

Summary of service provider complaint report

Casey 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:



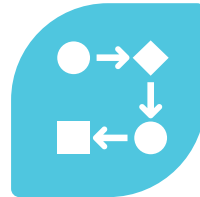
identify key themes and emerging issues across the sector



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

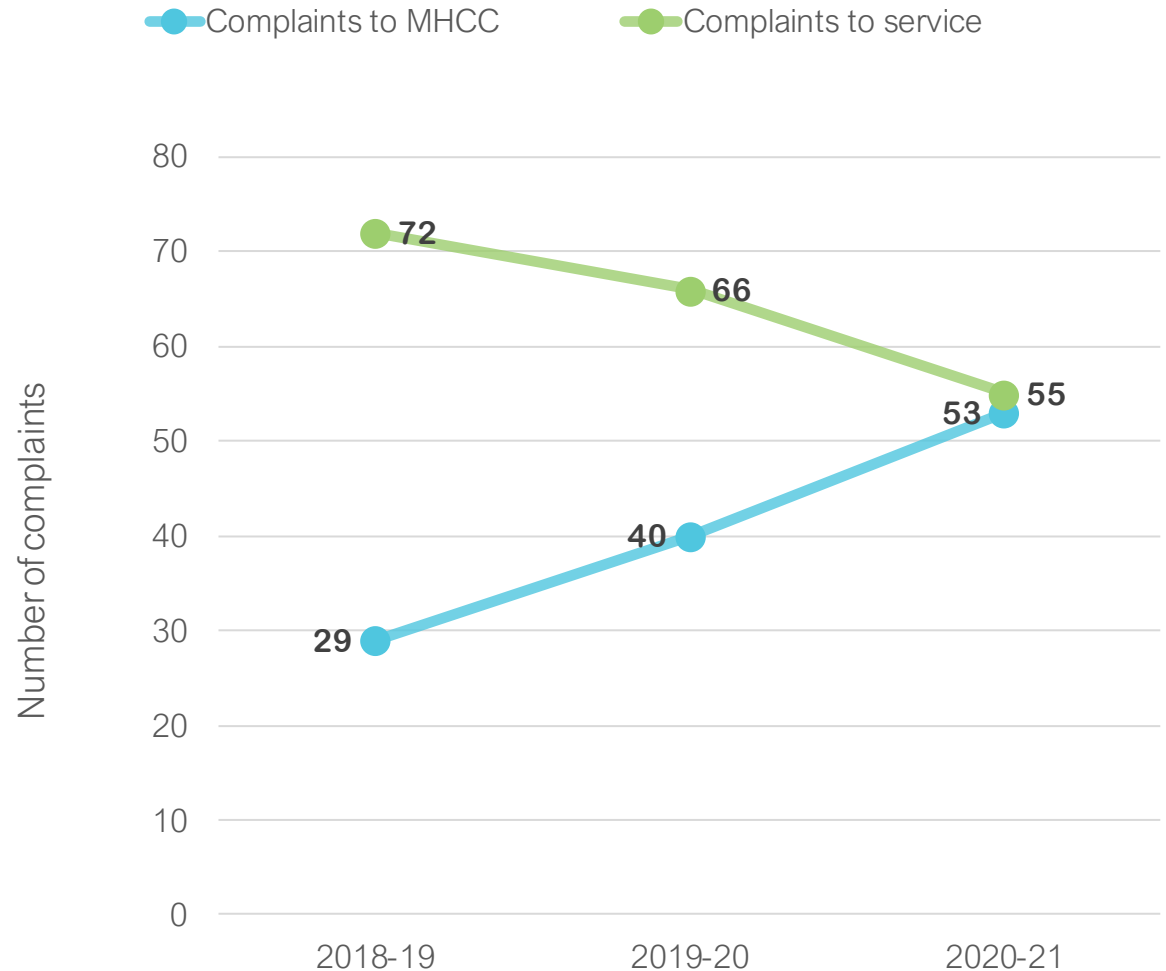
53

Complaints to MHCC
about Casey AMHS

55

Complaints to Casey
AMHS

- The number of complaints to the MHCC about Casey AMHS rose, while those made to Casey AMHS directly decreased in 2020-21.
- Overall, more complaints were made to Casey 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, the same rate of complaints was made to both the MHCC and to Casey AMHS directly as to the sector. A much higher rate of compliments was made to Casey AMHS compared to the sector.

Complaints about Casey AMHS

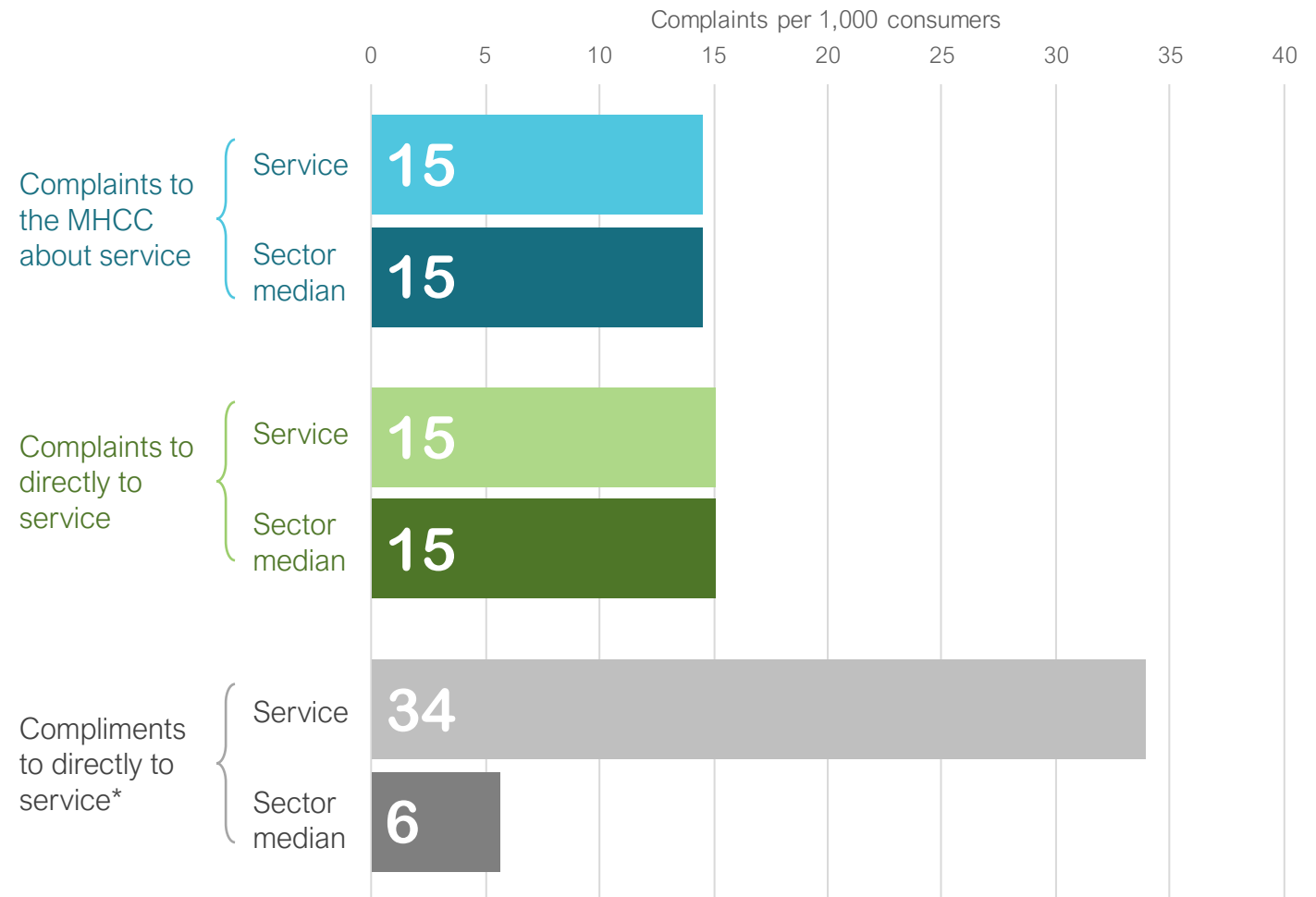
- to the MHCC (n=53)
- to the service (n=55)

