

# Summary of service provider complaint report

## NWMH Aged

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:



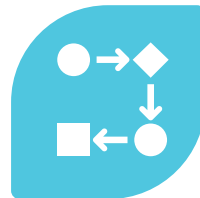
identify key themes and emerging issues across the sector



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

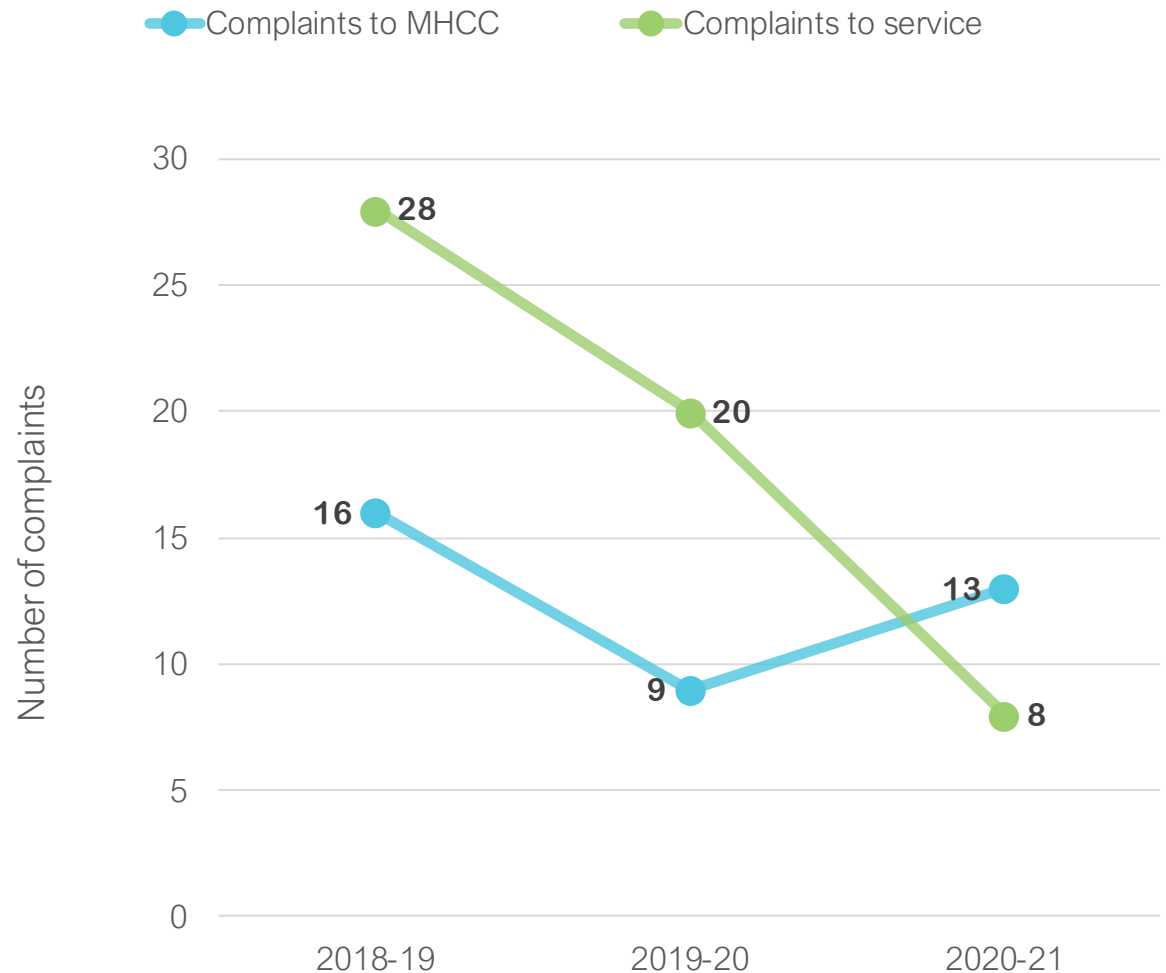
13

Complaints to MHCC  
about NWMH Aged

8

Complaints to  
NWMH Aged

- The number of complaints to the MHCC about NWMH Aged rose in 2020-21, whilst the number of complaints made directly to NWMH Aged has decreased.
- Overall, more complaints were made to the MHCC than directly to NWMH Aged. 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.



