

Summary of service provider complaint report

Forensicare

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:



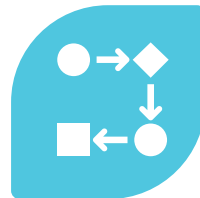
identify key themes and emerging issues across the sector



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

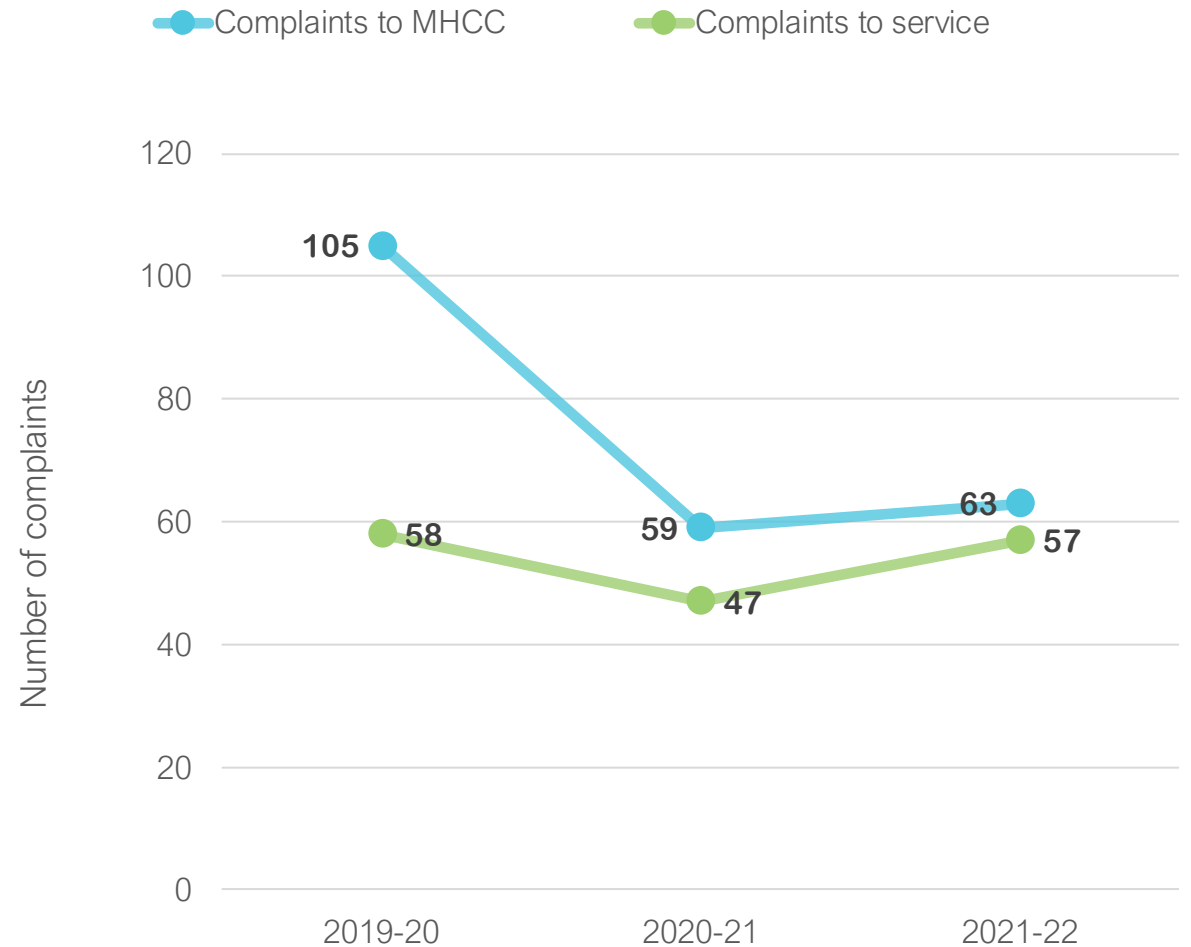
63

Complaints to MHCC
about Forensicare

57

Complaints to
Forensicare

- The number of complaints made to the MHCC about Forensicare and of those made directly to the service increased slightly in 2021-22.
- Since 2019-2020, the number of complaints made to the MHCC about Forensicare significantly reduced in comparison to the following year, whereas the number of complaints made directly to the service remained broadly the same.
- The number of complaints made to the MHCC about Forensicare is slightly higher than the number of complaints made to Forensicare 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 complaints and compliments rates below the sector median.
- Compared to the sector median, the rate of complaints made about Forensicare to the MHCC and to the service directly was lower. The number of compliments made to the service were also lower than the sector median rate.