● Compliments to Casey AMHS (n=124)

Sector-wide complaints

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

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

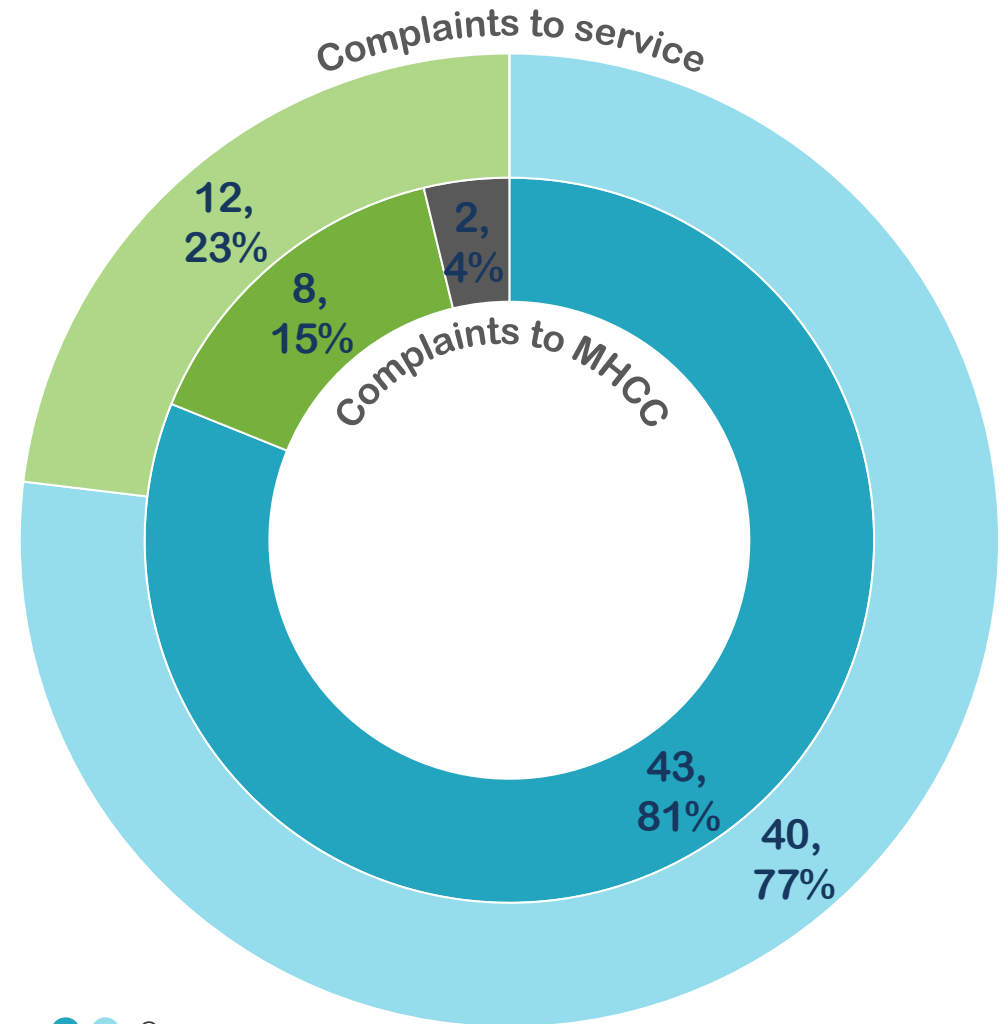


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2020-21

Complaints raised about Casey AMHS

- Consumers made the majority of complaints to the MHCC about Casey AMHS and to Casey AMHS directly.
- In contrast, family members / carers made a quarter of all complaints directly to Casey AMHS and 15% of the complaints to the MHCC.



