

Summary of service provider complaint report

Clayton 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:



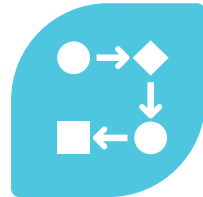
identify key themes and emerging issues across the sector



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

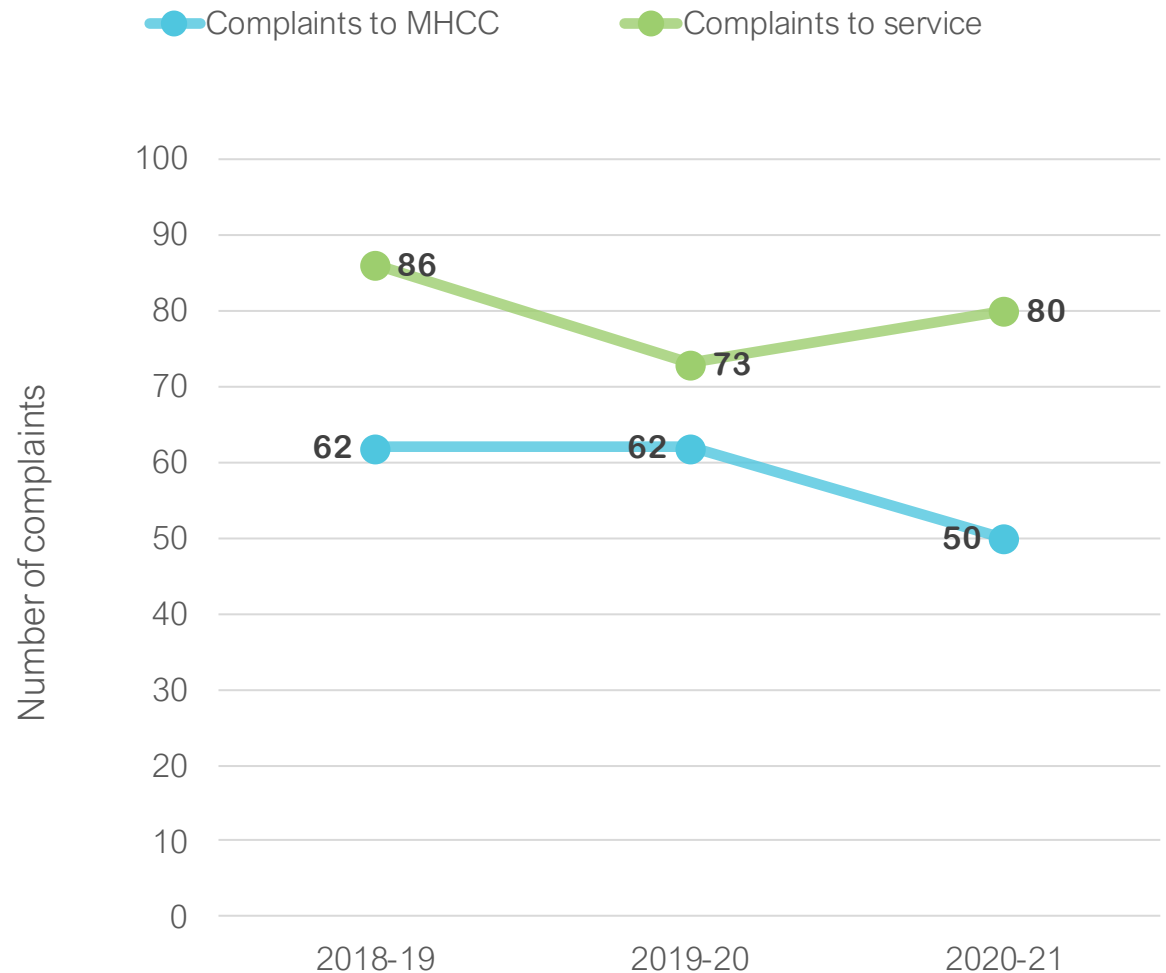
50

Complaints to MHCC
about Clayton AMHS

80

Complaints to
Clayton AMHS

- The number of complaints to the MHCC about Clayton AMHS decreased, while the number of complaints made to Clayton AMHS directly rose in 2020-21.
- Overall, more complaints were made to Clayton AMHS directly than to the MHCC. The MHCC is happy 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.



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 and a significantly higher rate was made to Clayton AMHS directly when compared to the sector. A much higher rate of compliments was made to Clayton AMHS compared to the sector.

Complaints about Clayton AMHS

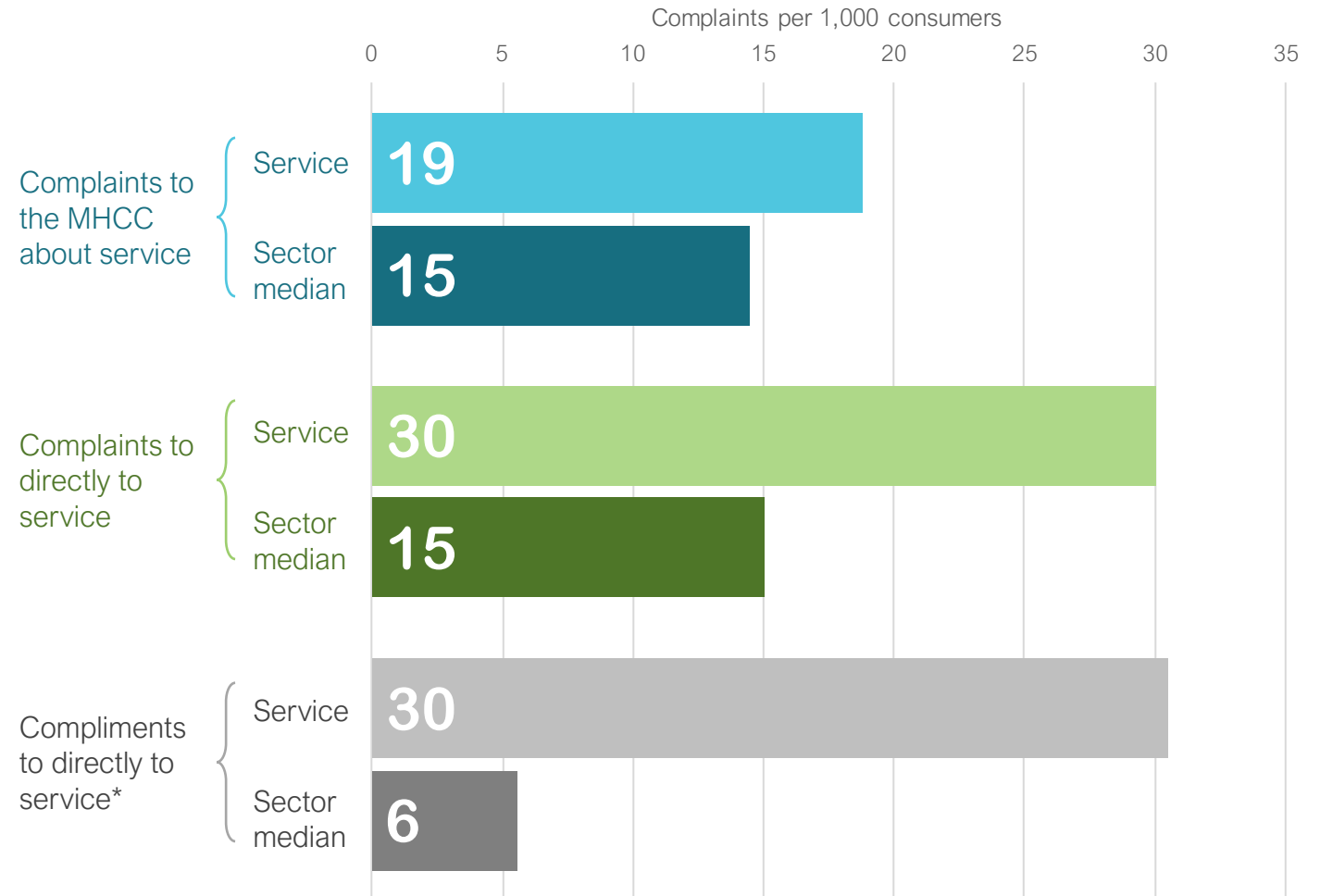
- to the MHCC (n=50)
- to the service (n=80)