# 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 NWMH Aged, and a similar rate of complaints was made directly to the service.
- Alternatively, a higher rate of compliments was made to NWMH Aged compared to the sector.

## Complaints about NWMH Aged

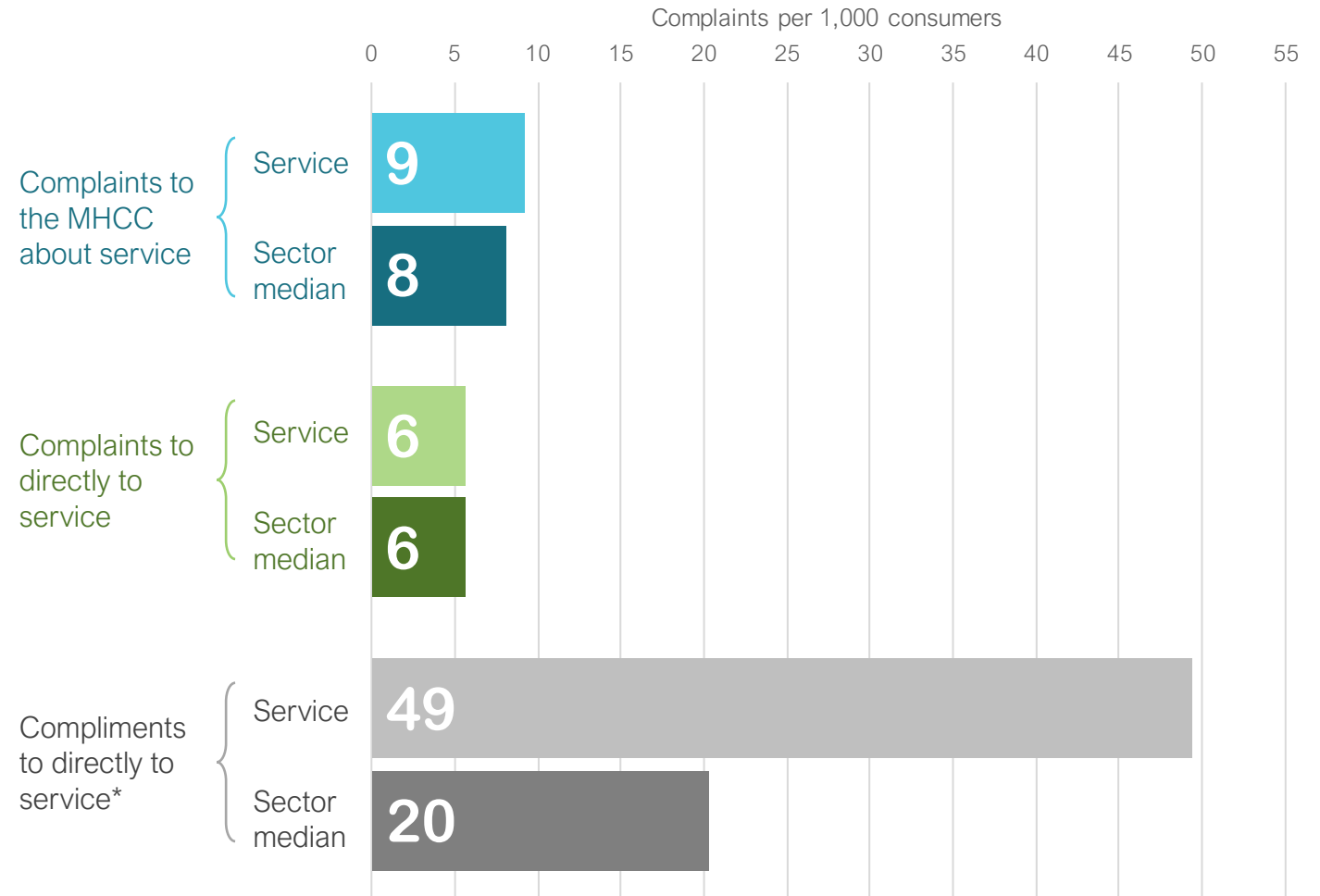
- to the MHCC (n=13)
- to the service (n=8)

