

Summary of service provider complaint report

Monash Aged

2021-22



Introduction

Purpose

The purpose of this summary presentation is to showcase key data for complaints made to the MHCC and complaints and compliments made directly to your service, largely focusing on the 2021-22 reporting year.

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



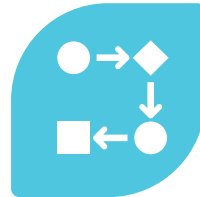
identify key themes
and emerging issues
across the sector



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? 2021-22

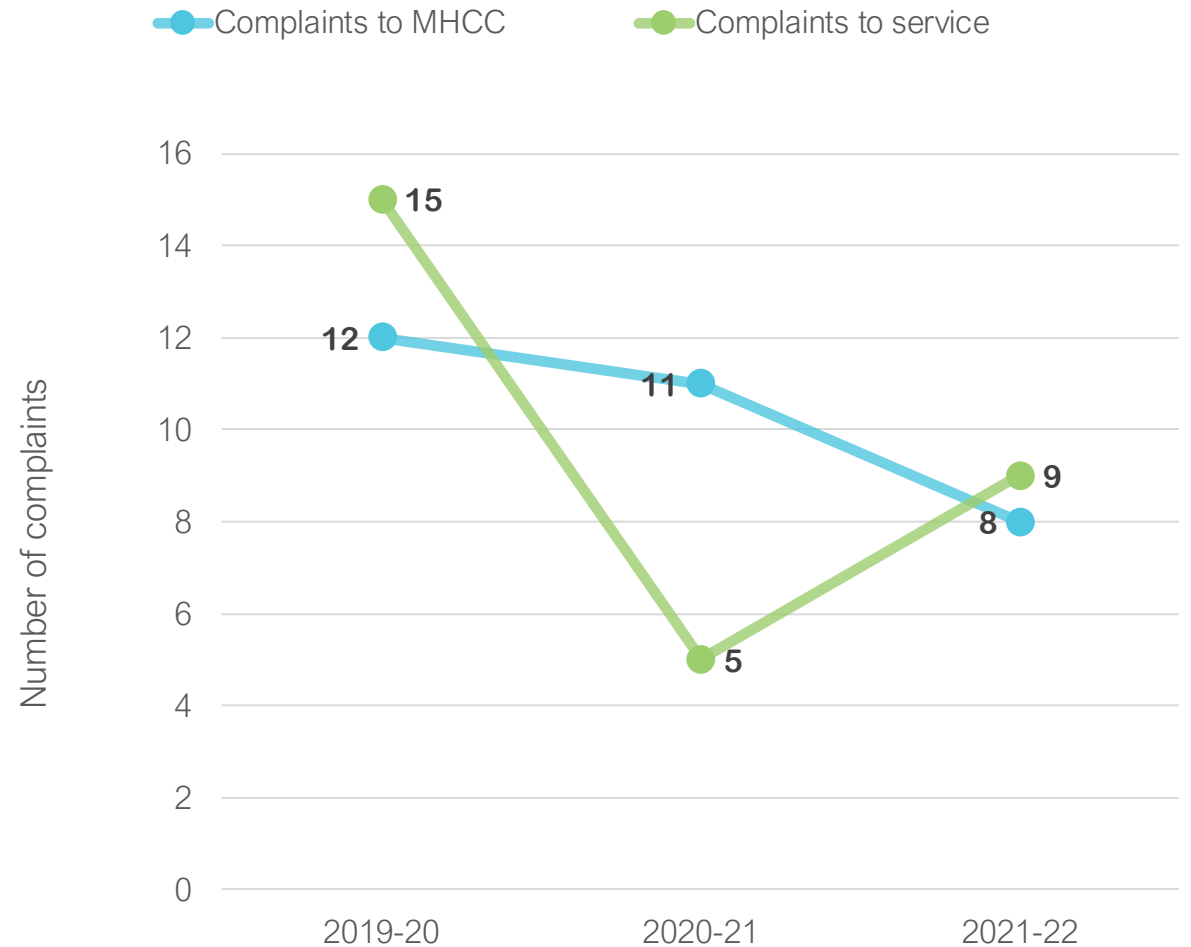
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Complaints to MHCC
about Monash Aged

9

Complaints to
Monash Aged

- The number of complaints made to the MHCC about Monash Aged decreased since 2019-20, and the number of complaints made directly to Monash Aged increased in 2021-22 compared to the previous year.
- The number of complaints made to the MHCC about Monash Aged is broadly similar to the number of complaints made to the service directly.



Complaint and compliment rates 2021-22

- 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.
- Note that the sector in this report refers to other services that primarily provide services to aged individuals.
- Compared to the sector, the rate of complaints made about Monash Aged to the MHCC was the same as the sector median, while it was just below the rate of complaints for those made directly to Monash Aged. A much lower rate of compliments was made to Monash Aged compared to the sector median.