● Compliments to Clayton AMHS (n=81)

Sector-wide complaints

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

● Compliments to services sector-wide (n=1109)

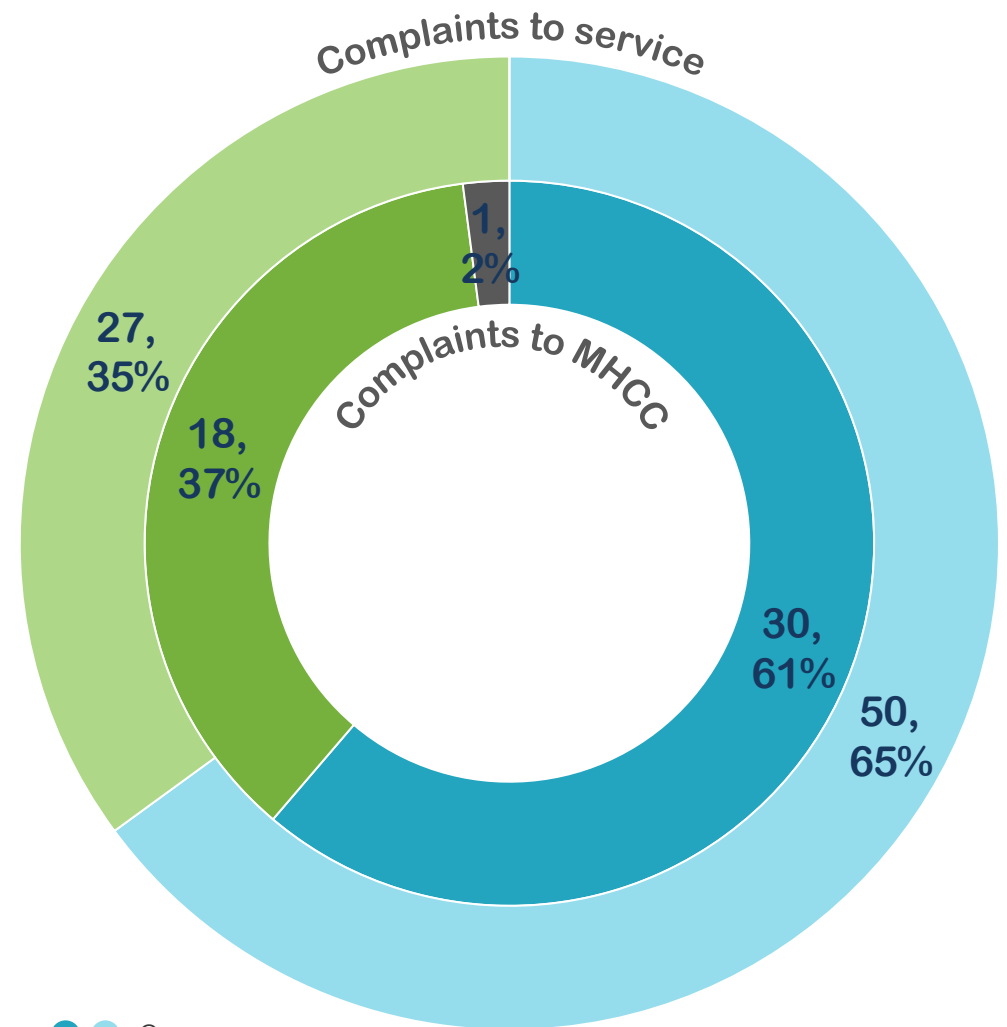


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about Clayton AMHS

- Consumers made the majority of complaints to the MHCC about Clayton AMHS and to Clayton AMHS directly.
- In contrast, family members / carers made slightly more than one third of all complaints both to the MHCC and directly to Clayton AMHS.