## Sector-wide complaints

- to the MHCC (n=49)
- to the service (n=60)

● Compliments to NWMH Aged (n=70)

● Compliments to services sector-wide (n=126)

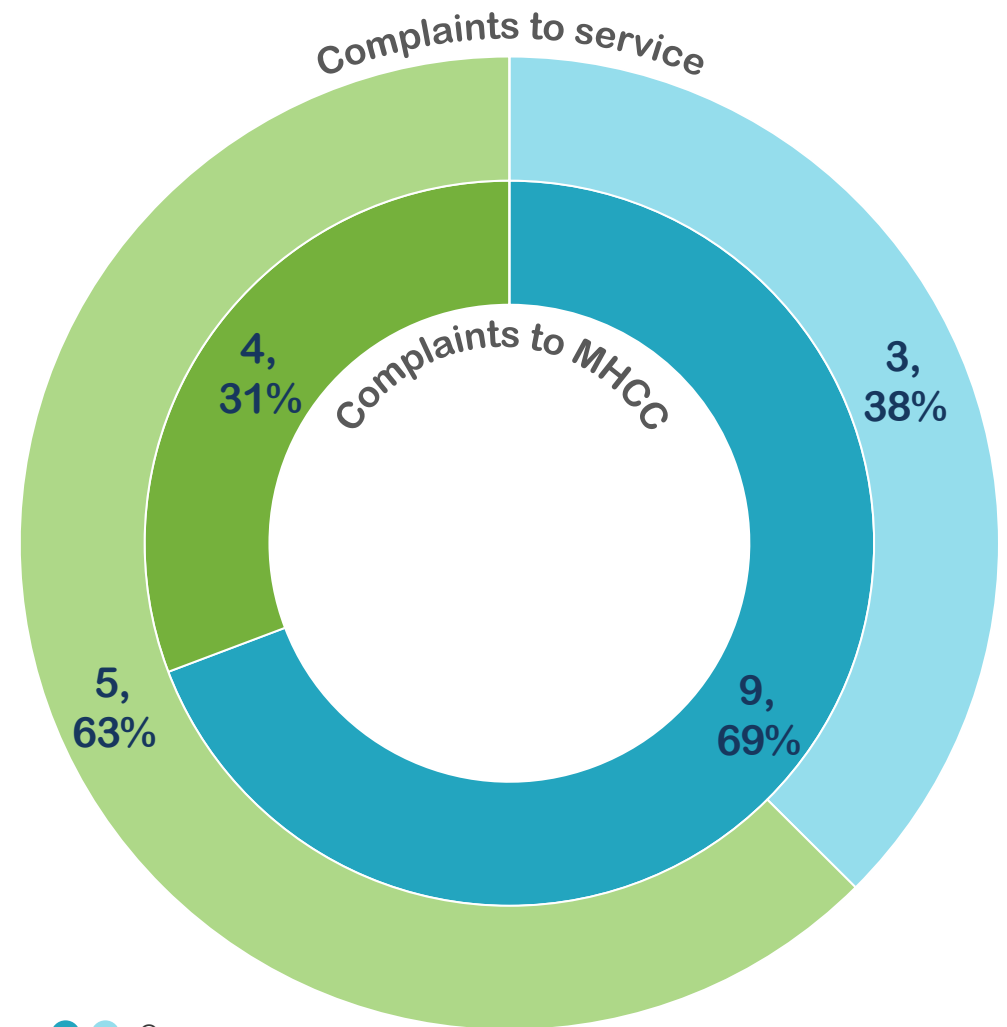


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2020-21

Complaints raised about NWMH Aged

- The proportions of complaints made by different groups to the MHCC about NWMH Aged were broadly consistent with the sector, with consumers making most complaints.
- For complaints made directly to NWMH Aged, a greater proportion of complaints was made by family members and carers, when compared to the sector.