- Consumer
- Family member/carer
- Other

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



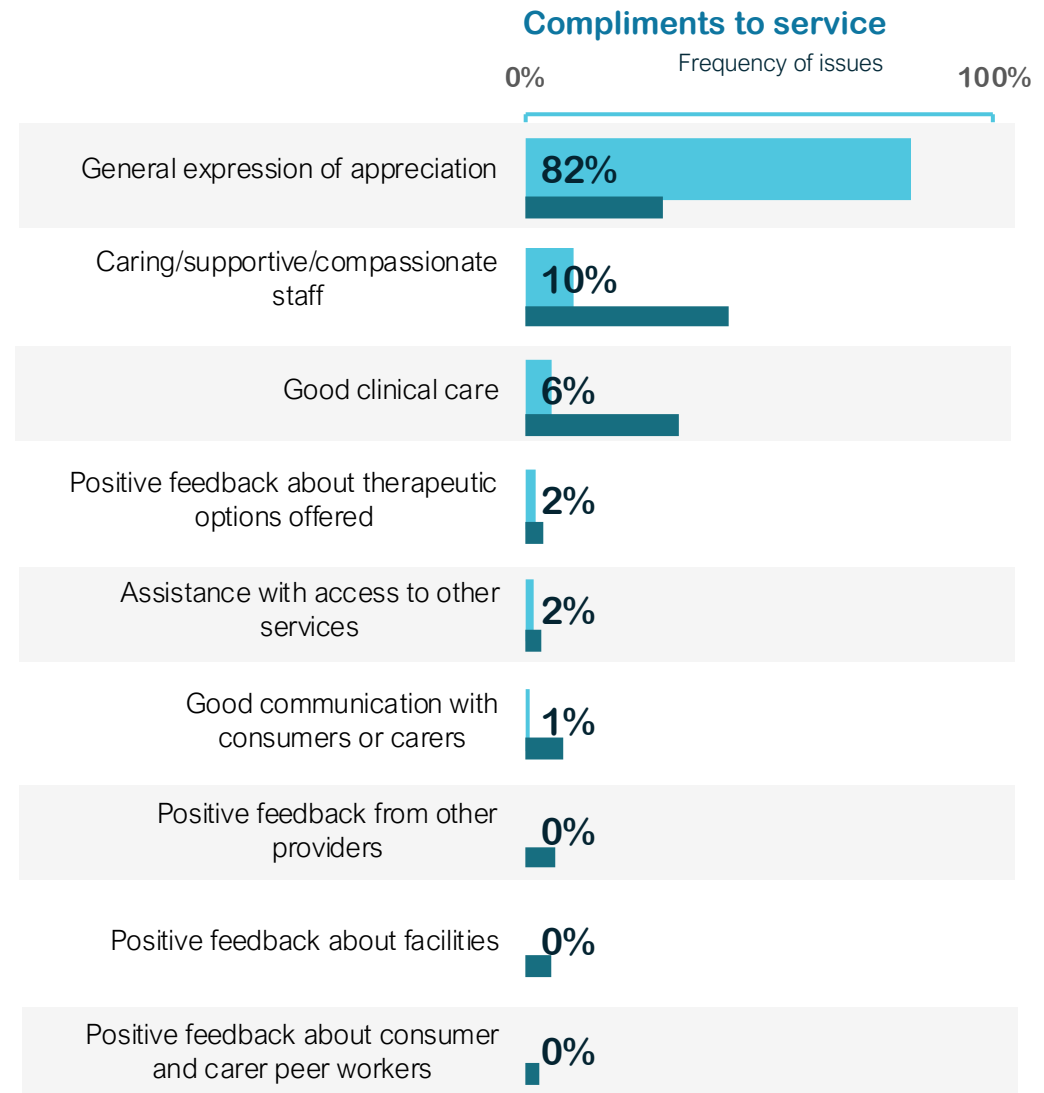
Issues raised in complaints and compliments

What were compliments about? 2020-21

● Compliments to Casey AMHS (n=124)
 ● Compliments to services sector-wide (n=1109)

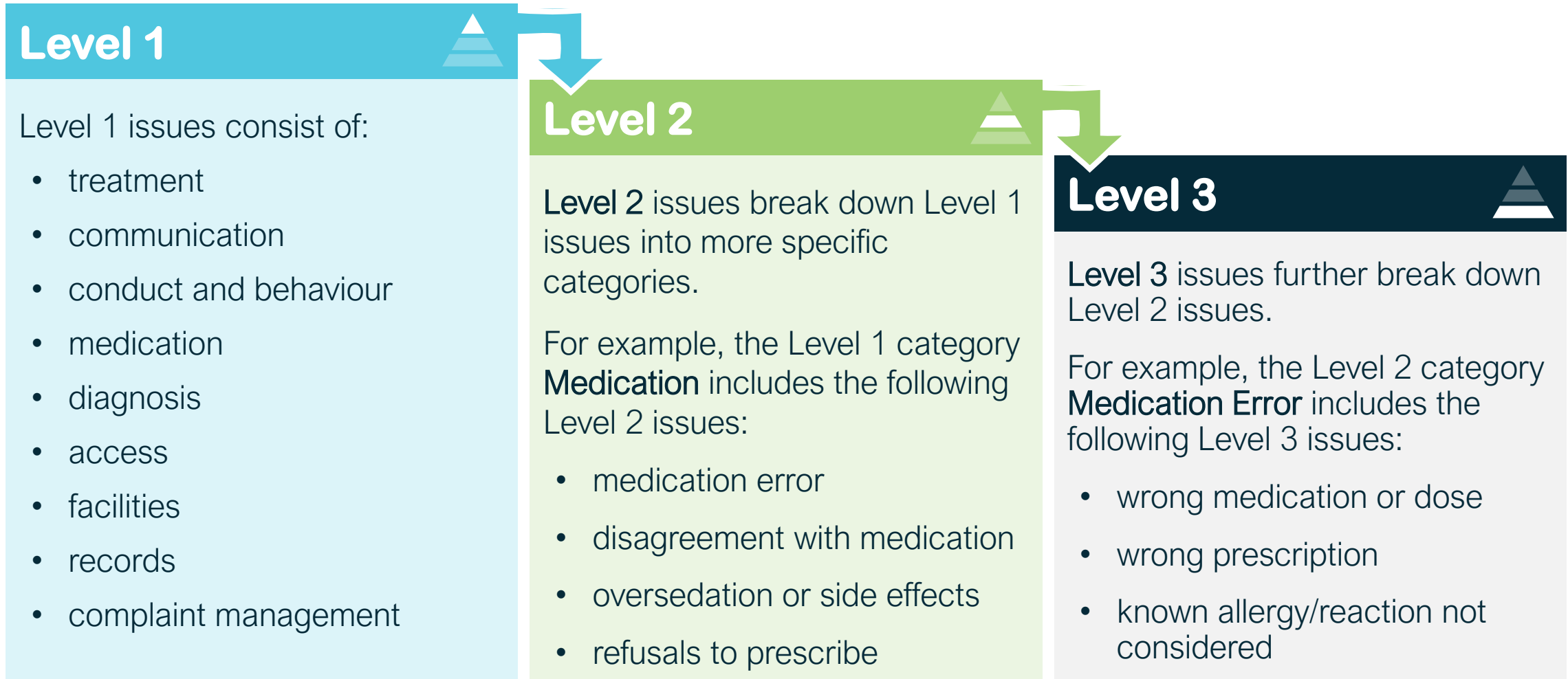
Issues raised in compliments about Casey AMHS

- 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 Casey AMHS were most commonly general expressions of appreciation, with caring/supportive/compassionate staff and good clinical care following, and lower percentages of compliments were related to the latter theme compared to the sector as a whole.
- A higher percentage of compliments made to Casey AMHS were classified as general expression of appreciation compared to the sector. This reflects the lower level of detail provided by Casey AMHS about their compliments data. The MHCC would like to see more detailed data on compliments in order 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 Casey AMHS

- Issues raised in complaints to the MHCC about Casey 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 Casey 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 regarding Communication and Conduct and Behaviour were raised in a higher proportion of complaints compared to the sector.