- Consumer
- Family member/carer
- Other

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



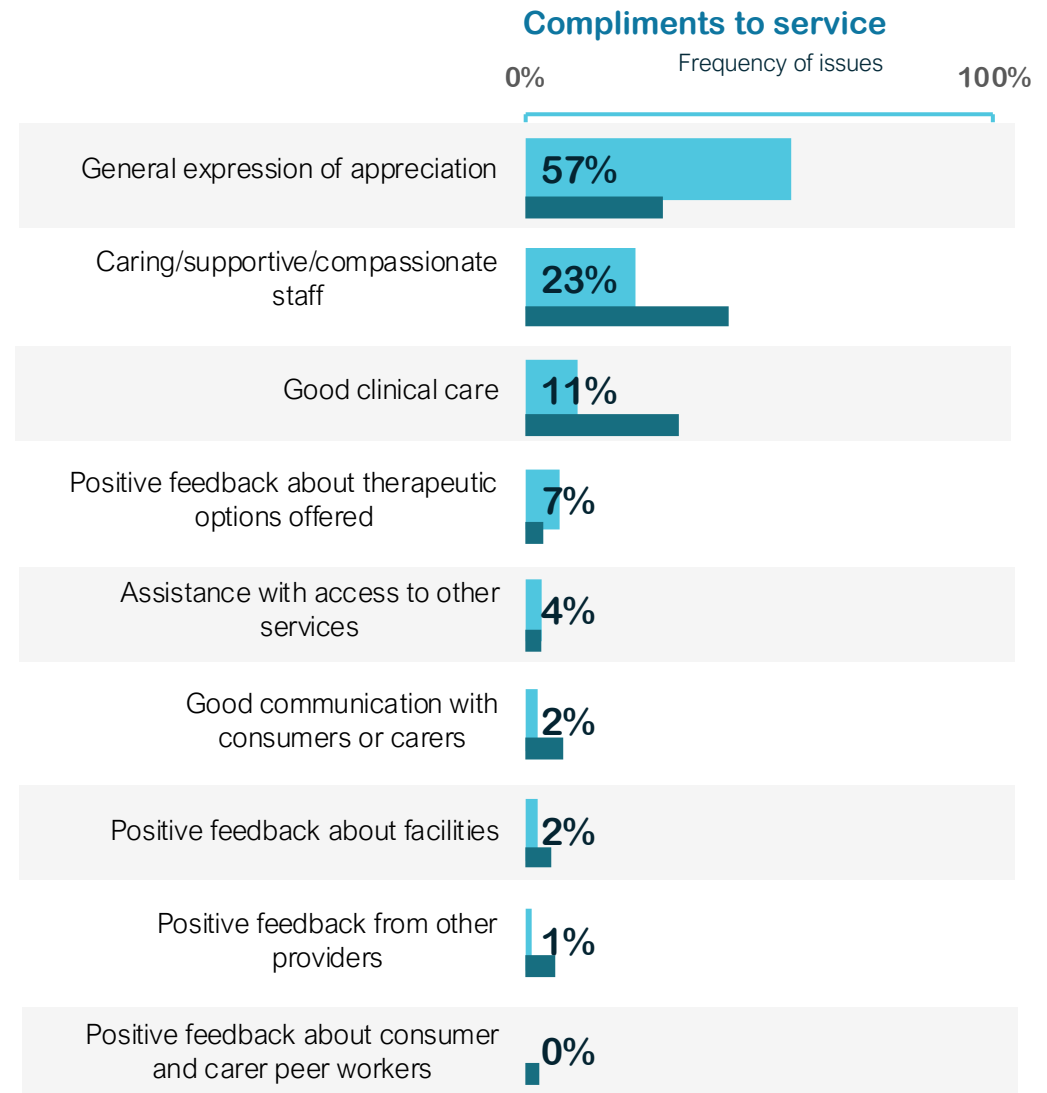
Issues raised in complaints and compliments

What were compliments about? 2020-21

Issues raised in compliments about Clayton AMHS

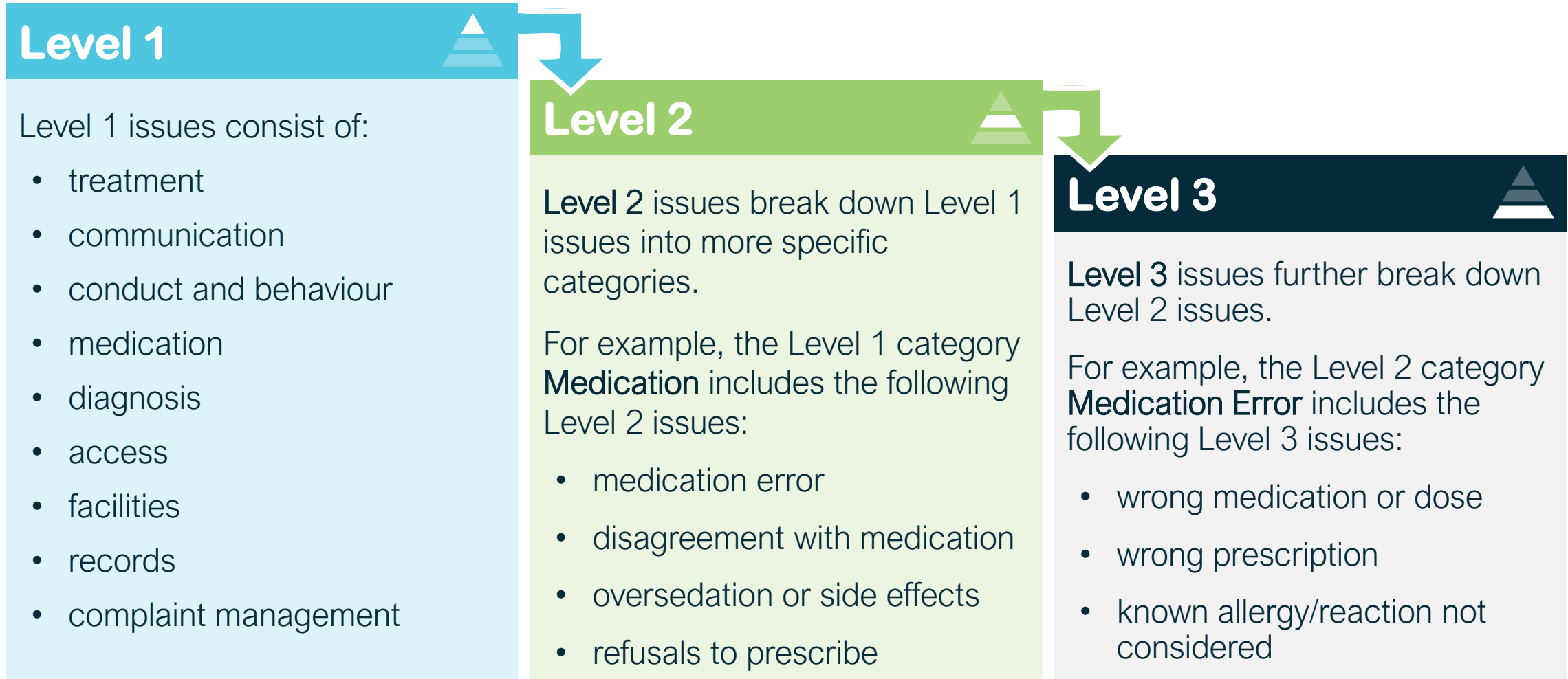
● Compliments to Clayton AMHS (n=81)
 ● Compliments to services sector-wide (n=1109)

- 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 Clayton AMHS were most commonly positive feedback about caring/supportive and compassionate staff and good clinical care, appeared in lower percentages than in compliments made to services sector-wide.
- More than half of compliments made to Clayton AMHS were classified as general expression of appreciation compared to the sector. The MHCC would like to see more detailed data on compliments in order to identify more specific themes in the future.



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 Clayton AMHS

- Issues raised in complaints to the MHCC about Clayton AMHS were 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 Clayton 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. Issues about Medication were also raised at a slightly higher rate when compared to the sector.