Complaints about Monash Aged

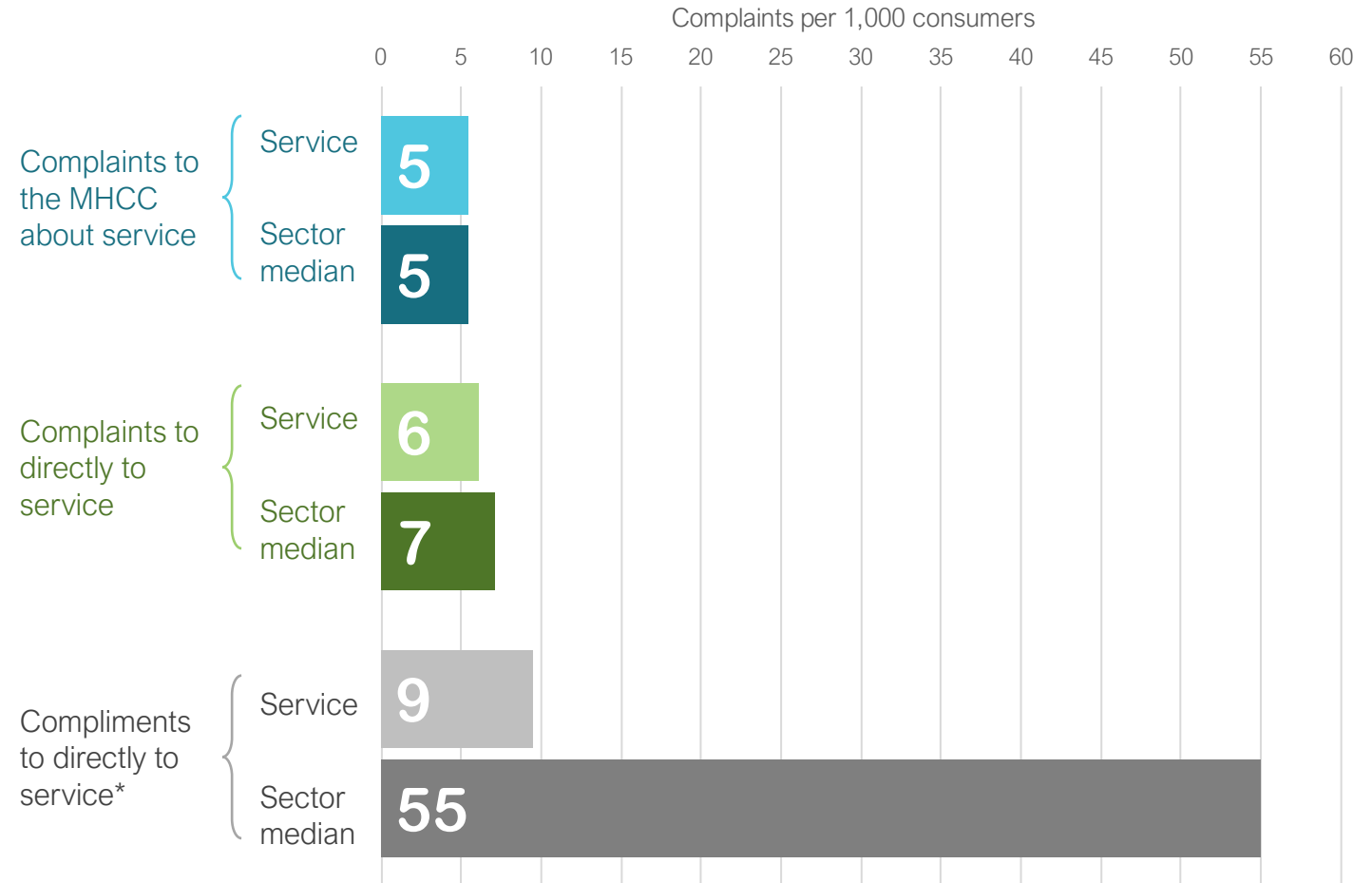
- to the MHCC (n=8)
- to the service (n=9)

Sector-wide complaints

- to the MHCC (n=38)
- to the service (n=72)

● Compliments to Monash Aged (n=14)

● Compliments to services sector-wide (n=196)

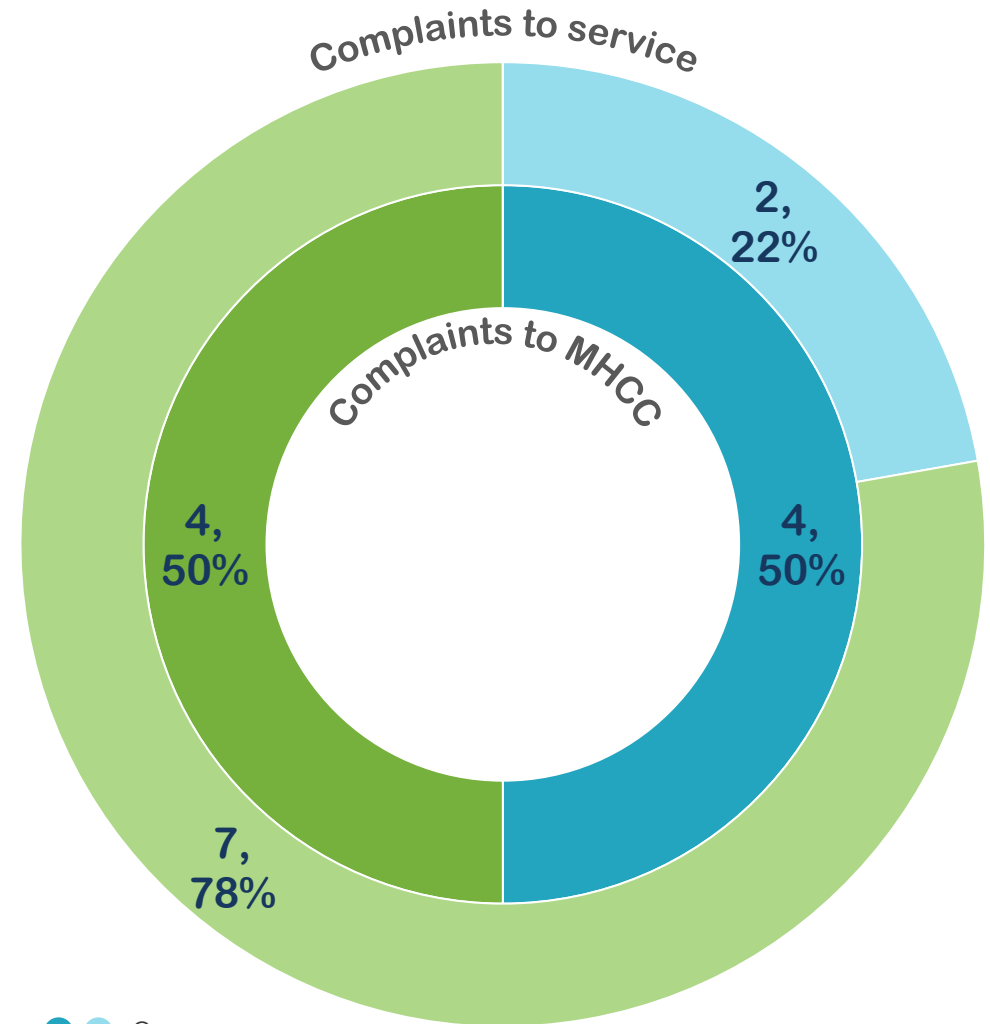


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about Monash Aged

- Consumers made half the complaints to the MHCC about Monash Aged, and slightly less than a quarter to Monash Aged directly.
- Family members / carers made half the complaints to the MHCC, while they made majority of complaints directly to the service.