- Consumer
- Family member/carer
- Other

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





# Issues raised in complaints and compliments

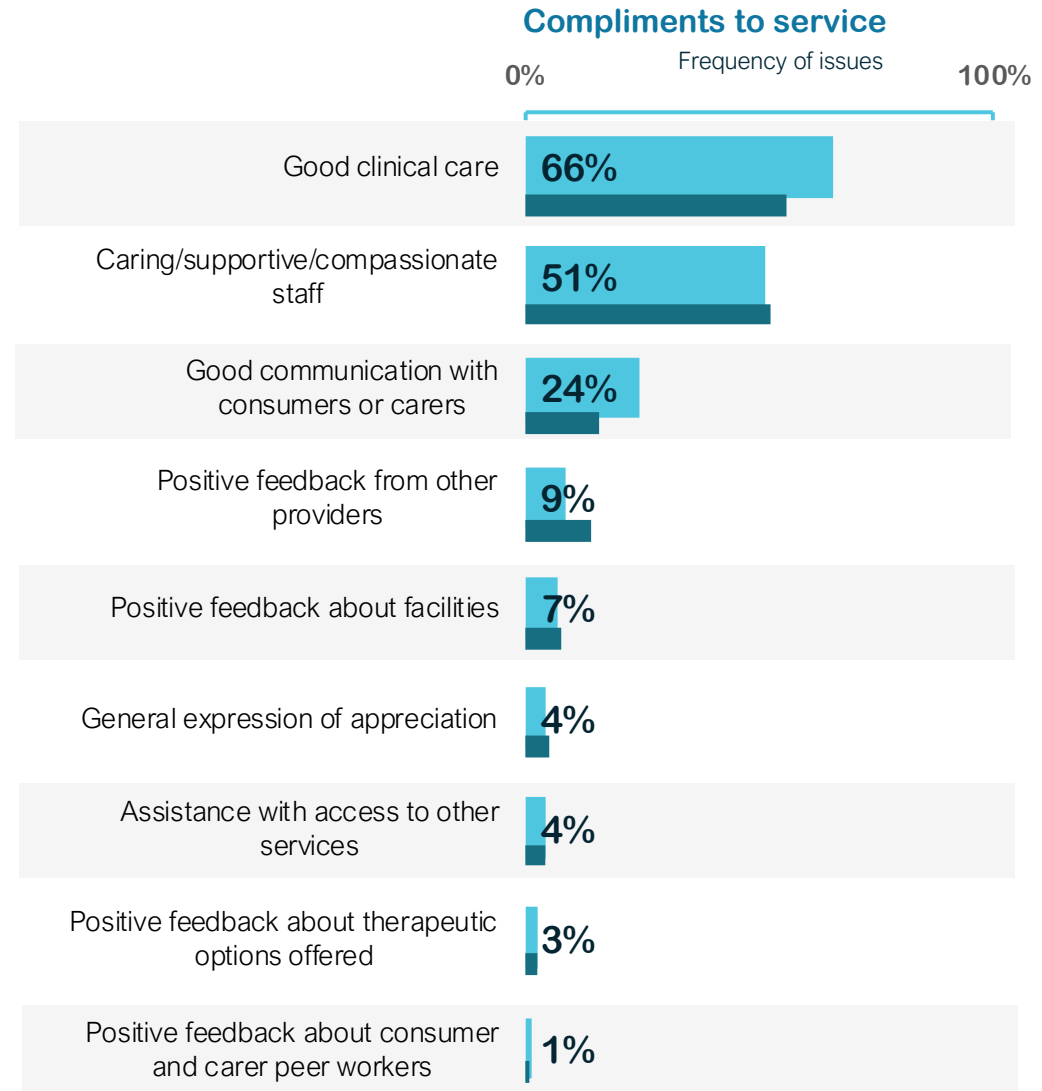


# What were compliments about? 2020-21

Issues raised in compliments about NWMH Aged

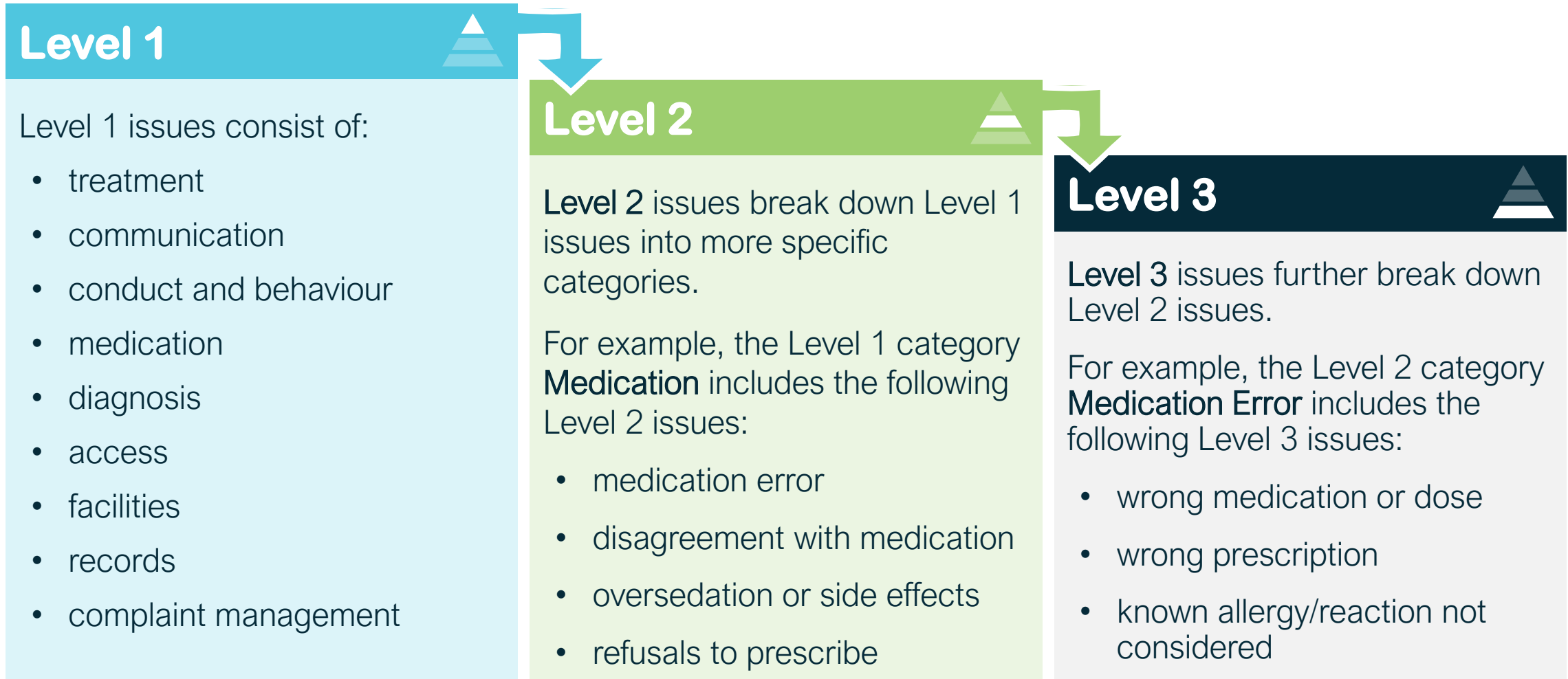
● Compliments to NWMH Aged (n=70)
 ● Compliments to services sector-wide (n=126)

- 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 NWMH Aged were most commonly about good clinical care and caring/supportive/compassionate staff, the first theme in a slightly higher percentage when compared to the sector as a whole.
- A lower percentage of compliments to NWMH Aged reflected general expression of appreciation. This can be viewed as positive and reflects the level of detail provided by NWMH Aged 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 NWMH Aged

- Issues raised in complaints to the MHCC about NWMH Aged 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 NWMH Aged were mostly consistent with those raised in complaints to services for the sector, with Treatment and Communication being the most commonly raised issues. Issues about Access were raised at higher rates when compared with the sector.