Complaints about Clayton AMHS

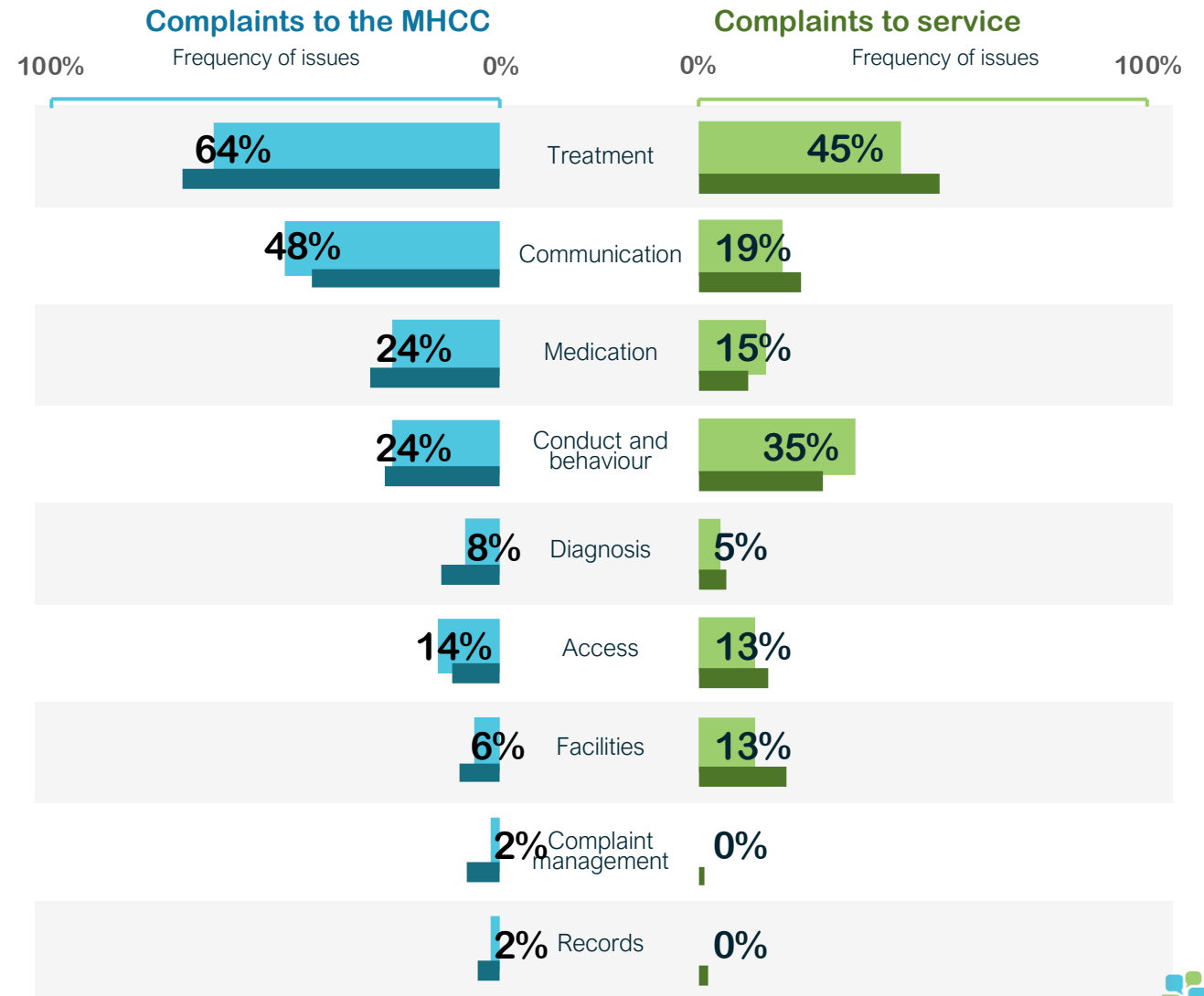
to the MHCC (n=50)

to the service (n=80)

Sector-wide complaints

to the MHCC (n=1641)

to the service (n=1679)