- Consumer
- Family member/carer
- Other

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



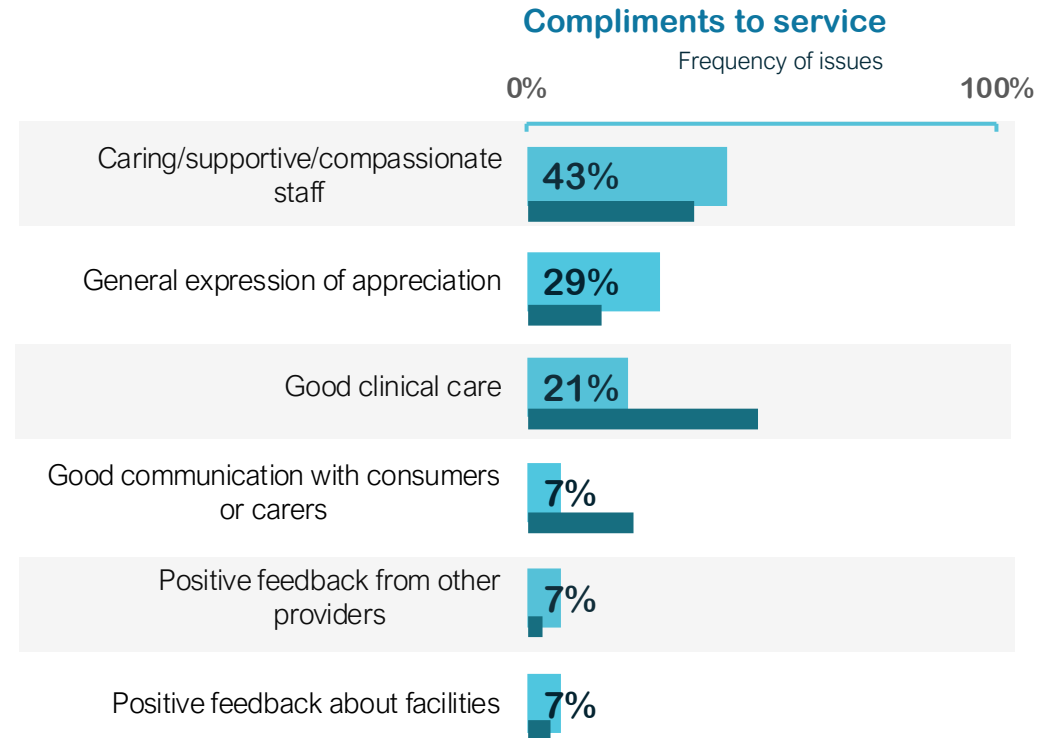
Issues raised in complaints and compliments

What were compliments about? 2021-22

● Compliments to Monash Aged (n=14) ● Compliments to services sector-wide (n=196)

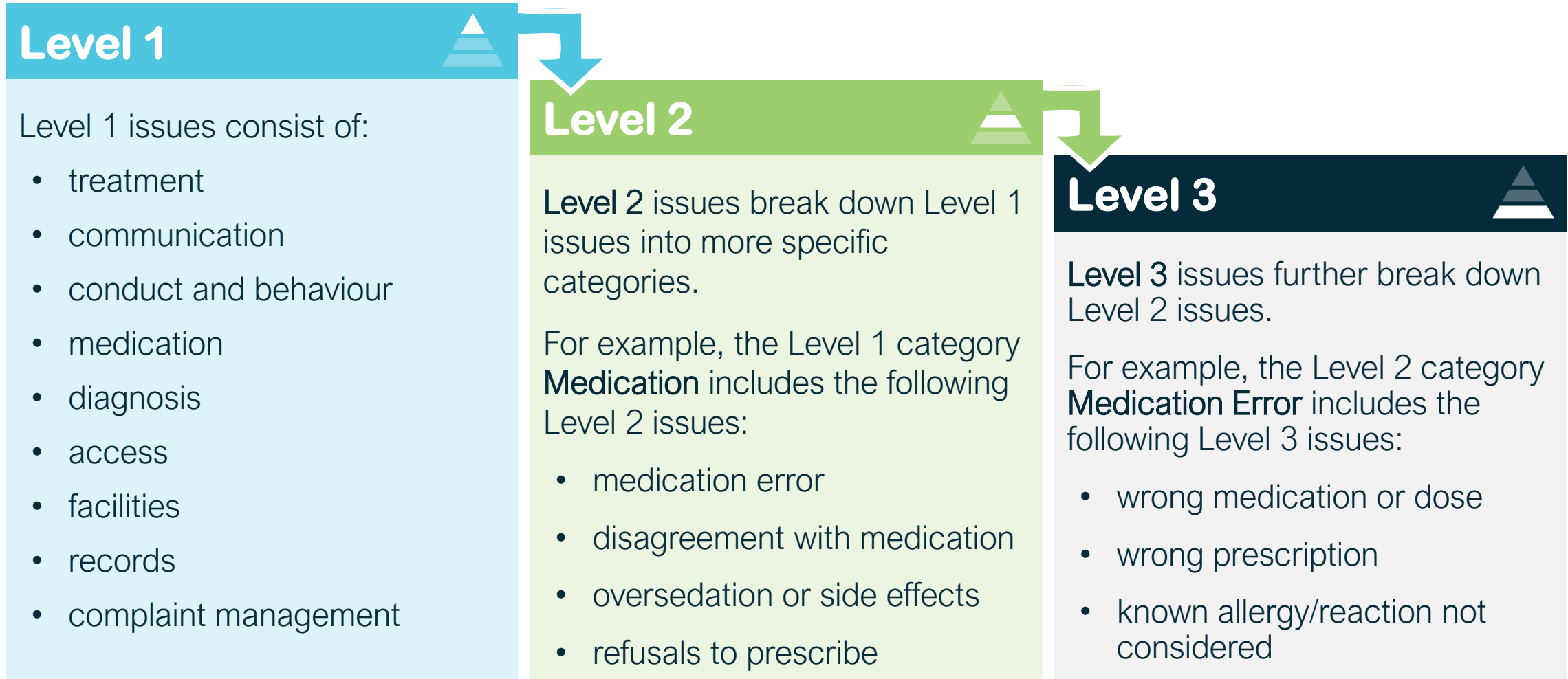
Themes raised in compliments about Monash Aged

- The most frequent compliment made to Monash Aged was positive feedback about caring / supportive / compassionate staff, similar to the proportions of compliments sector-wide.