Complaints about Forensicare

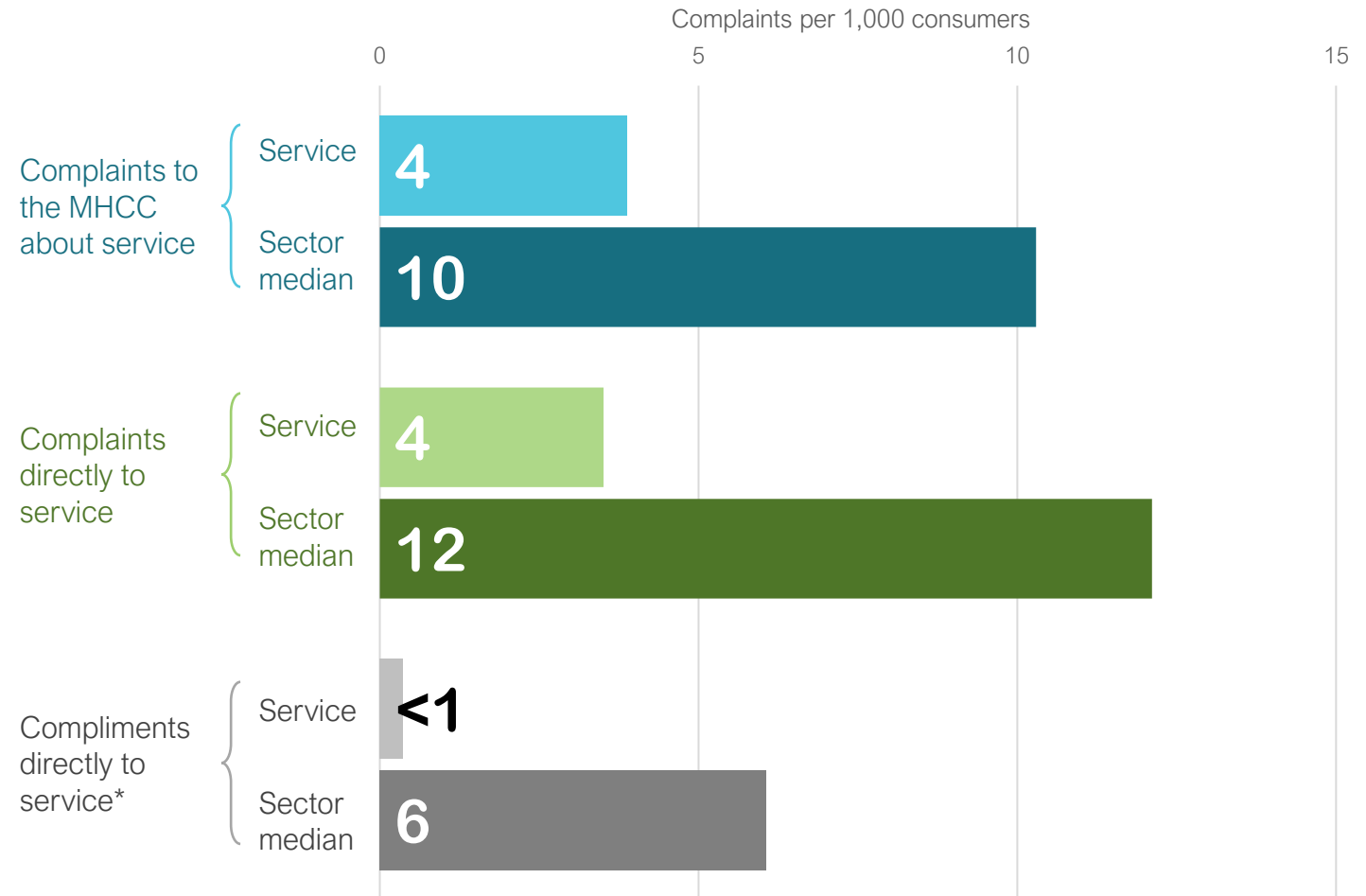
- to the MHCC (n=63)
- to the service (n=57)

● Compliments to Forensicare (n=6)

Sector-wide complaints

- to the MHCC (n=1282)
- to the service (n=1582)

● Compliments to services sector-wide (n=891)

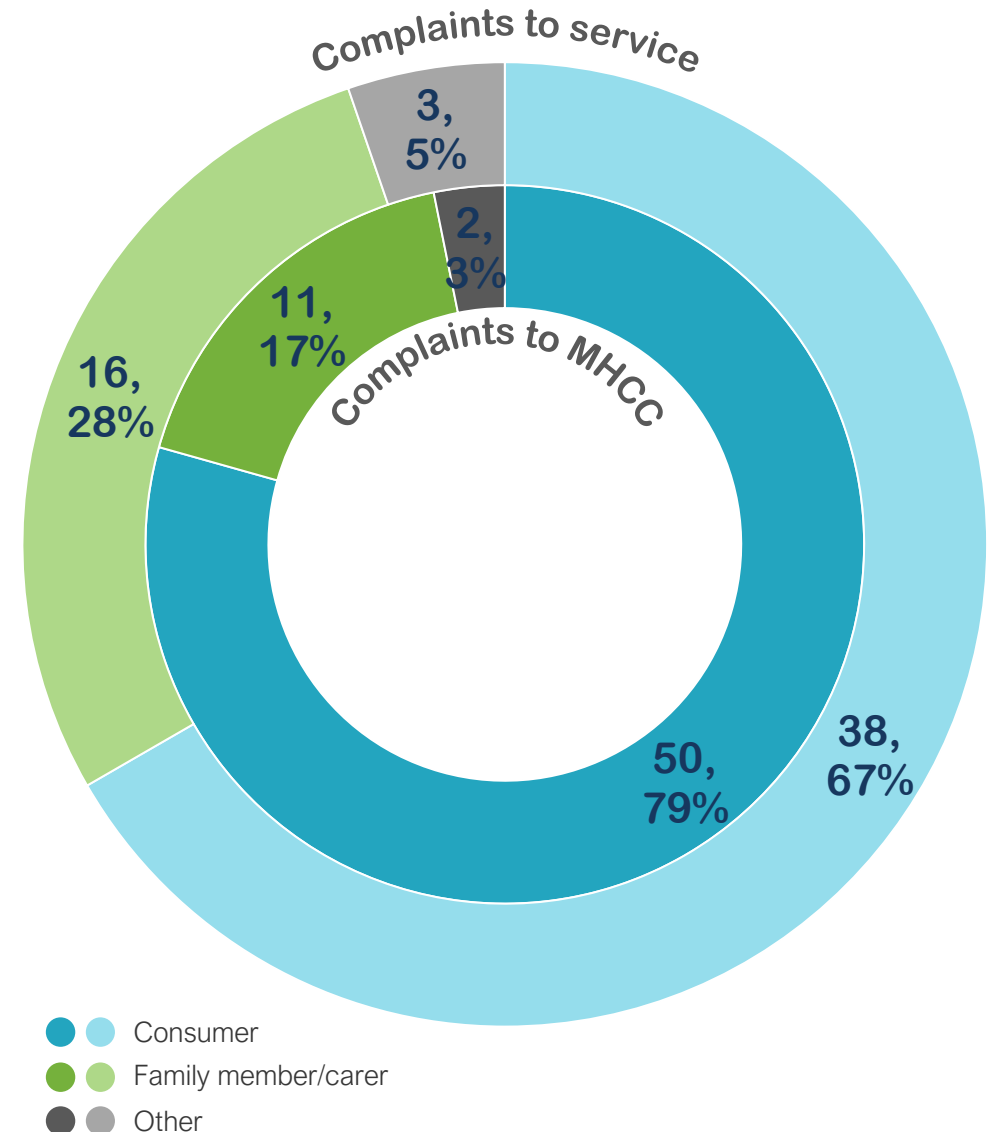


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about Forensicare

- Consumers made the majority of complaints to the MHCC about Forensicare and to Forensicare directly. This is broadly consistent with the sector as a whole.
- Family members / carers made less than a fifth of all complaints to the MHCC and just over a quarter of compliments directly to the service.
- Friends, advocates, staff, or others made five percent of the complaints made to Forensicare directly.