Complaints about Casey AMHS

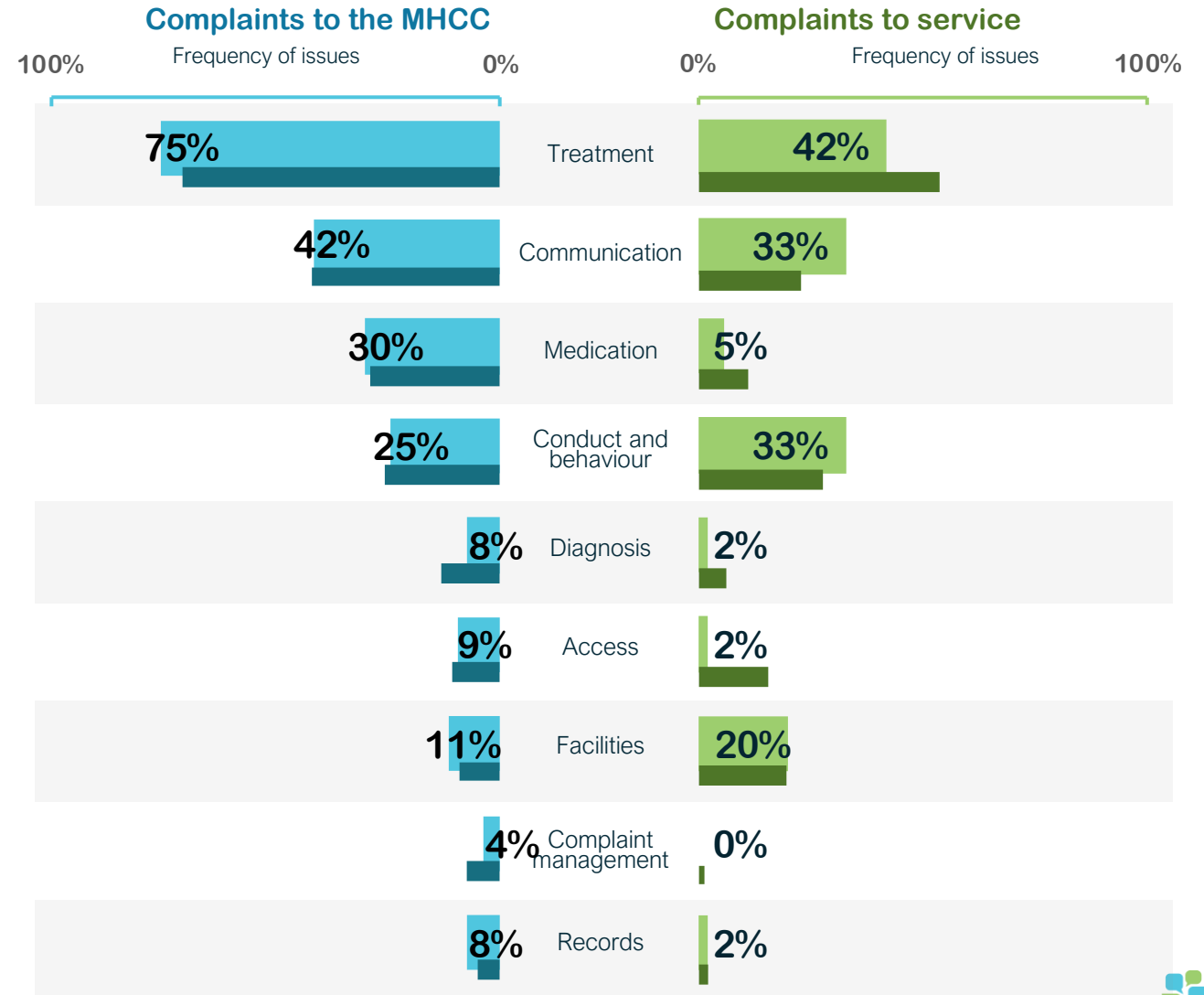
● to the MHCC (n=53)

● to the service (n=55)