How does the MHCC categorise issues?

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



What were complaints about? 2021-22

Level 1 issues raised about Monash Aged

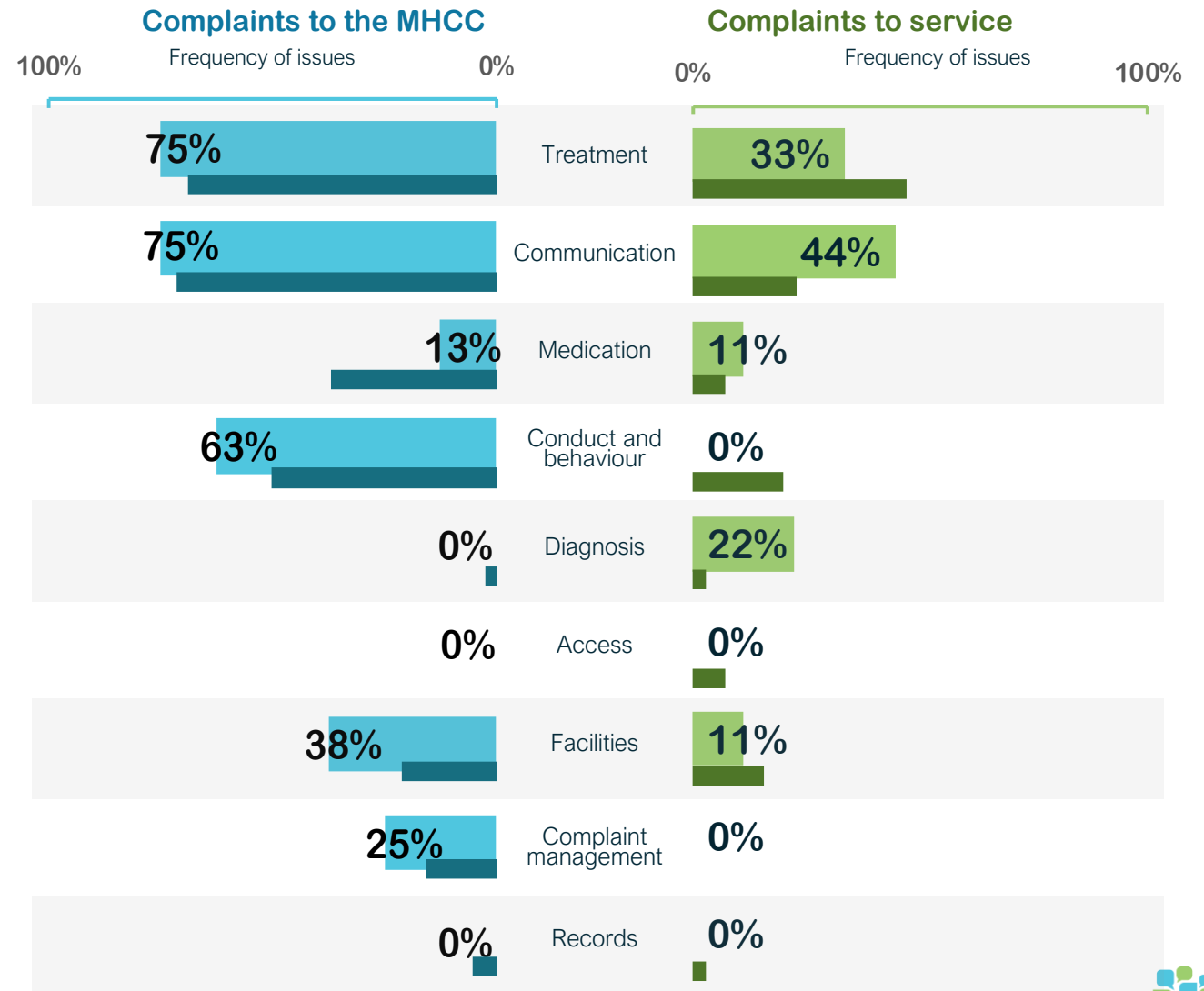
- Issues raised in complaints made to the MHCC about Monash Aged were commonly related to Treatment, Communication, Conduct and behaviour and Facilities issues, broadly consistent with issues raised across the sector.
- Issues raised in complaints made directly to Monash Health were frequently about Communication, Treatment, and diagnosis issues. The latter being raised in a higher proportion compared to the sector.

Complaints about Monash Aged

- to the MHCC (n=8)
- to the service (n=9)

Sector-wide complaints

- to the MHCC (n=38)
- to the service (n=72)