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



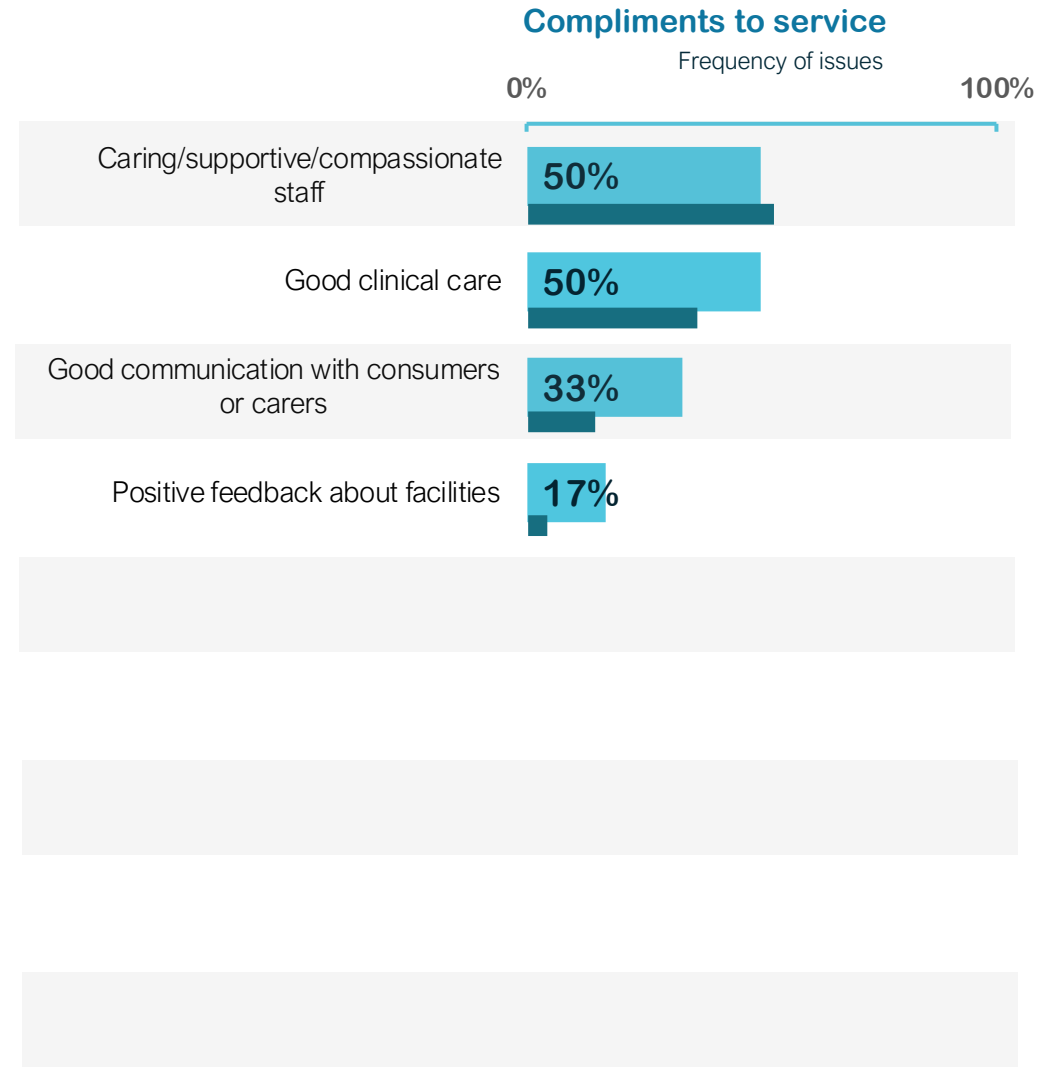
Issues raised in complaints and compliments

What were compliments about? 2021-22

Themes raised in compliments about Forensicare

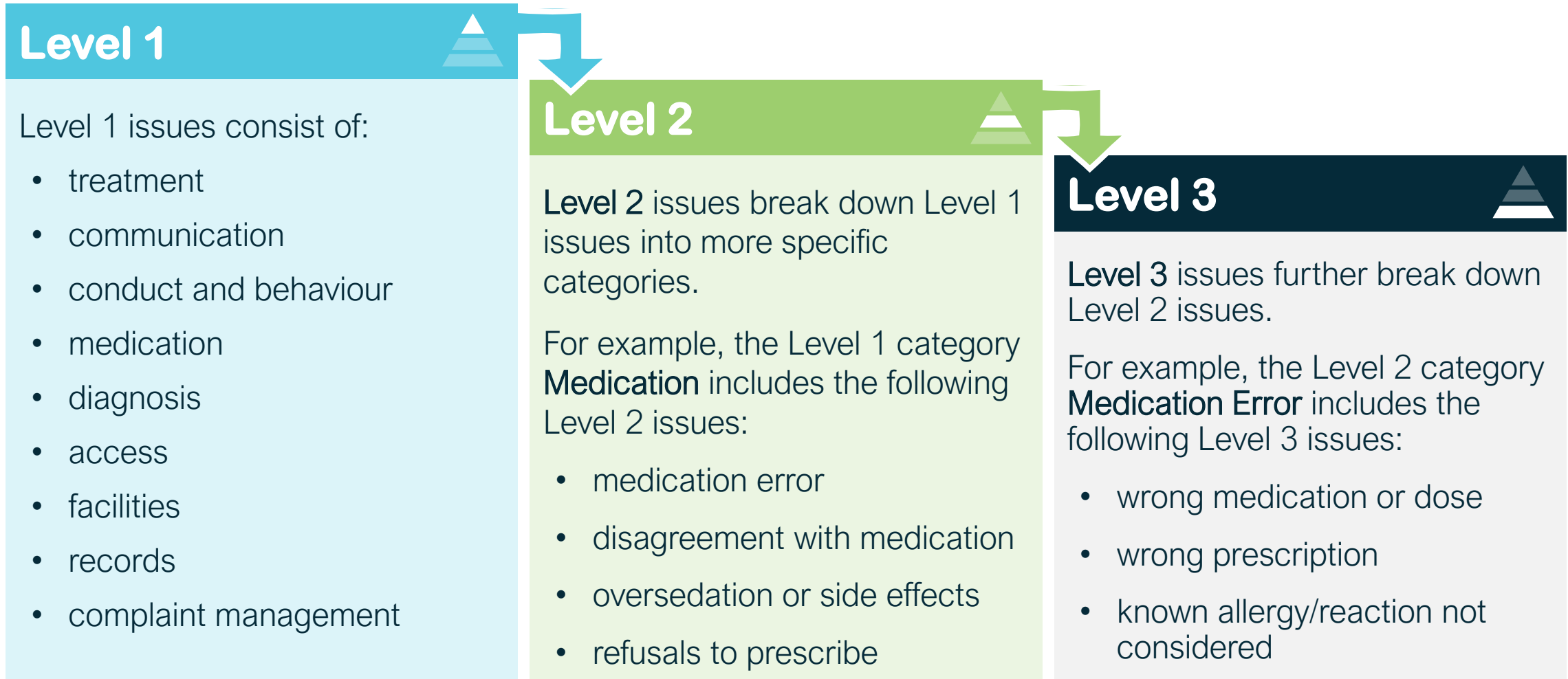
● Compliments to Forensicare (n=6) ● Compliments to services sector-wide (n=891)

