportion of complaints compared to the sector.



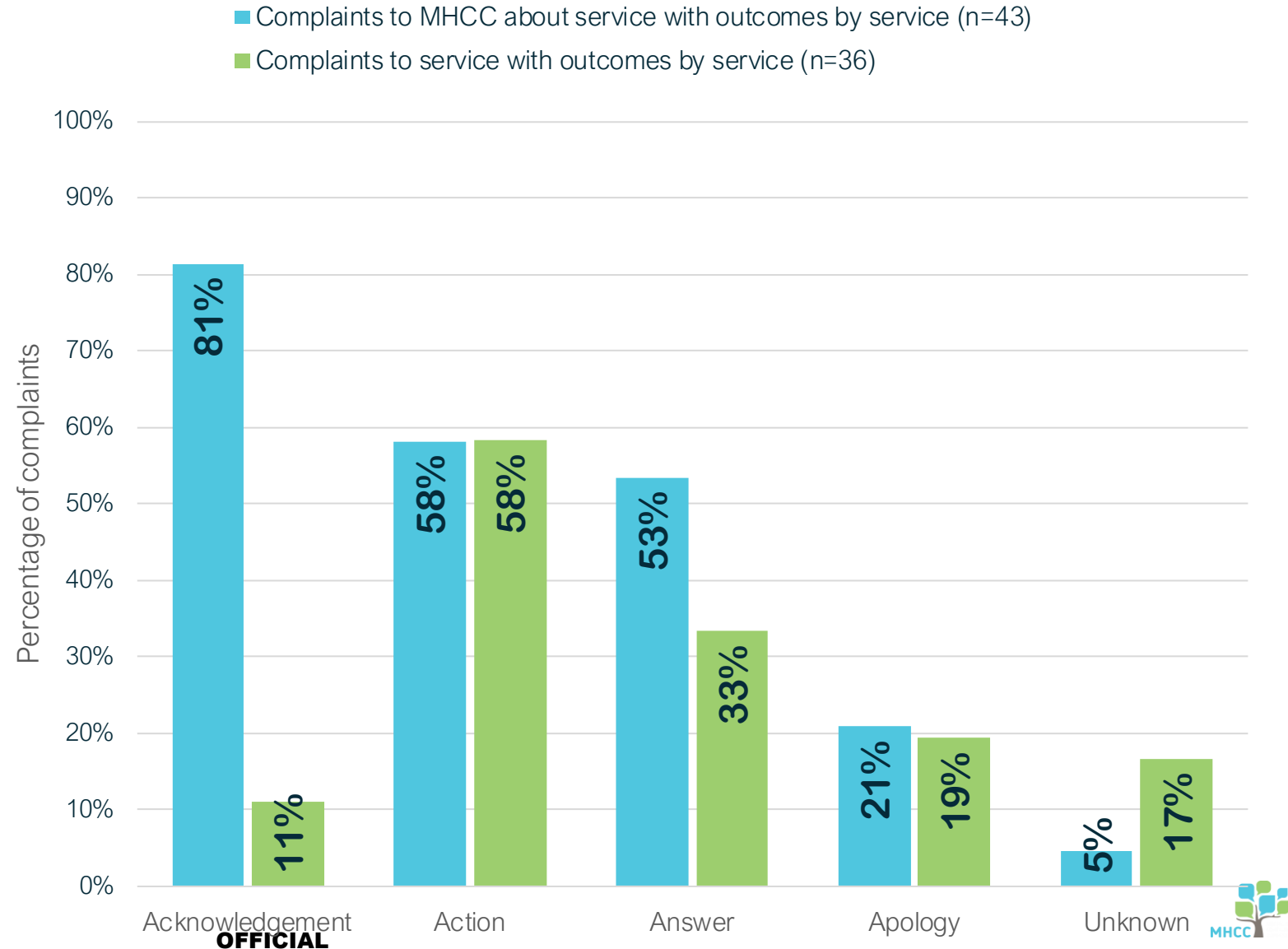


Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Central East AMHS

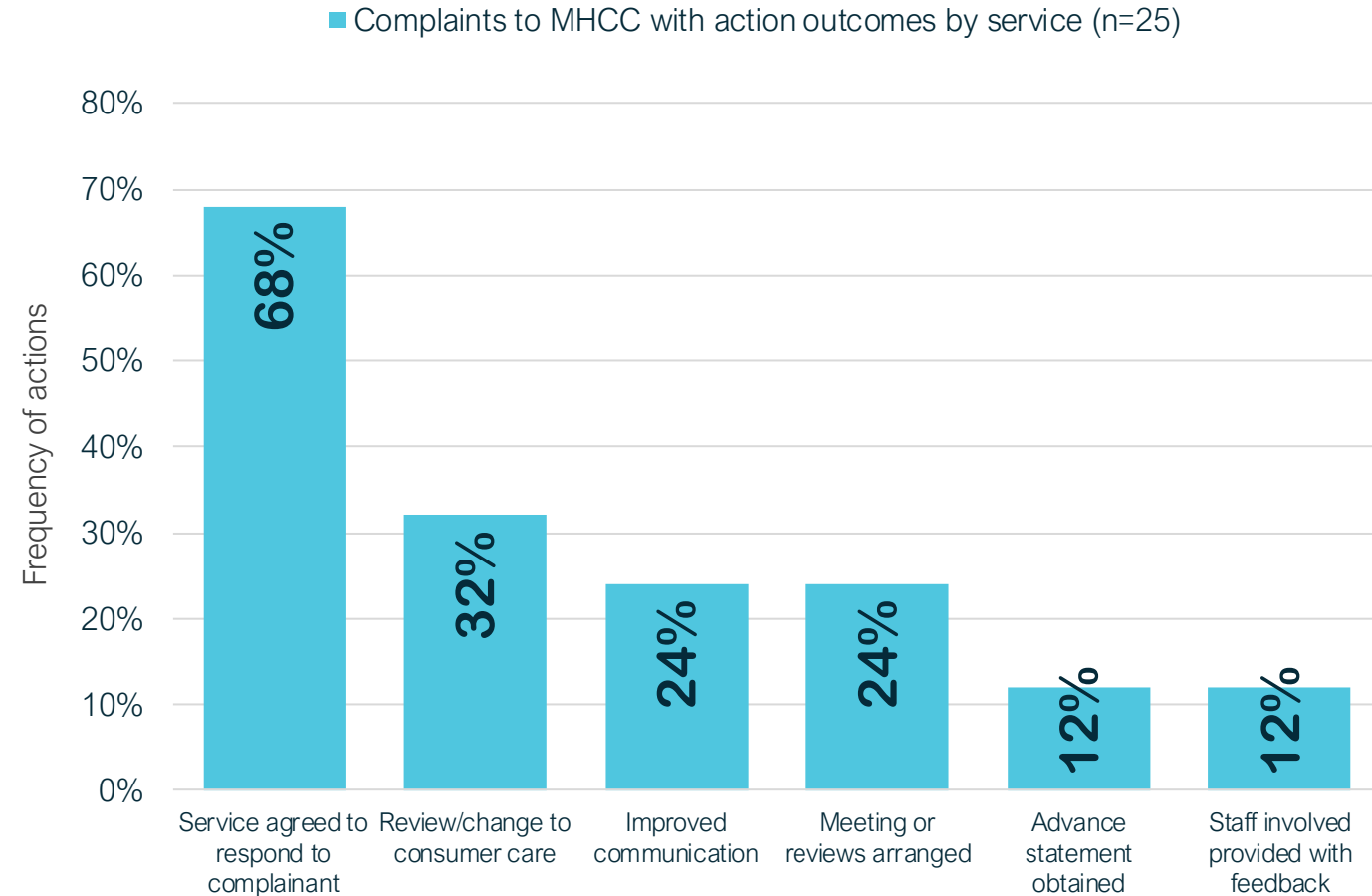
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Central East AMHS that were assessed as being in scope for resolution or having a known service outcome. The most common outcome of these complaints was acknowledgement by Central East AMHS of the issues raised by the complainant.
- The most common outcome of complaints made directly to Central East AMHS was action taken in response to those complaints.



What actions were taken by the service? 2020-21

Top specific actions taken by service in response to complaints to the MHCC

- Actions most frequently undertaken by Central East AMHS in response to complaints to the MHCC included:
 - responding to the complainant or consumer directly
 - improved communication/resolution of misunderstandings
 - change/review of treatment/care for individual consumers



Key points to consider



Complaint numbers

- Overall, more complaints were made to the MHCC than directly to Central East AMHS. The MHCC would like to see a trend of more complaints being made directly to the service, as this suggests that consumers and family members/ carers feel empowered to raise concerns directly with the service.
- However, the MHCC notes the increase in complaints made directly to Central East AMHS, suggesting that improvements have been made in this regard.



Issues raised

- Inadequate/ incomplete/ confusing information provided to consumers was the most frequently occurring issue in complaints to the MHCC about Central East AMHS, raised in a slightly higher proportion of complaints than the sector
- In complaints made directly to Central East AMHS, rudeness / lack of respect / discourtesy was the most frequently occurring issue, consistent with the sector. Concerns about property lost/ damaged was also frequently raised, in a higher proportion of complaints than the sector.



Outcomes

- The most common outcome of complaints made to the MHCC about Central East AMHS was acknowledgement by Central East AMHS of the issues raised by the complainant.
- The most common outcome of complaints made directly to Central East AMHS was action taken in response to those complaints.