What were complaints about? 2021-22

Most frequent Level 3 issues raised about Monash Aged

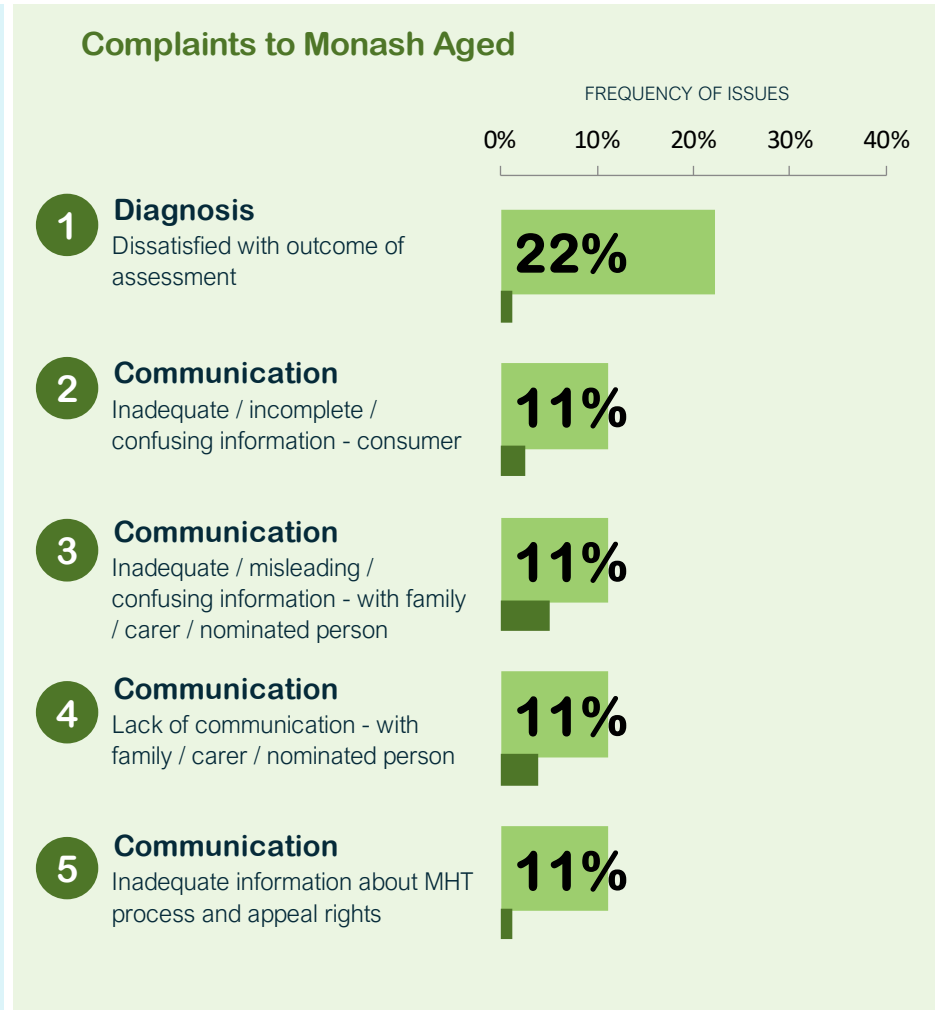
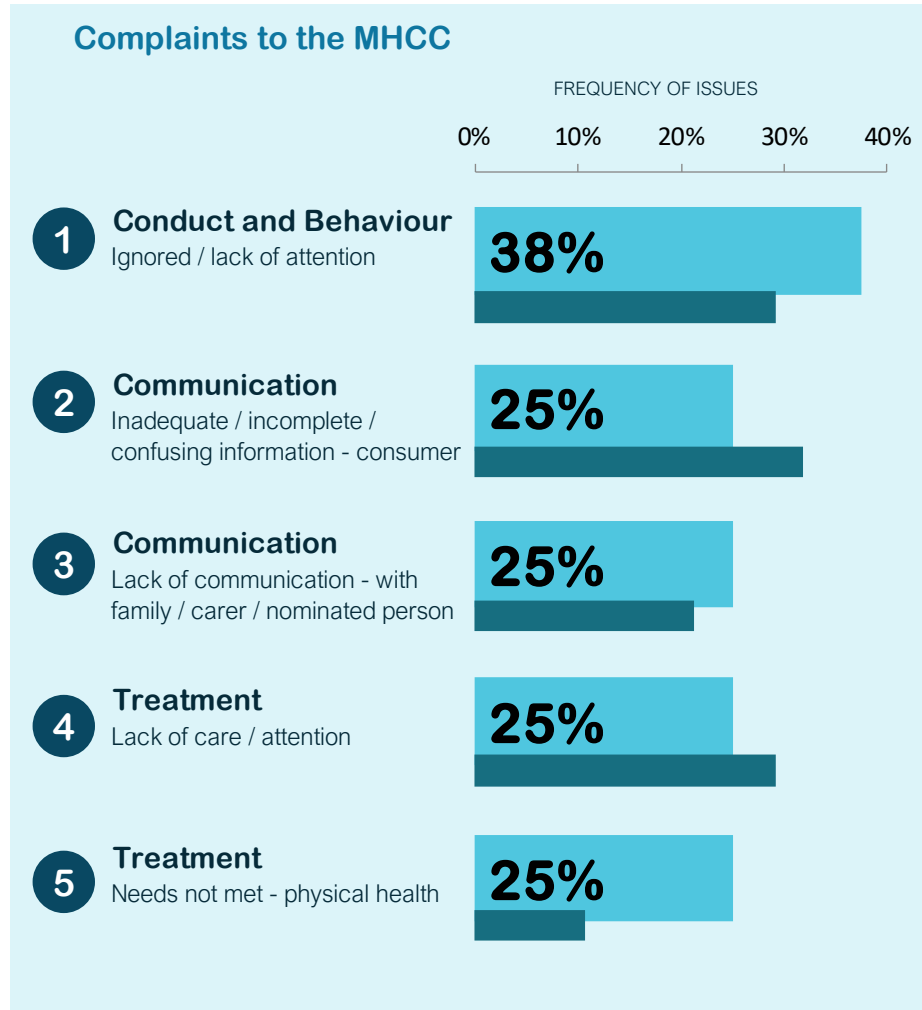
Complaints about Monash Aged

- to the MHCC (n=8)
- to the service (n=9)

Sector-wide complaints

- to the MHCC (n=38)
- to the service (n=72)

- Consumers feeling ignored / lack of attention was the most frequently raised issue among complaints made to the MHCC about Monash Aged, raised in a higher proportion than in complaints made across the sector.
- Dissatisfaction with the outcome of assessment was raised in two of the nine complaints made directly to Monash Aged.