- In compliment made to Forensicare the two most frequent themes identified were related to positive feedback about caring, supportive and compassionate staff, and good clinical care, both were raised in a similar proportion when compared to compliments made 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 Forensicare

- Issues raised in complaints made to the MHCC about Forensicare were broadly consistent with those raised in complaints made to the MHCC for the sector, with Medication, Treatment, Communication, and Conduct and behaviour being the most commonly raised issues.
- The most common issues raised in complaints made directly to Forensicare were regarding Facilities, Treatment, Conduct and behaviour, and Communication. Issues regarding Facilities and Medication were raised in a higher proportion when compared with the sector, while treatment issues were raised in a lower proportion.

Complaints about Forensicare

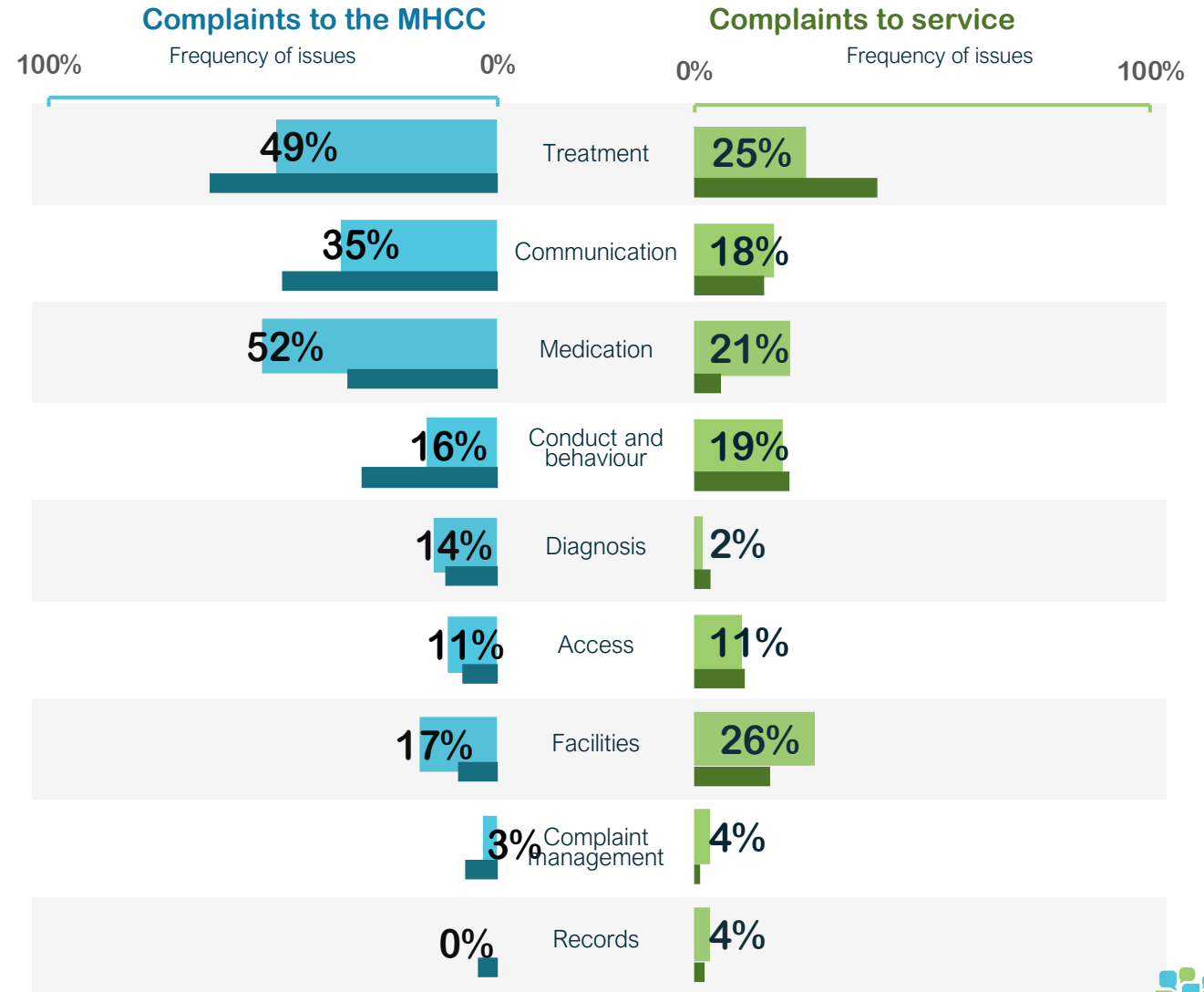
to the MHCC (n=63)

to the service (n=57)

Sector-wide complaints

to the MHCC (n=1282)

to the service (n=1582)



What were complaints about? 2021-22

Most frequent Level 3 issues raised about Forensicare

Complaints about Forensicare

● to the MHCC (n=63)