What were complaints about? 2020-21

Most frequent Level 3 issues raised about Clayton AMHS

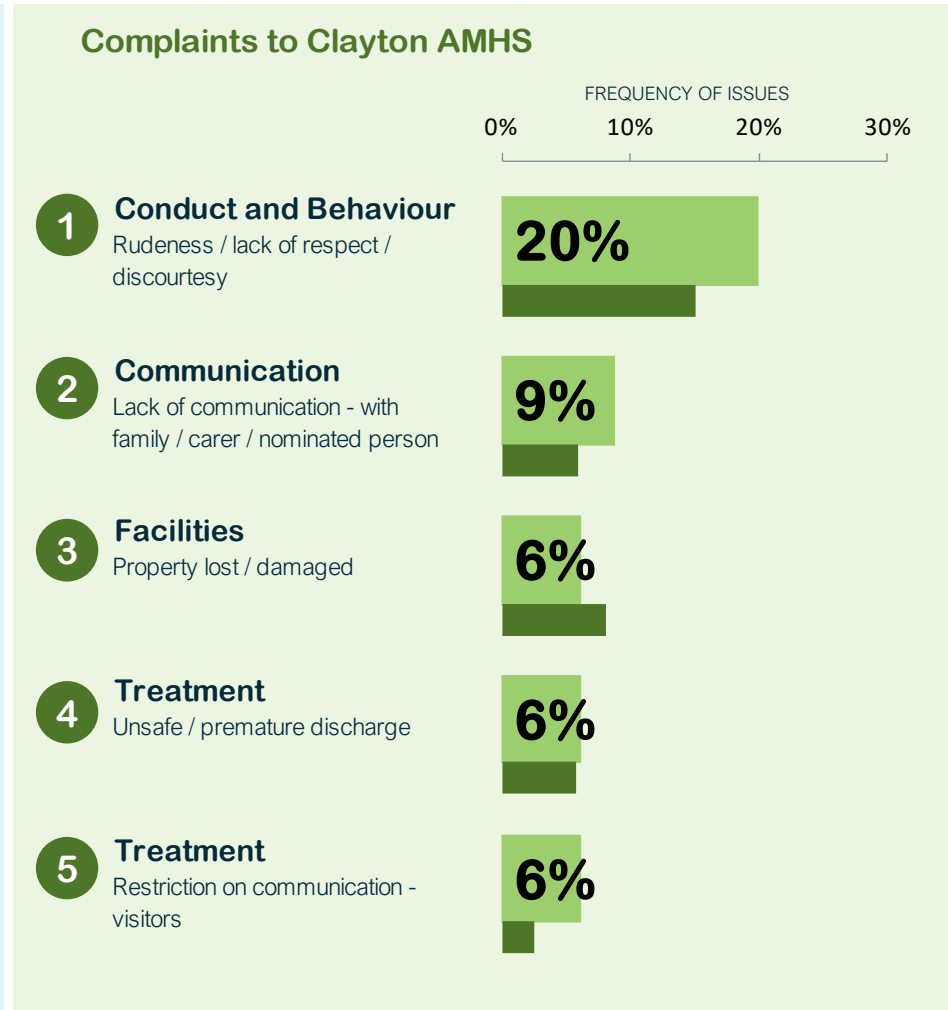
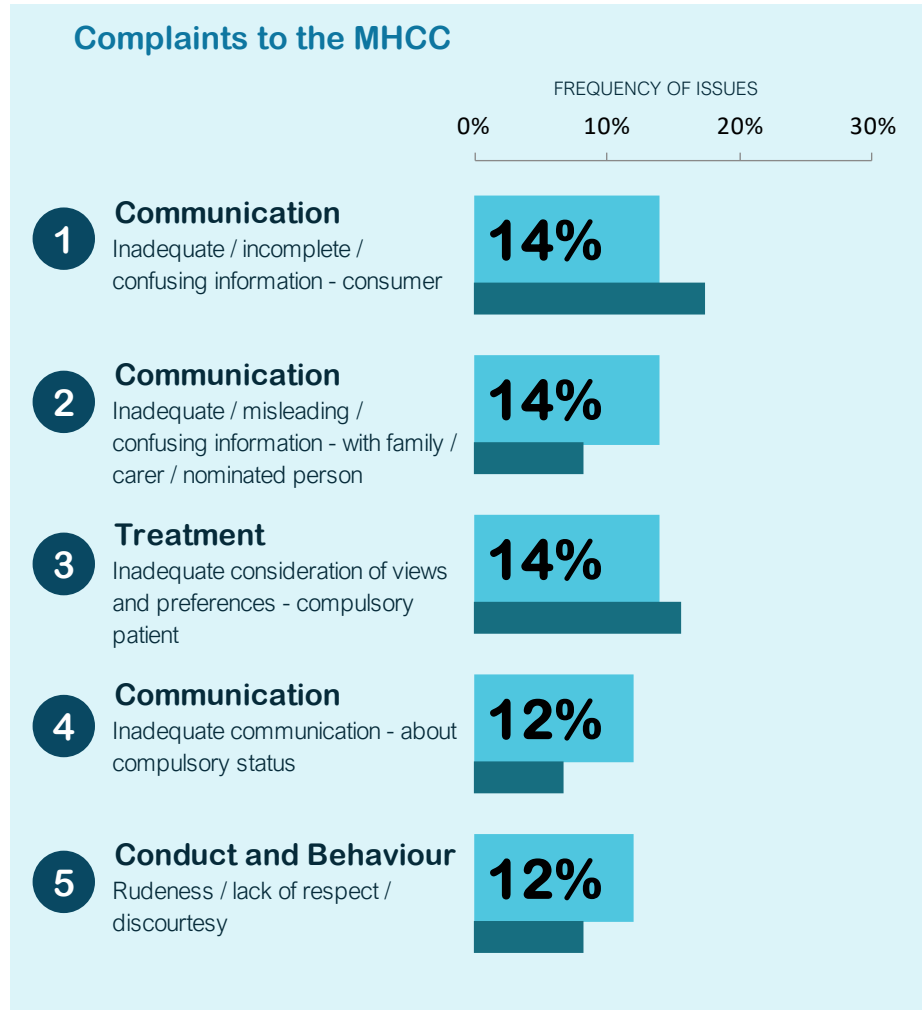
Complaints about Clayton AMHS

- to the MHCC (n=50)
- to the service (n=80)

Sector-wide complaints

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

- Inadequate or confusing information provided to consumers and family members and carers were the most frequently occurring issues in complaints to the MHCC about Clayton AMHS, the later raised in a slightly higher proportion than in complaints across the sector.
- In complaints made directly to Clayton AMHS, rudeness / lack of respect / discourtesy was the most frequently occurring issue, raised in a higher proportion when compared to the sector. Issues about lack of communication with family members/ carers were also raised at a slightly higher proportion than the sector.