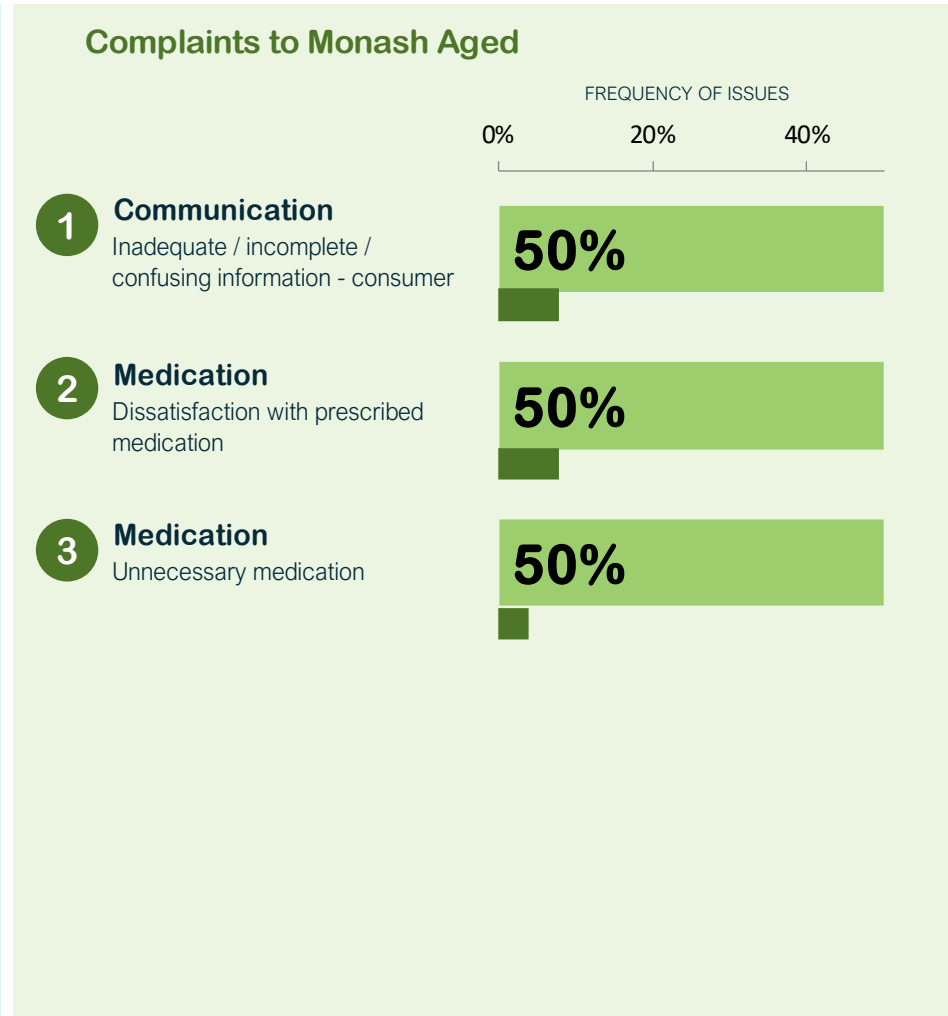


Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Monash Aged

- Complaints raised by consumers to the MHCC about Monash Aged related to consumers feeling ignored / lack of attention. Other commonly mentioned issues included alleged privacy breach/ information released/ disclosed by staff without consent.
- Issues by consumers in the complaints made directly to Monash Aged included inadequate / incomplete / confusing information for the consumer, dissatisfaction with prescribed medication, and unnecessary medication.