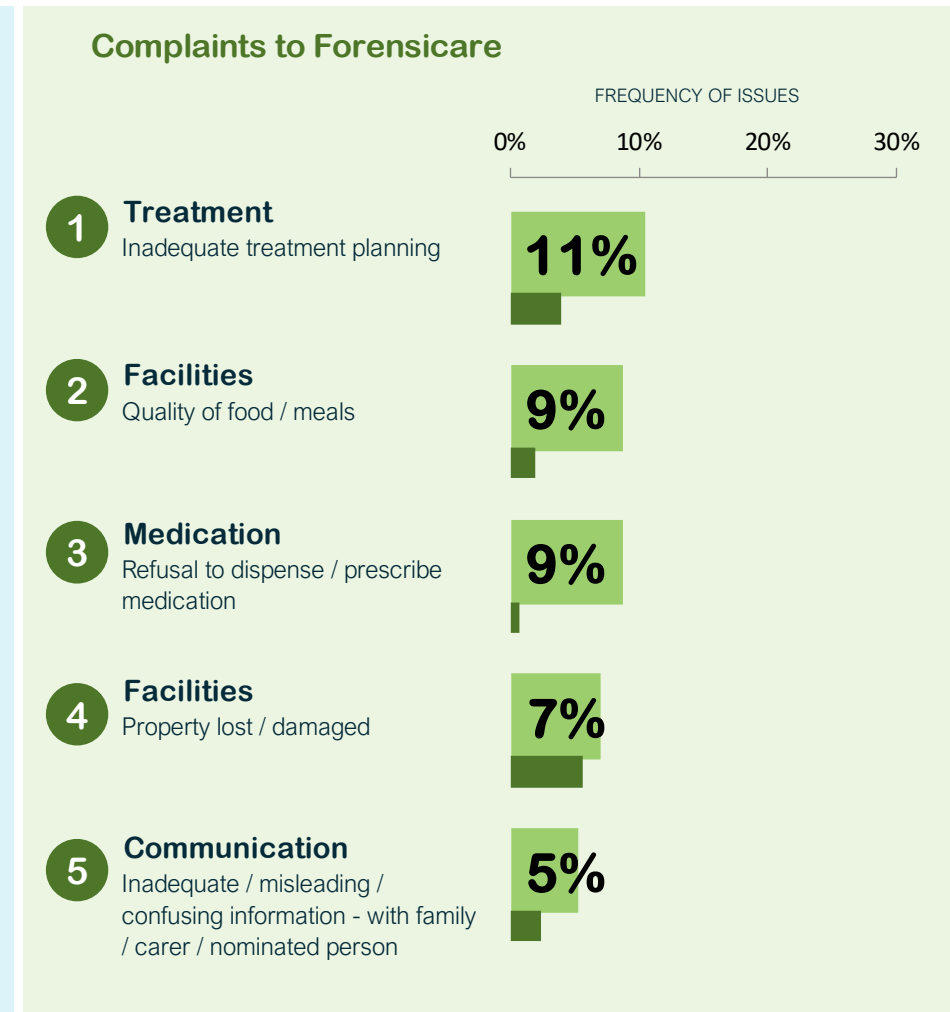
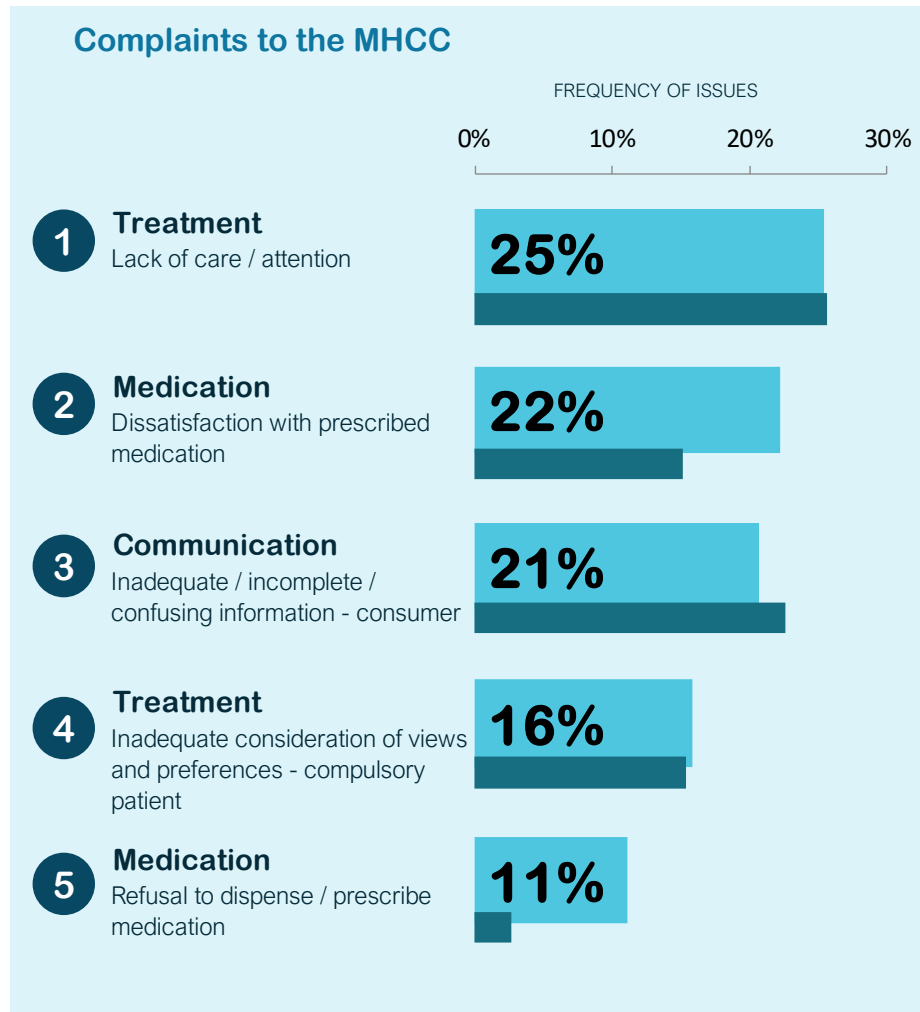
● to the service (n=57)

Sector-wide complaints

● to the MHCC (n=1282)

● to the service (n=1582)

- Lack of care or attention regarding treatment, dissatisfaction with prescribed medication, and inadequate, incomplete, or confusing information provided to the consumer were the most commonly raised issues in complaints made to the MHCC about Forensicare.
- Inadequate treatment planning was the most frequently raised issue in complaints made directly to Forensicare, which was raised in a higher proportion when compared to the sector.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Forensicare

- The most commonly raised issue by consumers in complaints made to the MHCC about Forensicare was dissatisfaction with prescribed medication, which was raised in a higher proportion than in complaints across the sector.
- The most frequently raised issues by consumers in complaints made directly to Forensicare were refusal to dispense or prescribe medication and the quality of food/meals, which were raised in a significantly higher proportion when compared to the sector.