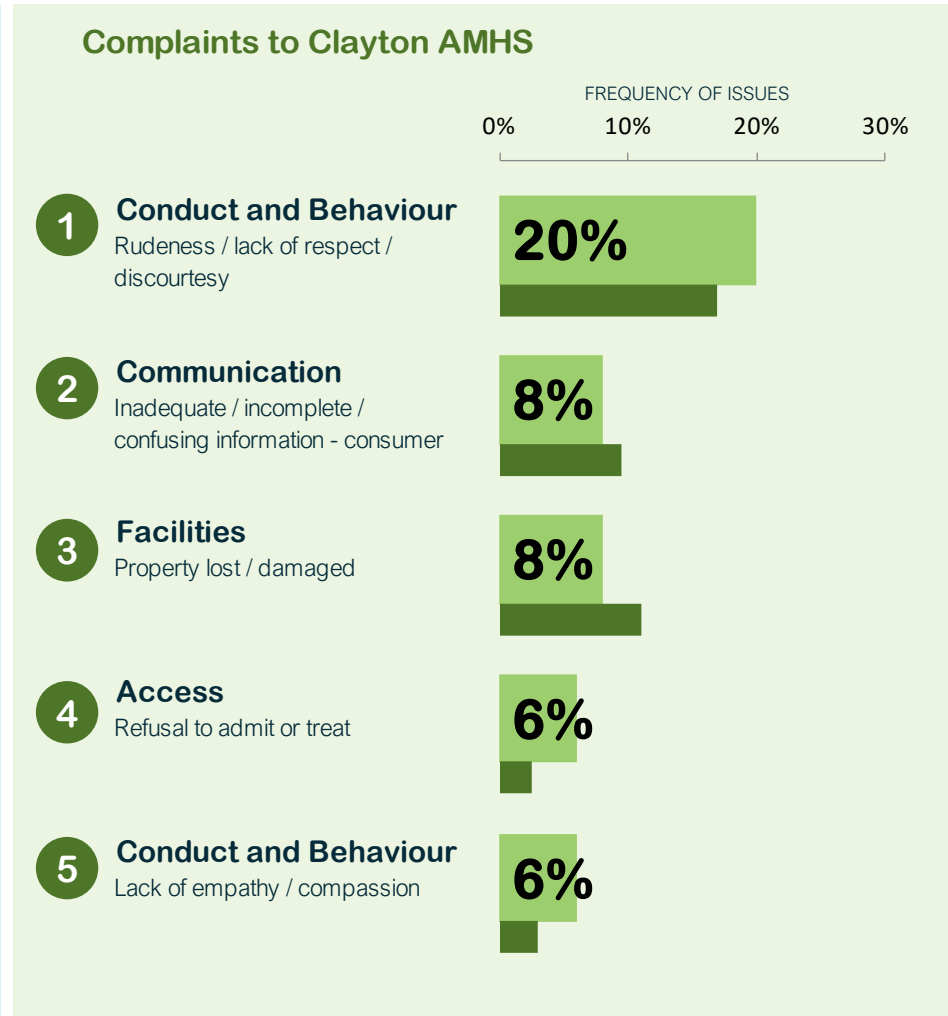
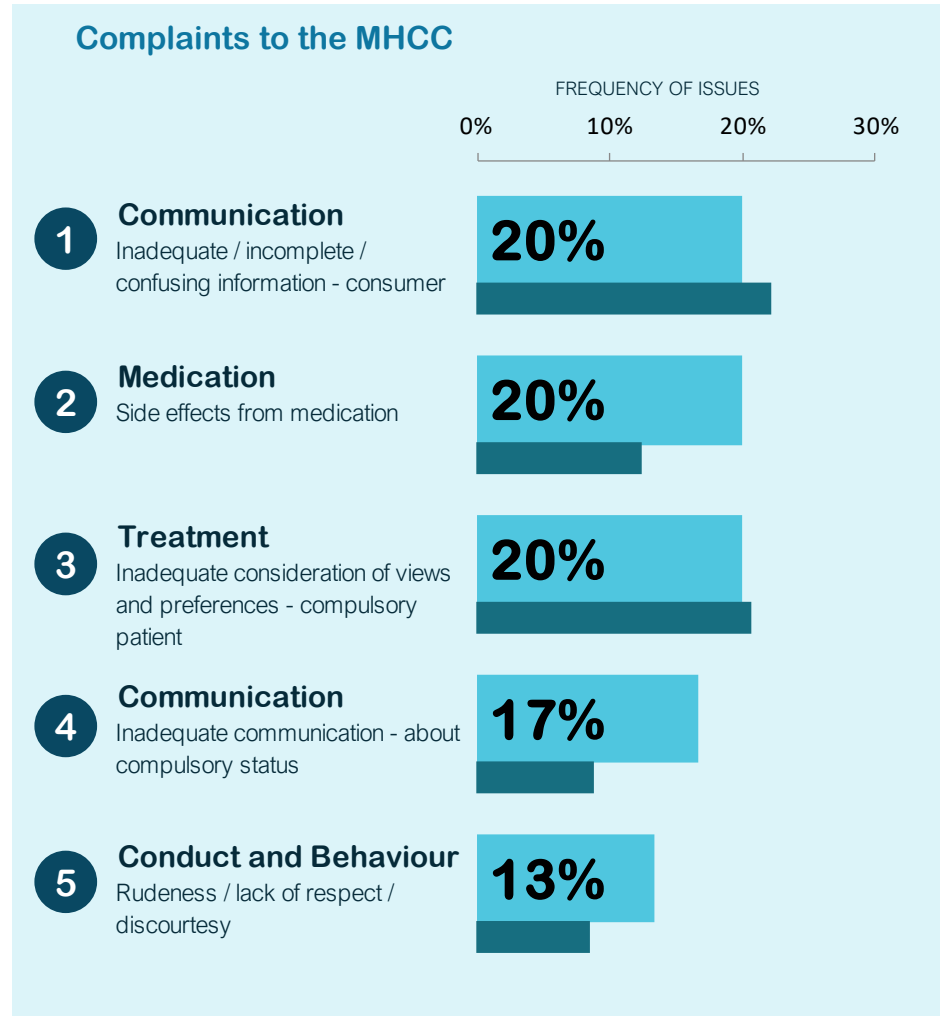


Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Clayton AMHS

- The top five issues raised by consumers in complaints to the MHCC about Clayton AMHS were consistent with the top five issues raised in complaints to the MHCC for the sector overall. Inadequate/ incomplete or confusing information provided to consumers, side effects from medication and inadequate consideration of the views and preferences of compulsory patients were equally the most commonly raised issues.
- The most frequently raised issue by consumers in complaints directly to Clayton AMHS was rudeness / lack of respect / discourtesy, broadly consistent with the sector.

Complaints about Clayton AMHS		Sector-wide complaints	
●	to the MHCC (n=30)	●	to the MHCC (n=1149)
●	to the service (n=50)	●	to the service (n=1033)