Complaints about Monash Aged	Sector-wide complaints
● to the MHCC (n=4)	● to the MHCC (n=23)
● to the service (n=2)	● to the service (n=26)



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Monash Aged

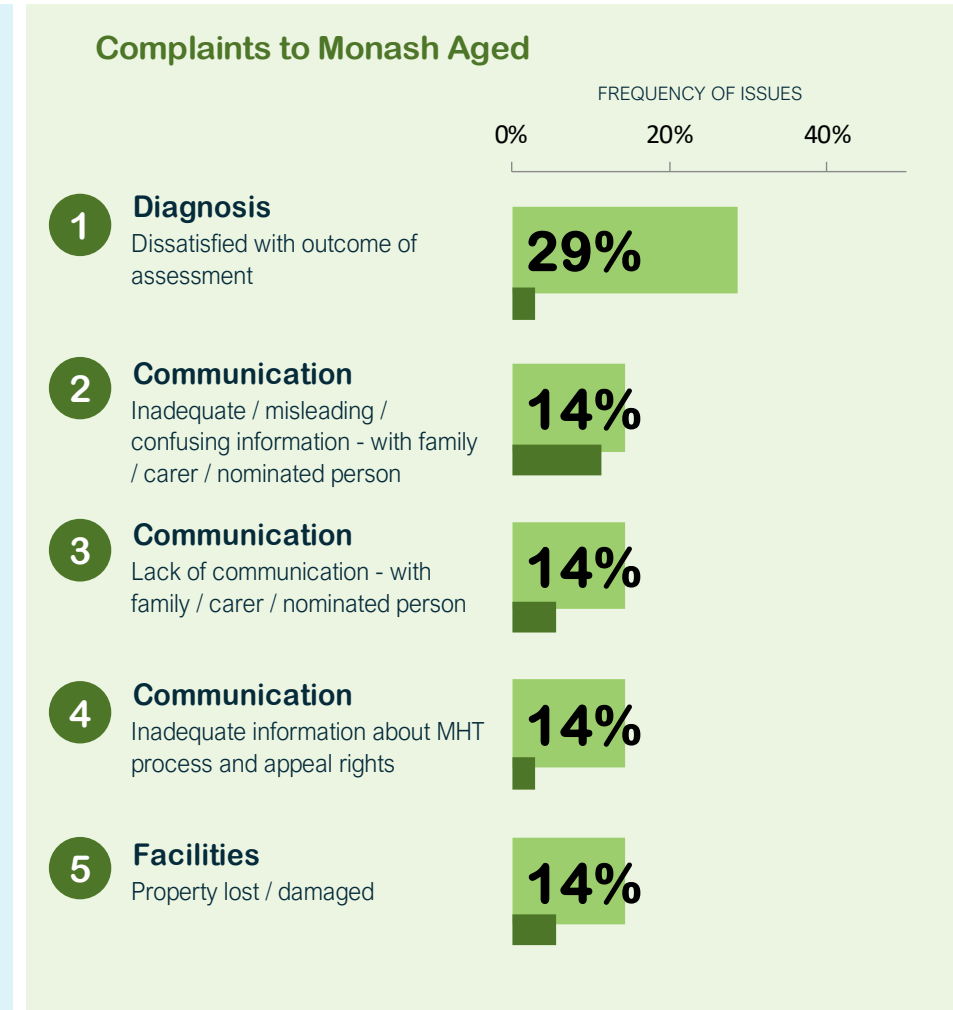
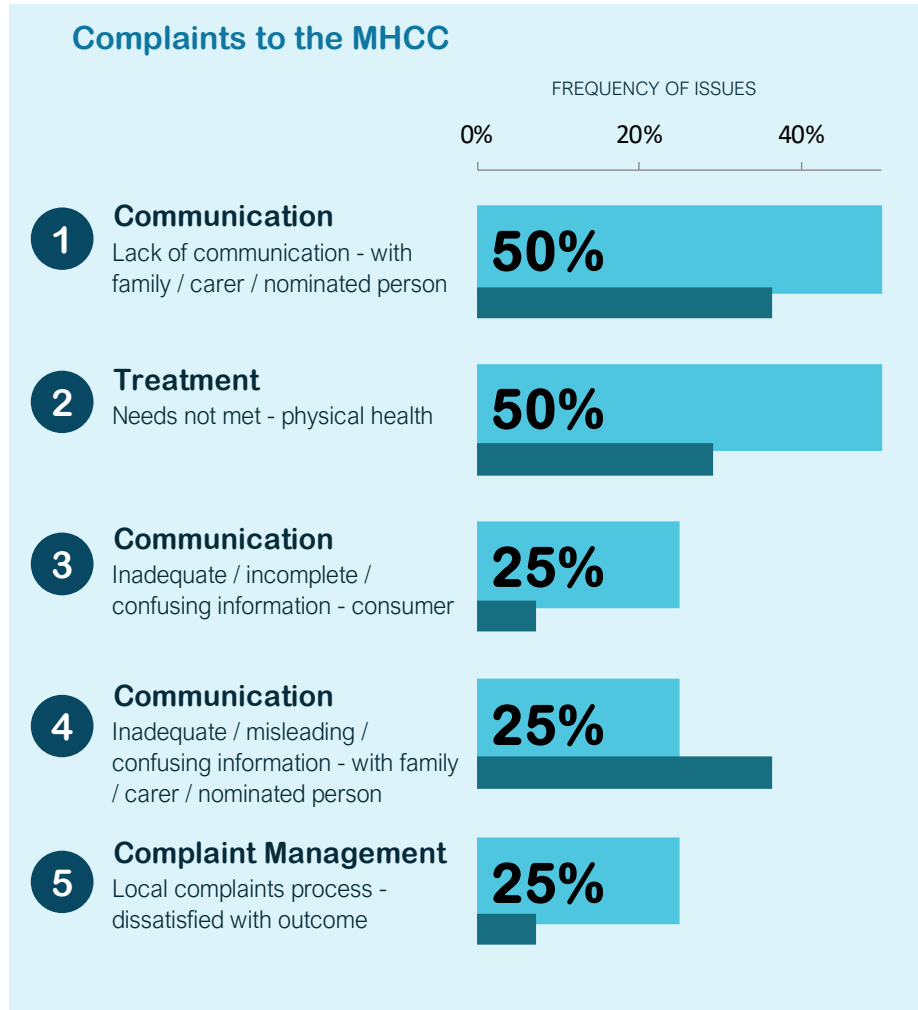
- Complaints made to the MHCC about Monash Aged by carers / family members mentioned lack of communication with family / carer / nominated person and needs not met for physical health of consumers.
- A common issues raised in complaints by carers to Monash Aged directly was dissatisfaction with outcome of assessment.