Complaints about Forensicare

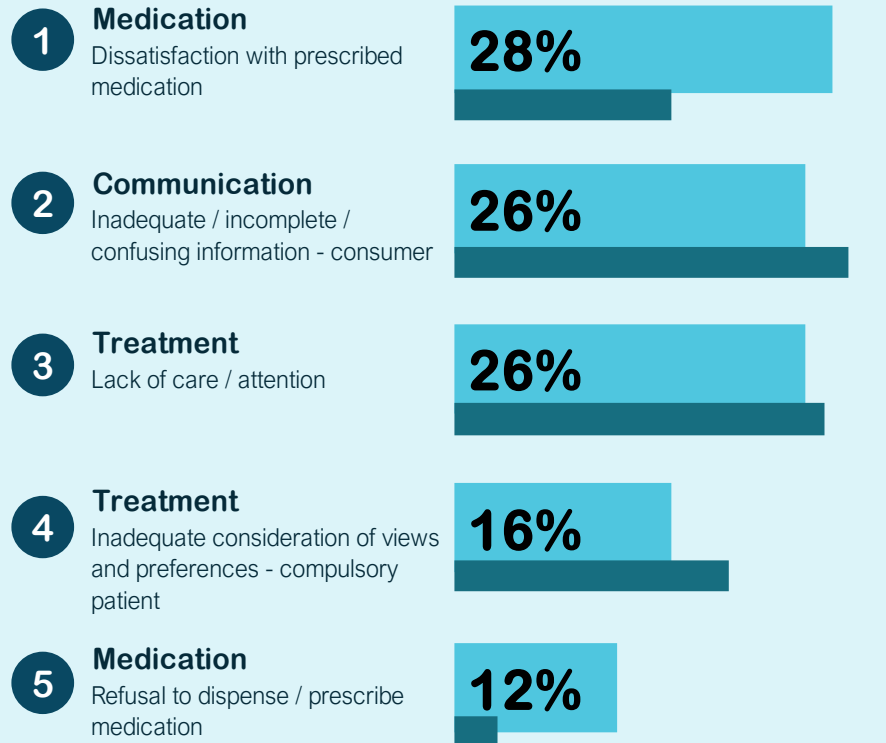
- to the MHCC (n=50)
- to the service (n=38)

Sector-wide complaints

- to the MHCC (n=918)
- to the service (n=832)