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 Casey AMHS

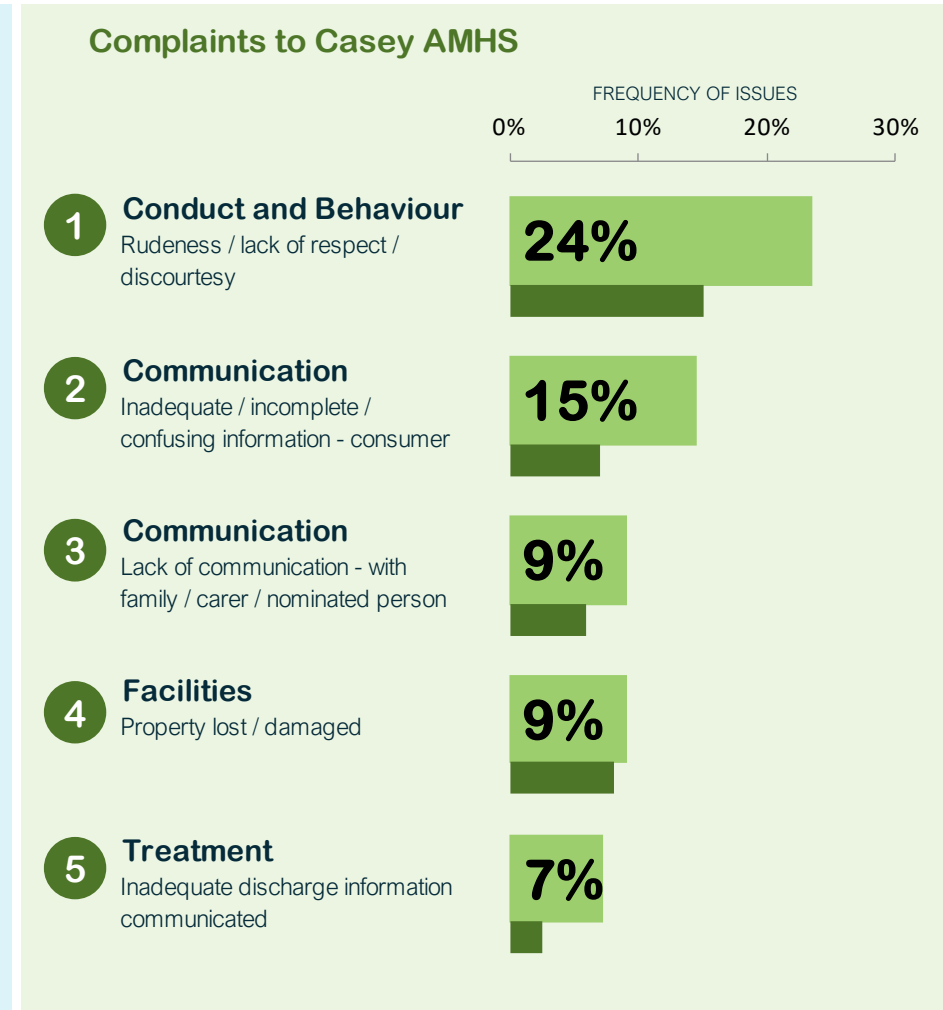
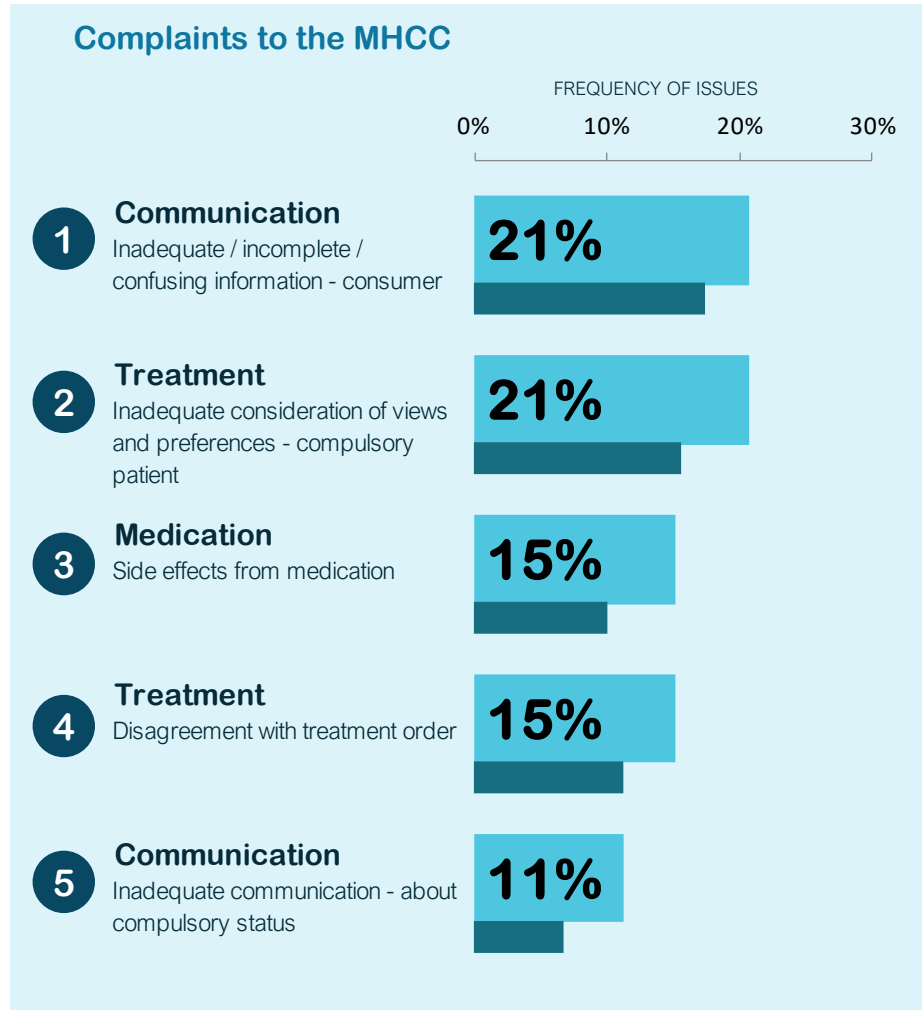
Complaints about Casey AMHS

- to the MHCC (n=53)
- to the service (n=55)

Sector-wide complaints

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

- Inadequate or confusing information provided to consumers and inadequate consideration of the views and preferences of compulsory patients were the most frequently occurring issues in complaints to the MHCC about Casey AMHS, raised in a slightly higher proportion than in complaints across the sector.
- In complaints made directly to Casey AMHS, rudeness / lack of respect / discourtesy was the most frequently occurring issue, raised in higher proportion when compared to the sector.