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Clayton AMHS

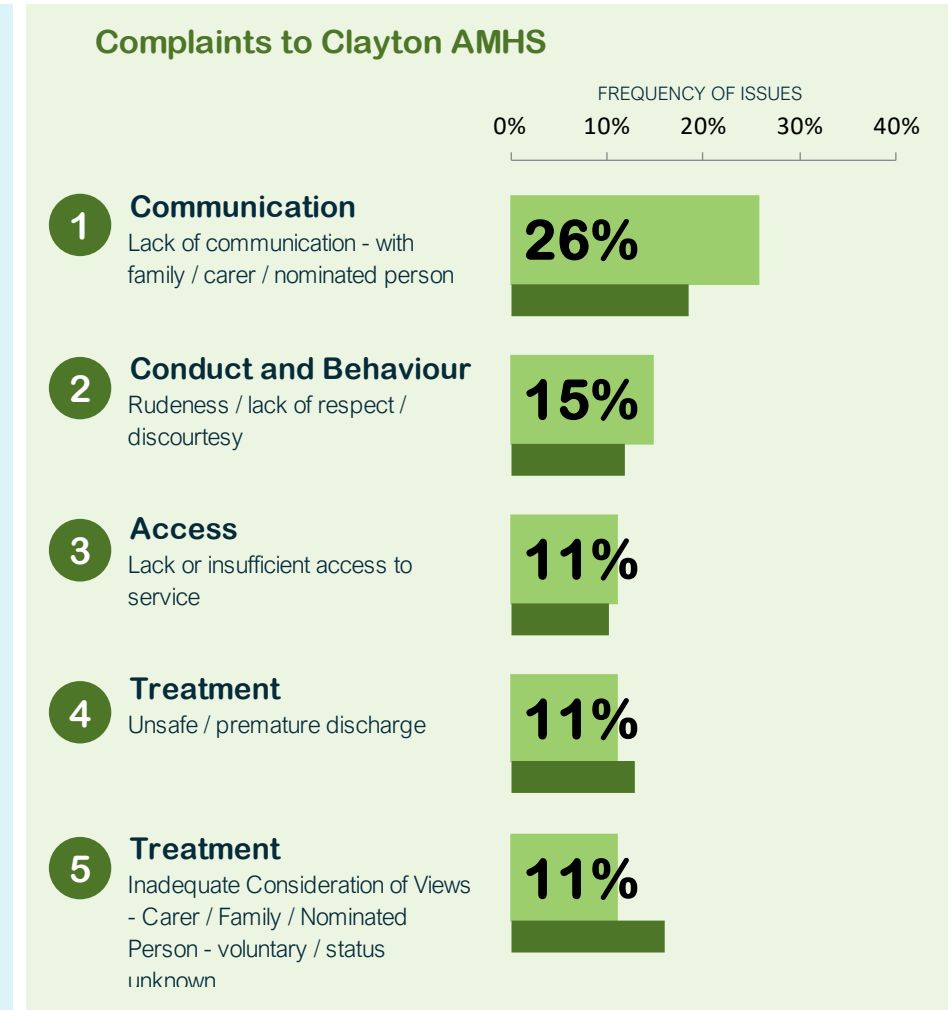
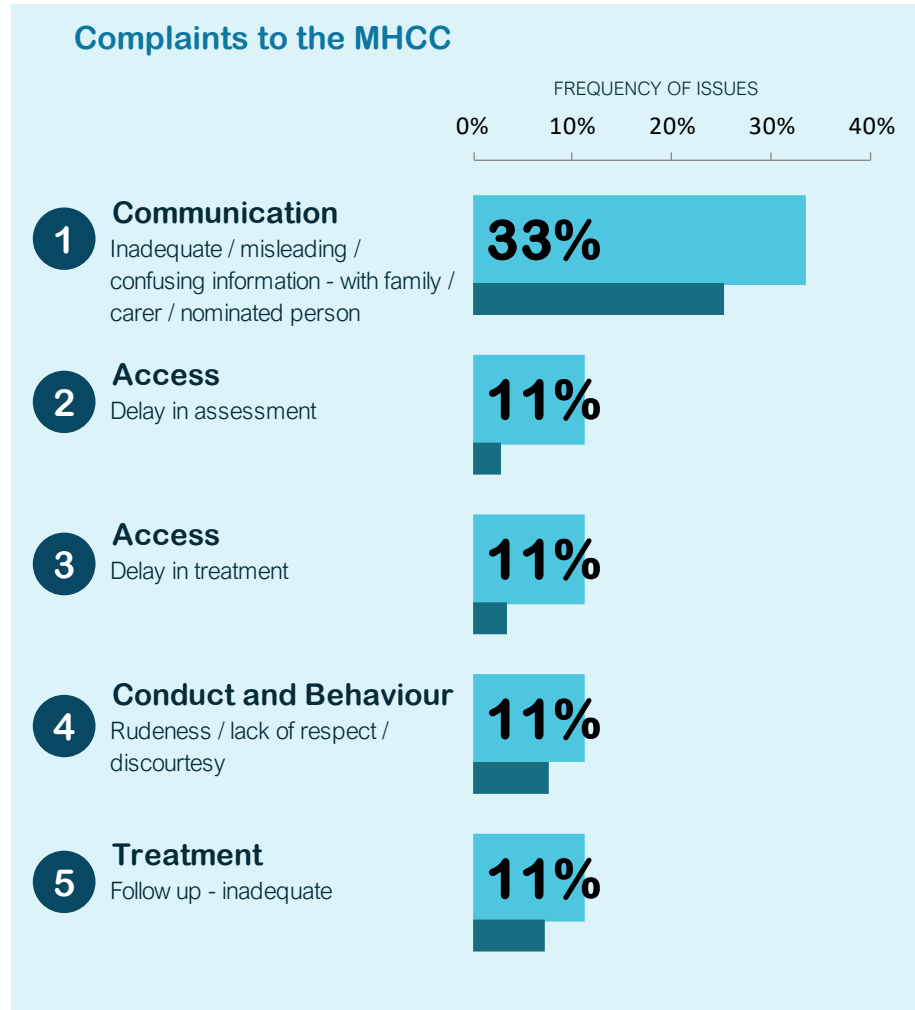
- Communication issues related to inadequate/ misleading/ confusing information provided to families/ carers, were raised at higher proportions in complaints made to MHCC about Clayton AMHS than in complaints made about services across the sector.
- In complaints made by carers directly to Clayton AMHS, lack of communication with family and carers was an issue that was frequently raised in a higher proportion than in complaints sector-wide. Issues about rudeness/ lack of respect or discourtesy of staff were also raised at a higher rate when compared to the sector.

Complaints about Clayton AMHS

- to the MHCC (n=18)
- to the service (n=27)