Complaints about Monash Aged

- to the MHCC (n=4)
- to the service (n=7)

Sector-wide complaints

- to the MHCC (n=14)
- to the service (n=36)



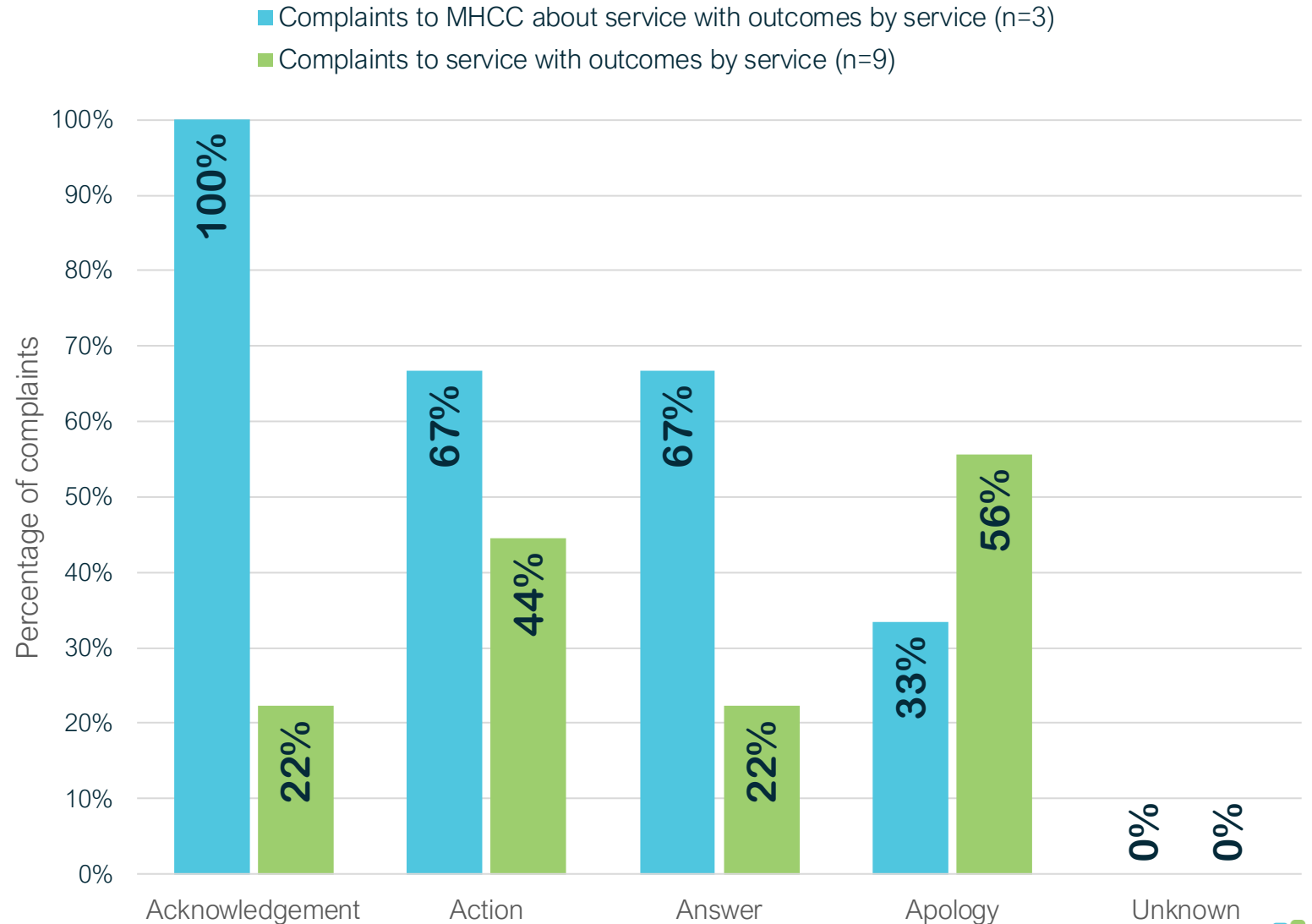


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Monash Aged

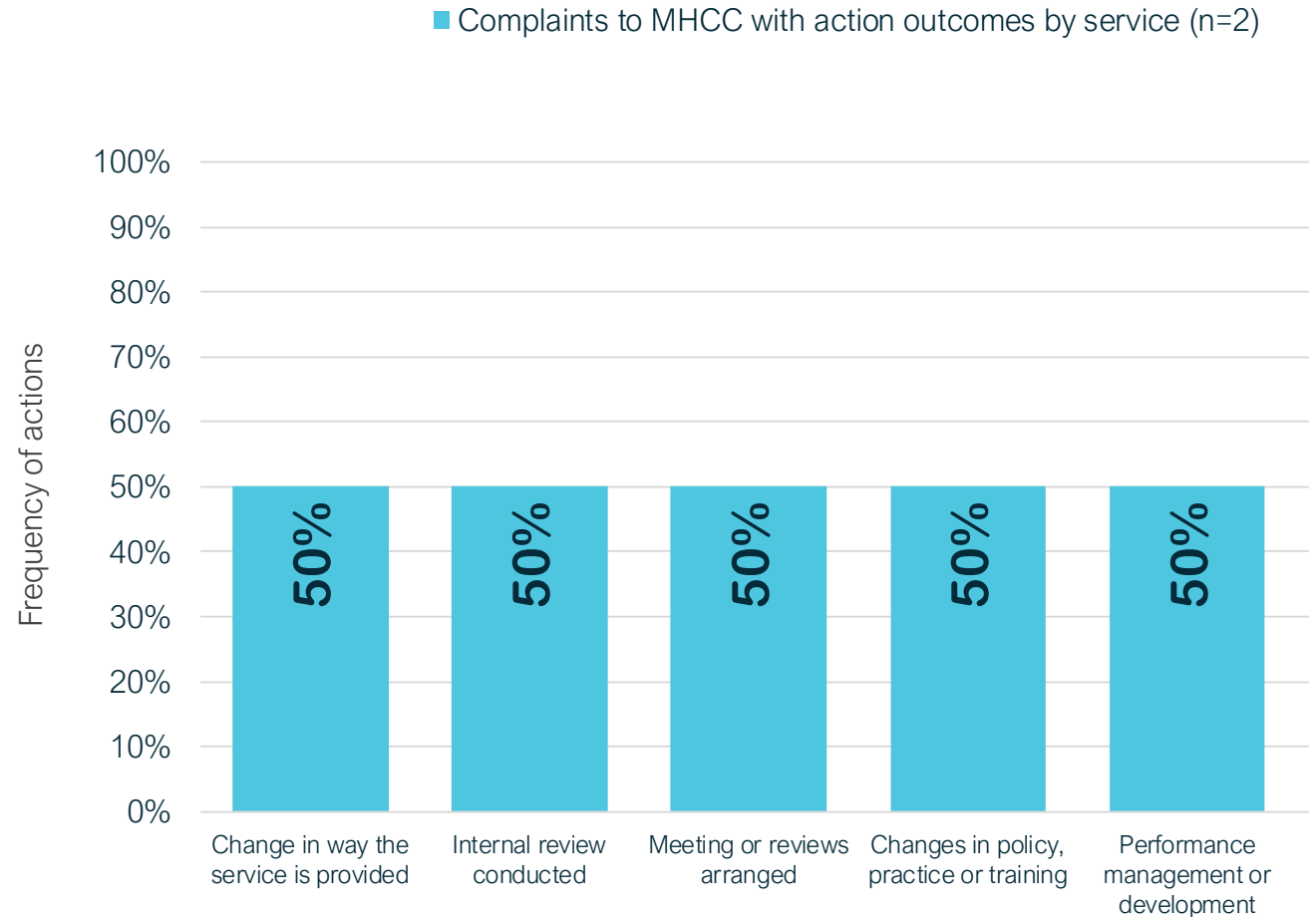
- Outcomes of complaints are framed in terms of the '4 A's' model of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Monash Aged that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcome by Monash Aged for these complaints was an acknowledgement of the concerns raised, followed by actions taken by the service in response to issues raised, and answers provided to the complainant.
- The two most frequent outcomes for complaints made directly to Monash Aged were apology for issues raised and actions taken by the service directly in response to issues raised.



What actions were taken by the service? 2021-22

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

- Actions undertaken by Monash Aged in response to complaints to the MHCC included:
 - change in way the service is provided
 - internal review conducted
 - arranging meetings or reviews for client
 - changing policy, practice or training
 - staff performance management or development



Key points to consider



Complaint numbers

- The number of complaints made to the MHCC about Monash Aged decreased since 2019-20, and the number of direct complaints made to Monash Aged increased in 2021-22 compared to the previous year.
- The number of complaints made to the MHCC about Monash Aged is similar to the number of complaints made to the service directly.



Issues raised

- Ignored / lack of attention was the most frequently raised issue among complaints to the MHCC about Monash Aged.
- Dissatisfaction with the outcome of assessment was mentioned in two of the nine complaints made directly to Monash Aged.



Outcomes

- The most common outcome by Monash Aged for complaints made to the MHCC about Monash Aged was an acknowledgement of the concerns raised, followed by actions taken by the service.
- The two most frequent outcomes for complaints made directly to Monash Aged were apology for issues raised and actions taken by the service directly in response to issues raised.