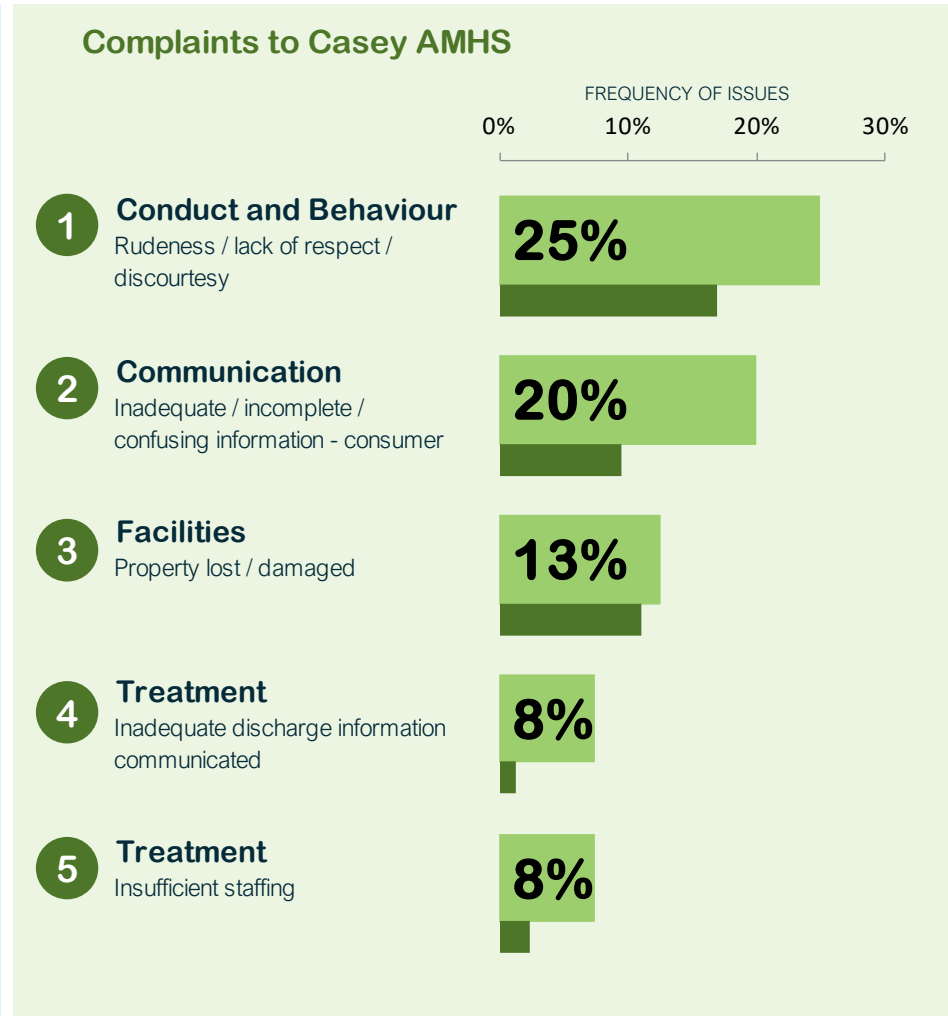
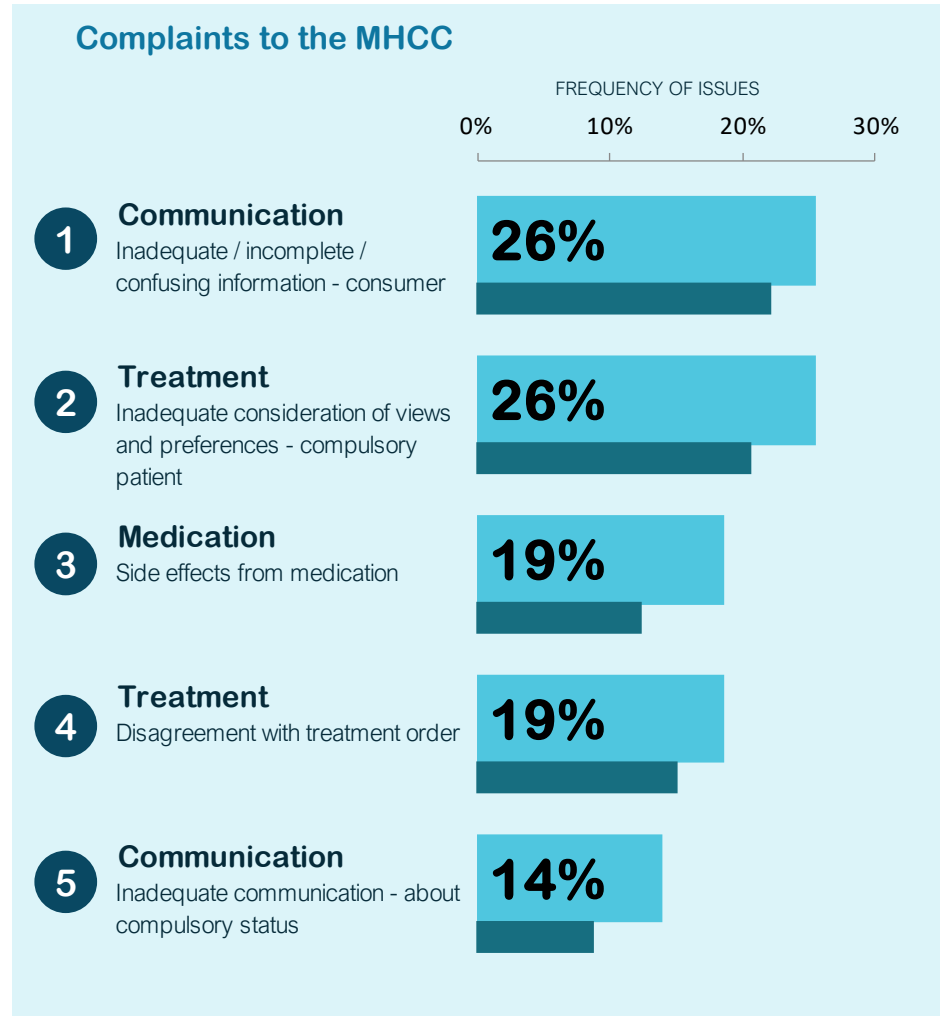


Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Casey AMHS

Complaints about Casey AMHS		Sector-wide complaints	
●	to the MHCC (n=43)	●	to the MHCC (n=1149)
●	to the service (n=40)	●	to the service (n=1033)

- The top five issues raised by consumers in complaints to the MHCC about Casey 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 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 Casey AMHS was rudeness / lack of respect / discourtesy, broadly consistent with the sector.



Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Casey AMHS

Treatment issues related to inadequate consideration of the views of family and carers of compulsory and voluntary patients were raised at higher proportions in complaints made to MHCC about Casey AMHS than in complaints made about services across the sector.