Sector-wide complaints

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



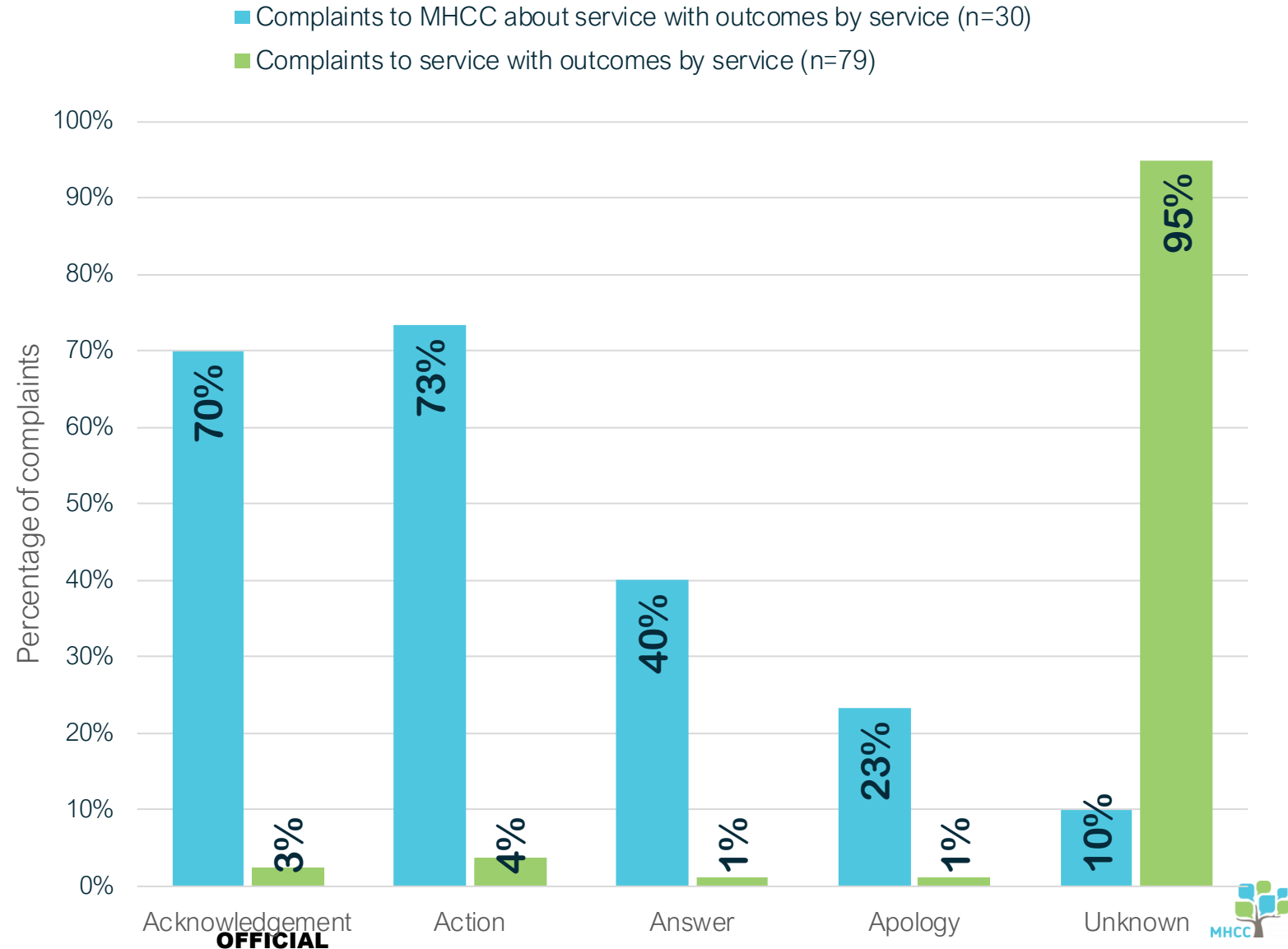


Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Clayton AMHS

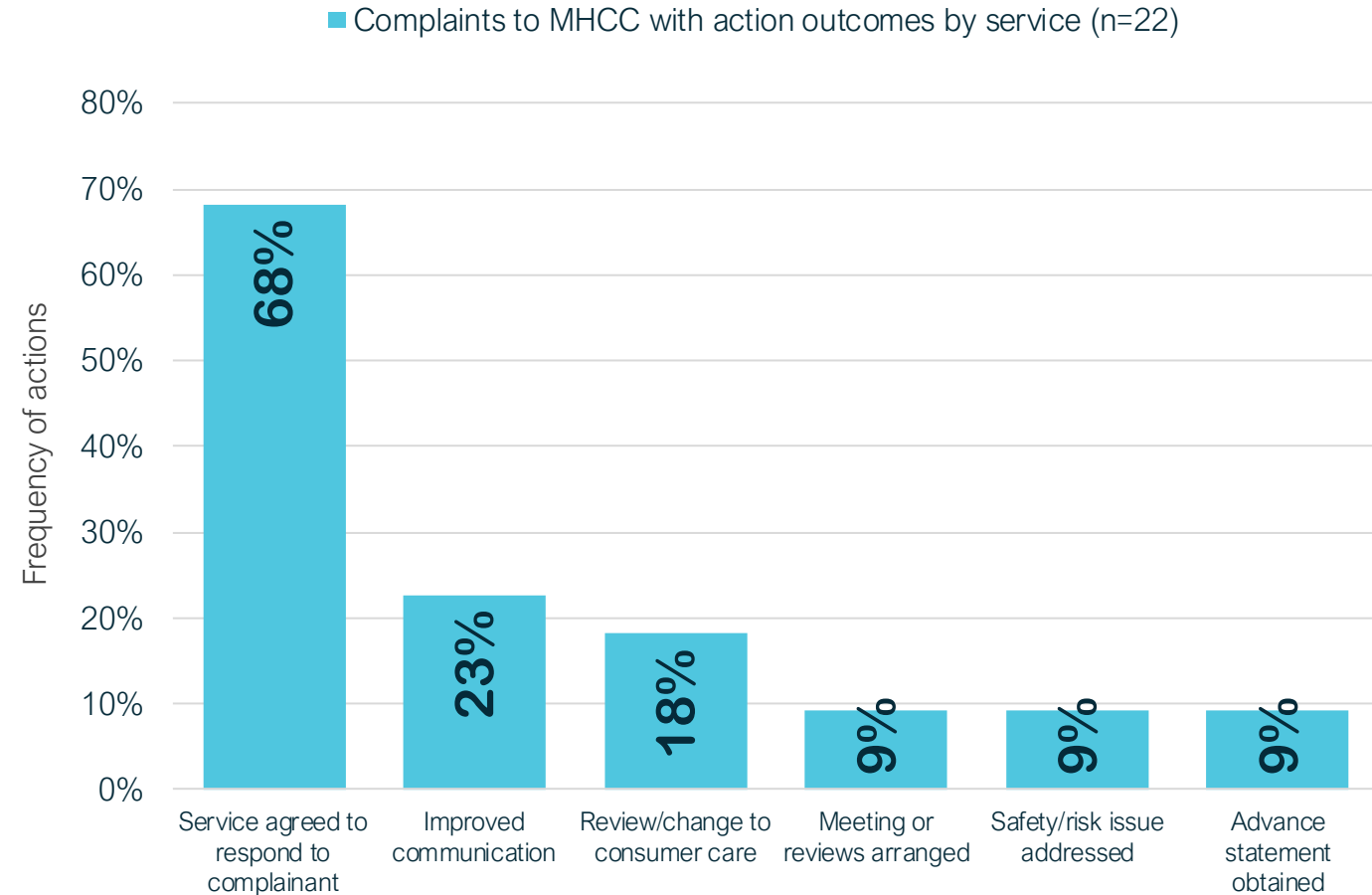
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Clayton AMHS that were assessed as being in scope for resolution or having a known service outcome. The most common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



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 Clayton 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 Clayton AMHS directly than to the MHCC. The MHCC is happy 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.
- Consumers made the majority of complaints to the MHCC about Clayton AMHS and to Clayton AMHS directly.



Issues raised

- Inadequate or confusing information provided to consumers and family members and carers were the most frequently occurring issues in complaints to the MHCC about Clayton AMHS, the later raised in a slightly higher proportion than in complaints across the sector.
- In complaints made directly to Clayton AMHS, rudeness / lack of respect / discourtesy was the most frequently occurring issue, raised in a higher proportion when compared to the sector. Issues about lack of communication with family members/ carers were also raised at a slightly higher proportion than the sector.



Outcomes

- The most common outcome of complaints made directly to the MHCC about Clayton AMHS was action taken by the service in response to the issues raised by the complainant, followed closely by acknowledgement of the concerns raised.
- Most outcomes of complaints made directly to Clayton AMHS were unknown. The MHCC encourages Clayton AMHS to record more outcomes of complaints made directly to the service.