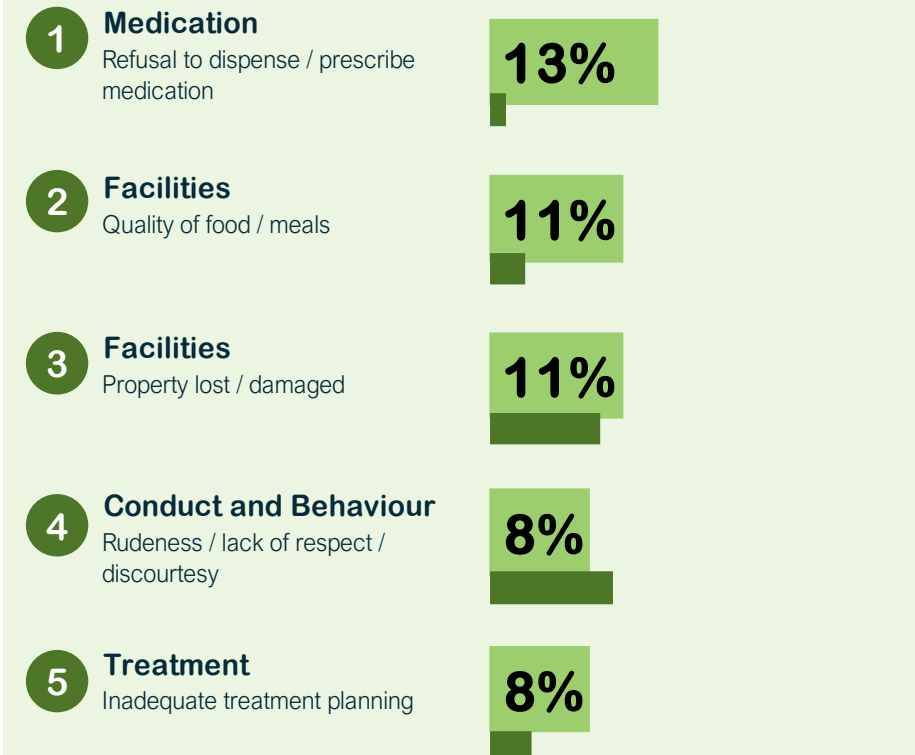
Complaints to the MHCC

FREQUENCY OF ISSUES
0% 10% 20% 30%



Complaints to Forensicare

FREQUENCY OF ISSUES
0% 10% 20% 30%



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Forensicare

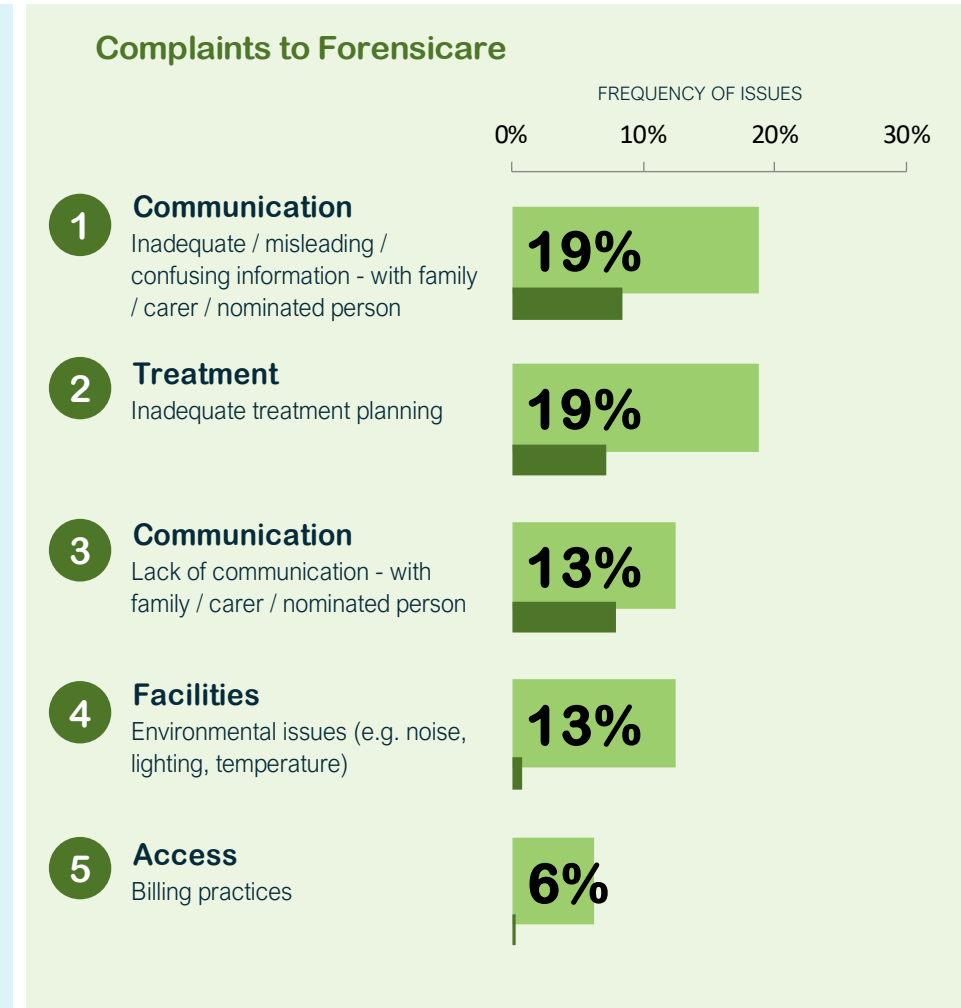
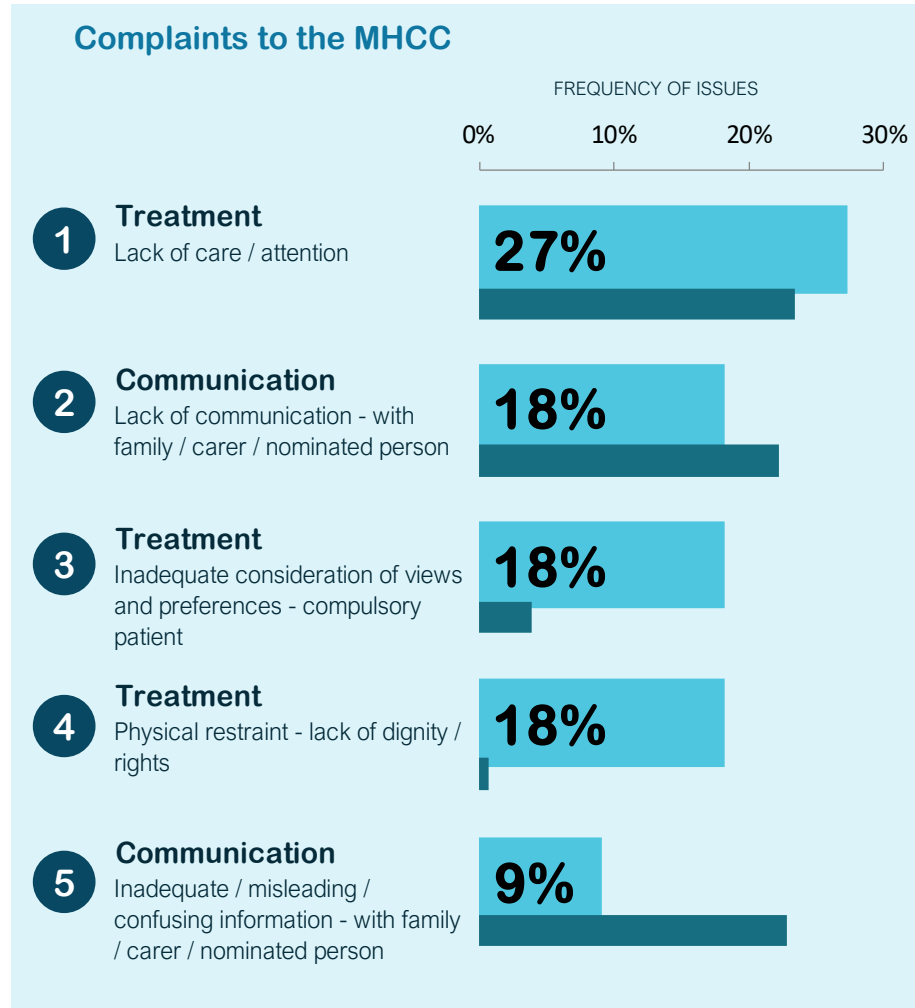
Complaints about Forensicare

- to the MHCC (n=11)
- to the service (n=16)

Sector-wide complaints

- to the MHCC (n=341)
- to the service (n=427)

- Complaints made to the MHCC about Forensicare by carers / family members frequently related to lack of care or attention regarding treatment, and lack of communication with them.
- In complaints raised directly to Forensicare by families / carers the most common issues raised were inadequate, misleading or confusing information provided to the family / carer, and inadequate treatment planning, both of which were recorded at a higher proportion than in complaints made to services across the sector.