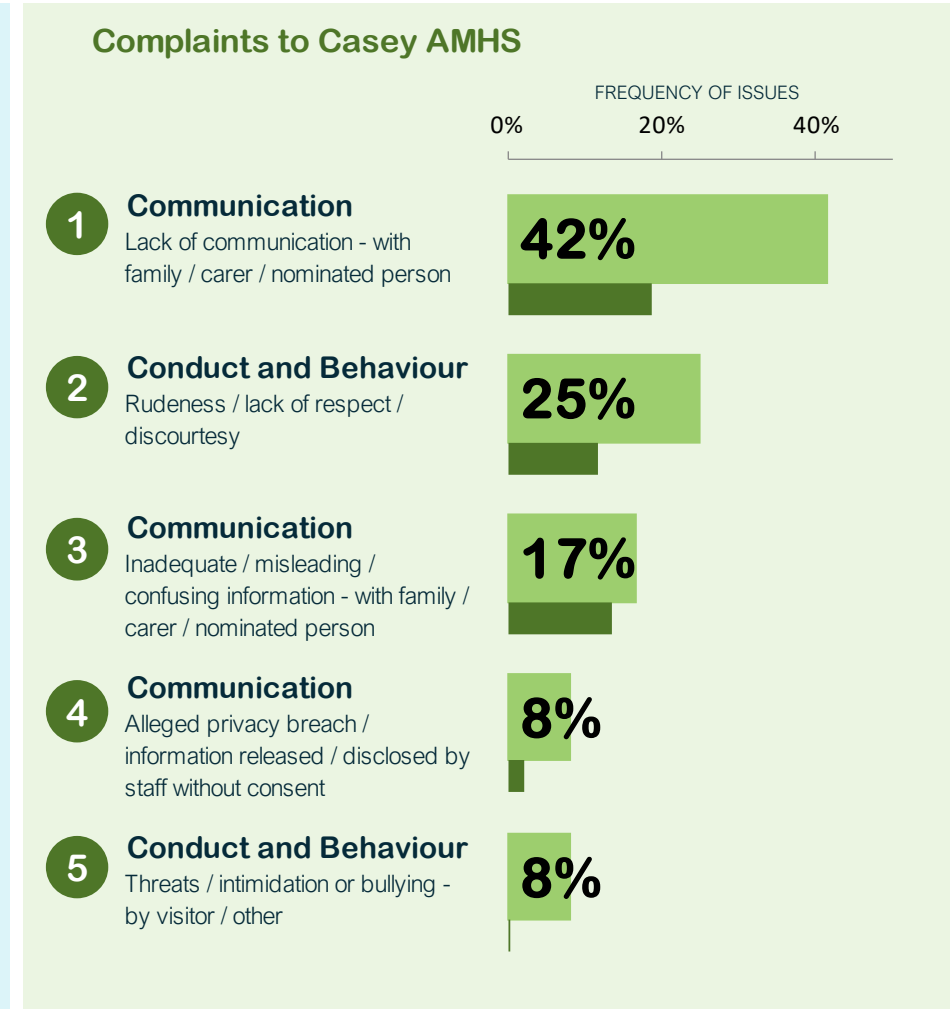
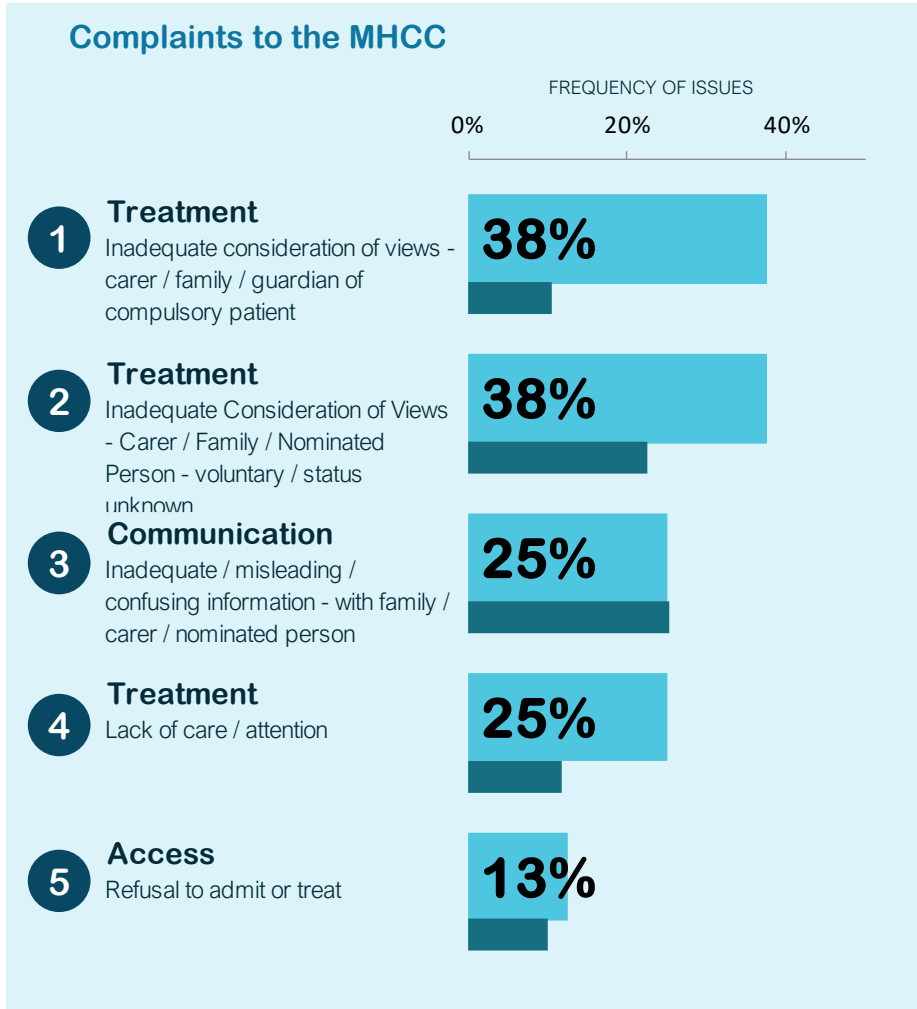
In complaints made by carers directly to Casey AMHS, lack of communication with family and carers was an issue that was frequently raised in a higher proportion than in complaints sector-wide.

Complaints about Casey AMHS

- to the MHCC (n=8)
- to the service (n=12)