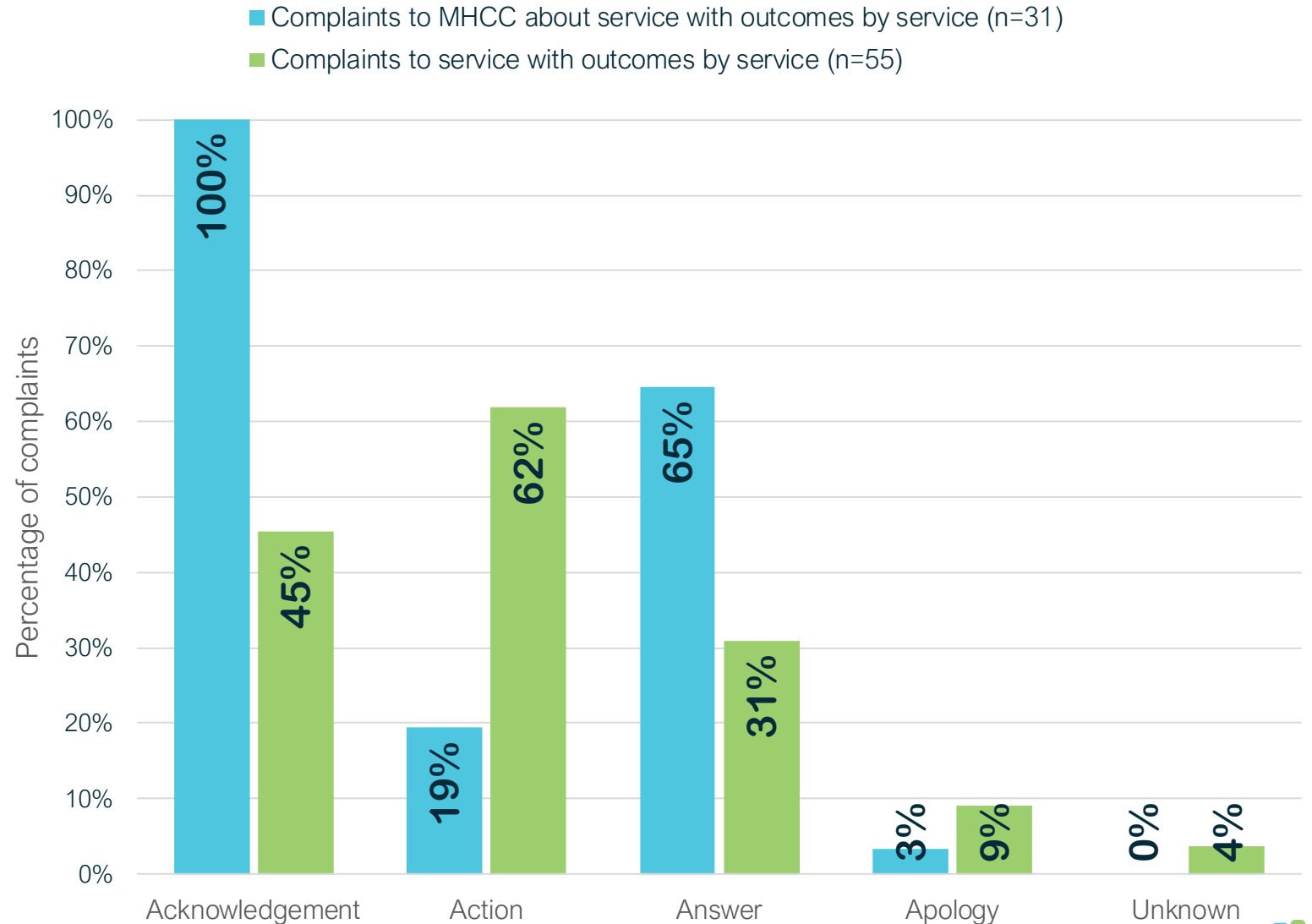


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Forensicare

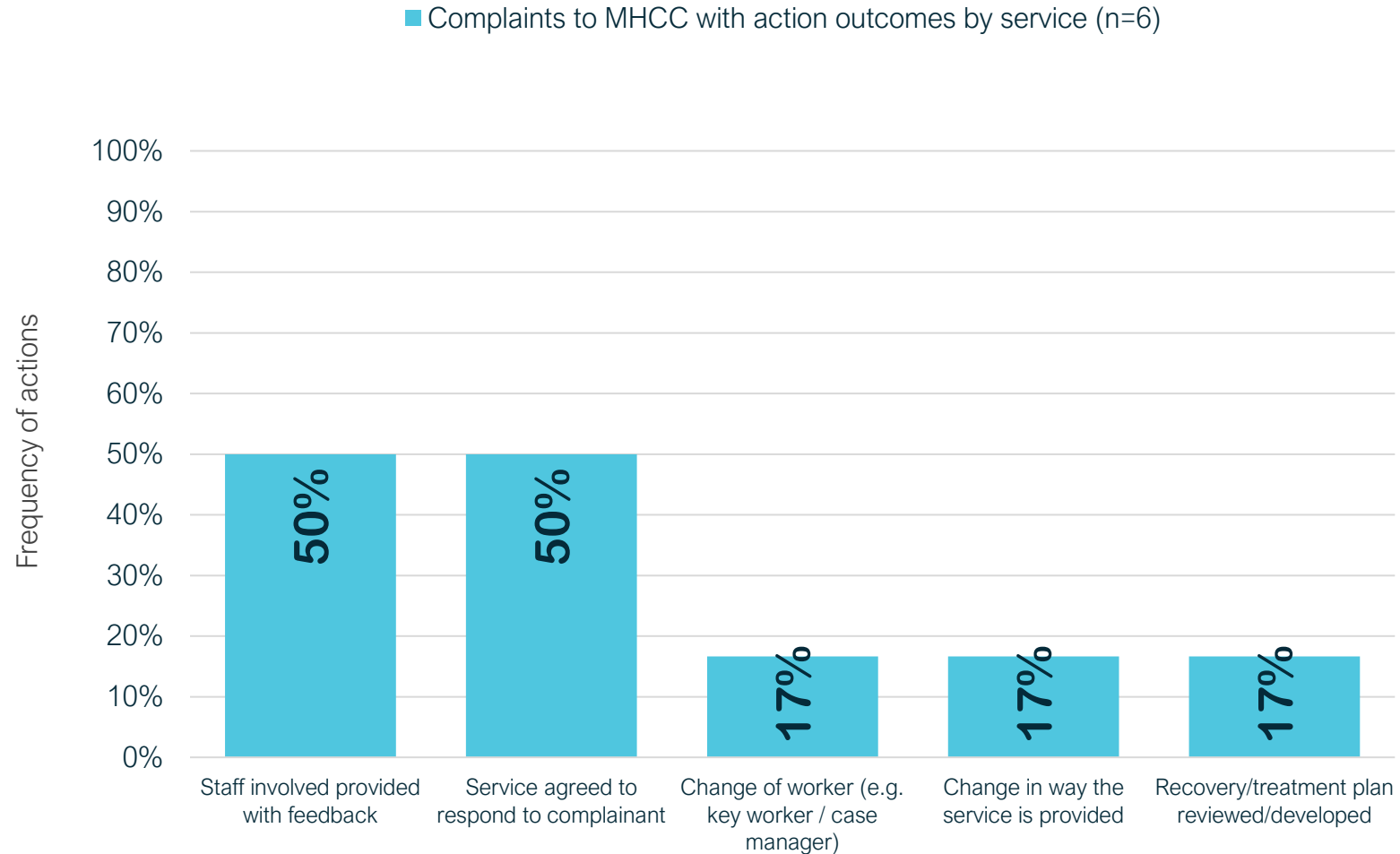
- Outcomes of complaints are framed in terms of the '4 A's' model of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints made to the MHCC about Forensicare that were assessed as being in scope for resolution and/or having a known service outcome.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



What actions were taken by the service? 2021-22

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

- Actions most frequently undertaken by Forensicare in response to complaints made to the MHCC included:
 - staff involved were provided with feedback
 - service agreed to respond to the complainant



Key points to consider



Complaint numbers

- The number of complaints made to the MHCC about Forensicare and to the service directly increased slightly in 2021-22.
- The number of complaints made to the MHCC about Forensicare was slightly higher than the number of complaints made to the service directly.
- Consumers made the majority of complaints to the MHCC about Forensicare and to Forensicare directly.



Issues raised

- Lack of care / attention regarding treatment, dissatisfaction with prescribed medication, and inadequate / incomplete or confusing information provided to consumers were the most commonly raised issues among complaints made to the MHCC about Forensicare.
- Inadequate treatment planning was the most frequently raised issue among complaints made directly to Forensicare, which was raised in a higher proportion when compared to the sector.



Outcomes

- The most common outcome by Forensicare for complaints made to the MHCC was an acknowledgement of the concerns raised.
- The two most frequent outcomes for complaints made directly to Forensicare were action taken by the service directly in response to issues raised and acknowledgement of the concerns raised by complainants.