Sector-wide complaints

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



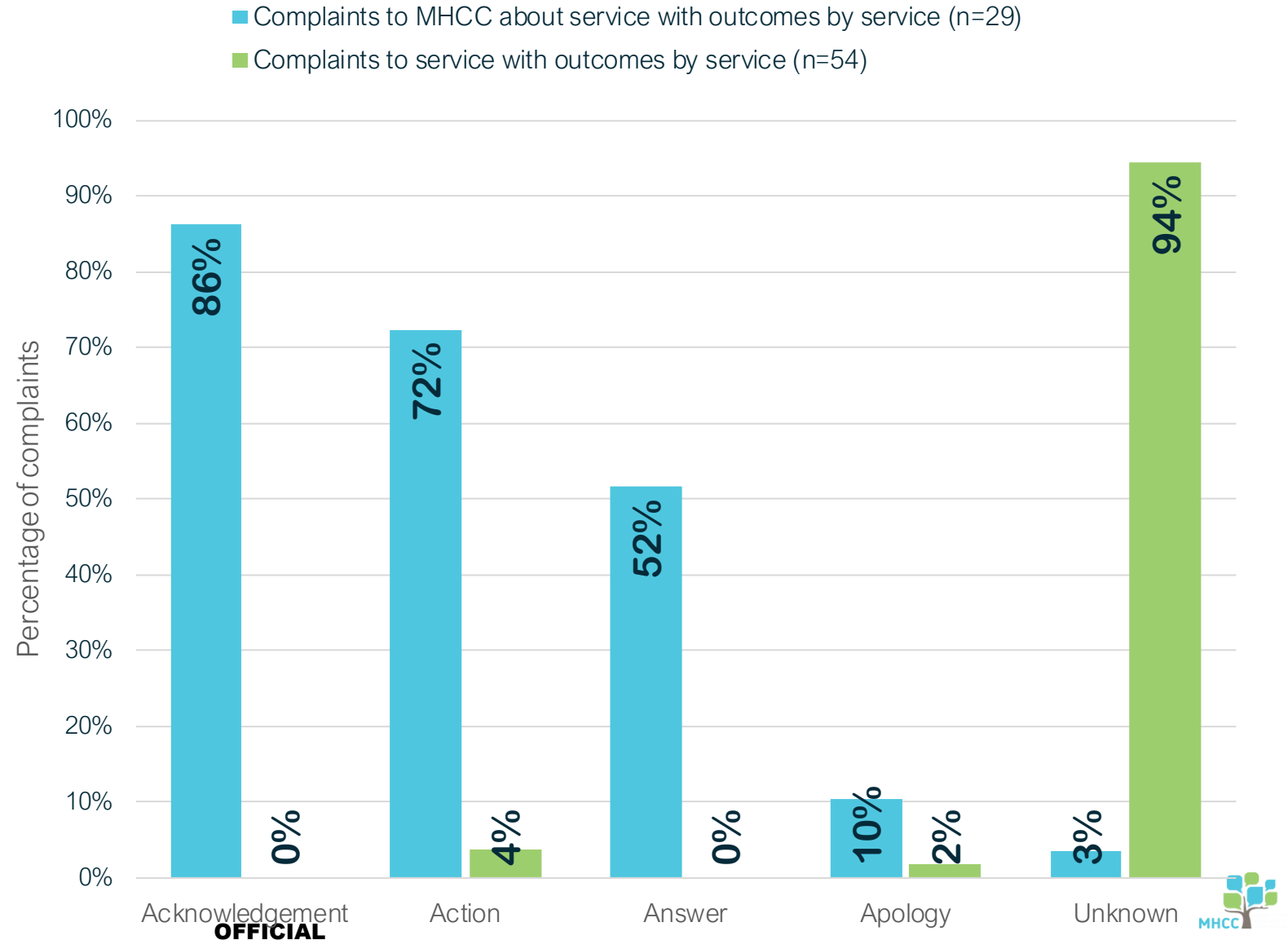


Outcomes of complaints

What were the outcomes of complaints? 2020-21

Closed complaints about Casey AMHS

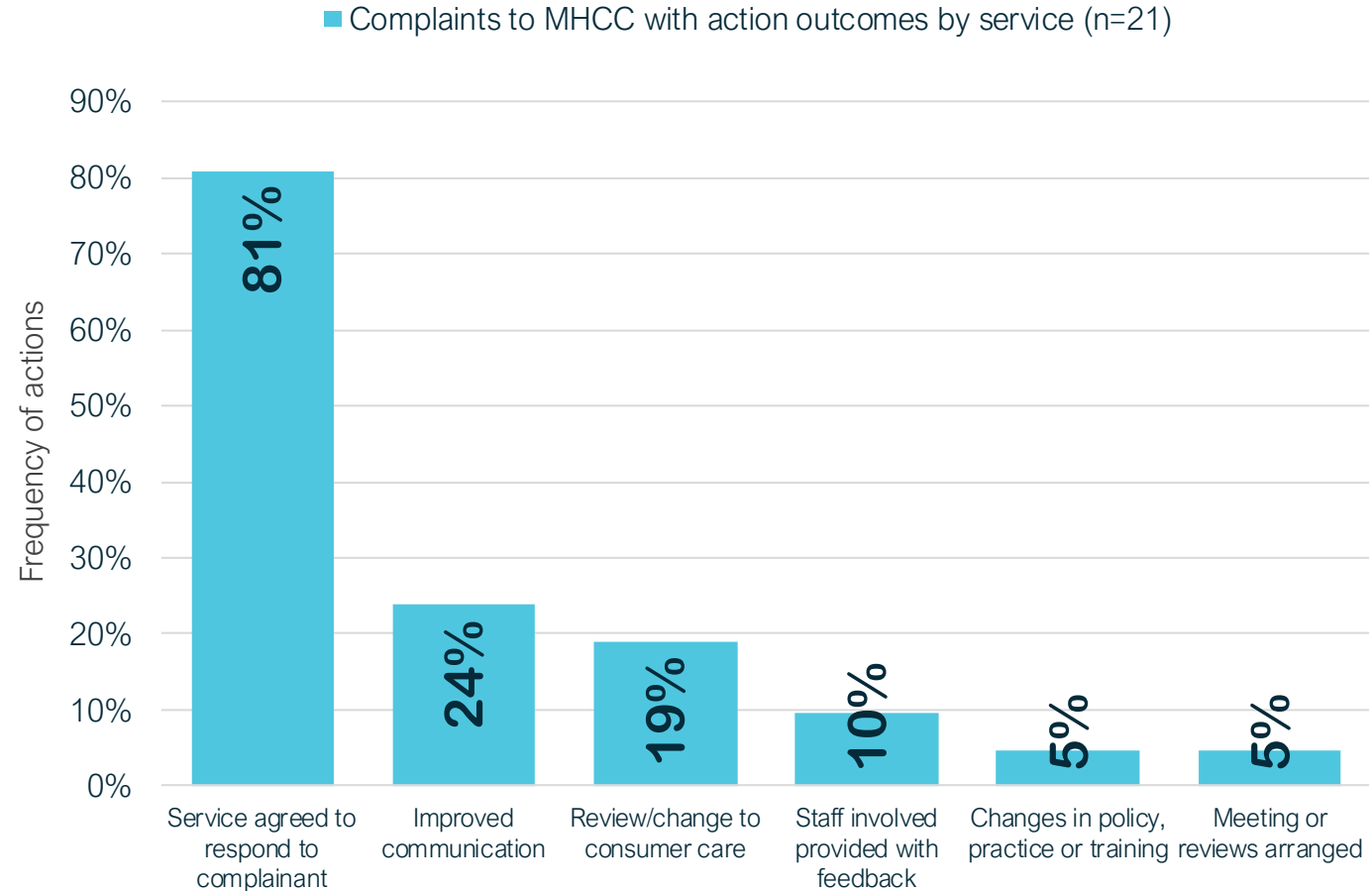
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Casey AMHS that were assessed as being in scope for resolution or having a known service outcome. The most common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



Issues raised

- Inadequate or confusing information provided to consumers and inadequate consideration of the views and preferences of compulsory patients were the most frequently occurring issues in complaints to the MHCC about Casey AMHS, raised in a slightly higher proportion than in complaints across the sector.
- Issues raised in complaints made directly to Casey 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 regarding Communication and Conduct and Behaviour were raised in a higher proportion of complaints compared to the sector.

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Outcomes

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