Complaints about NWMH Aged

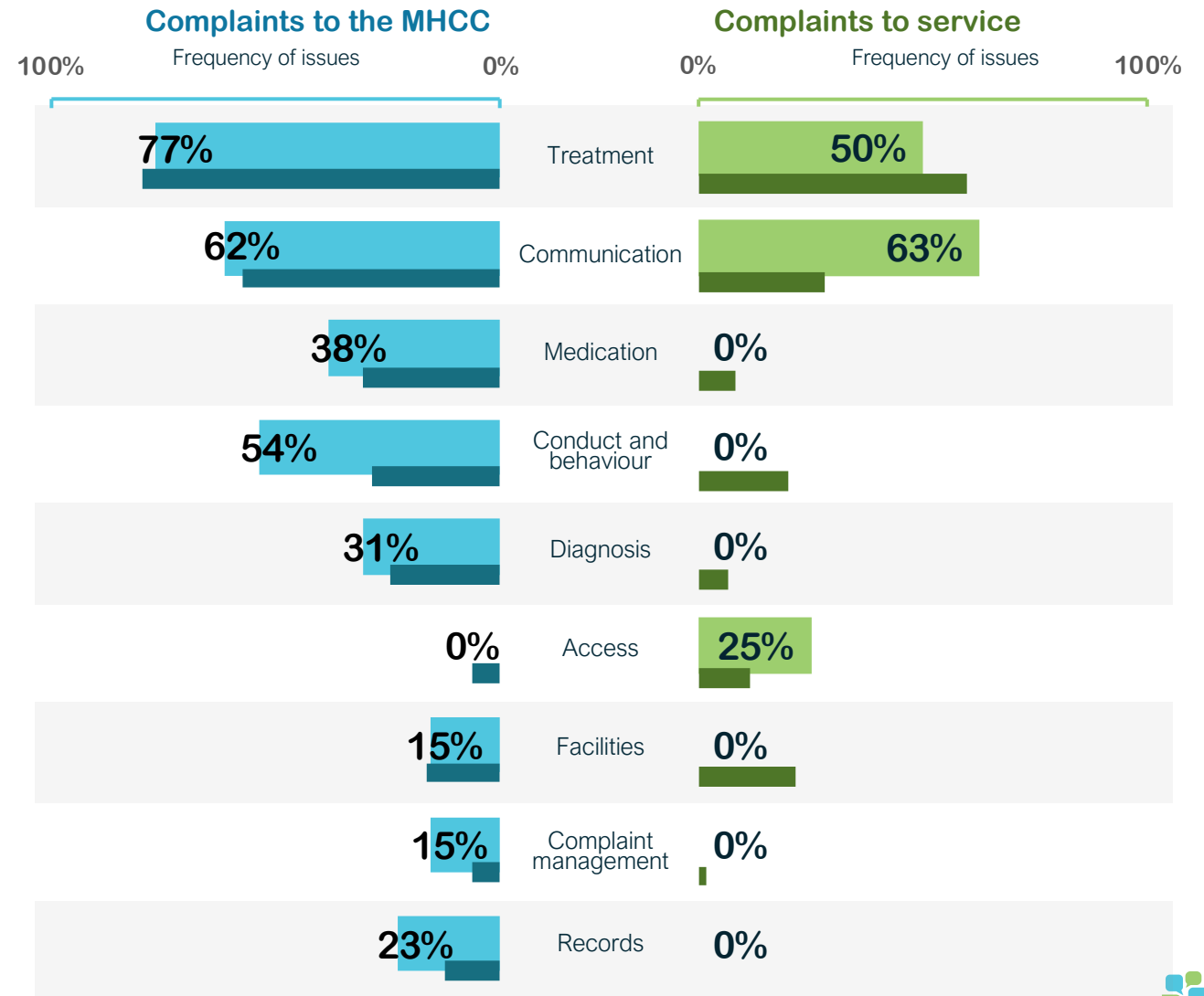
to the MHCC (n=13)

to the service (n=8)

Sector-wide complaints

to the MHCC (n=49)

to the service (n=60)



# What were complaints about? 2020-21

Most frequent Level 3 issues raised about NWMH Aged

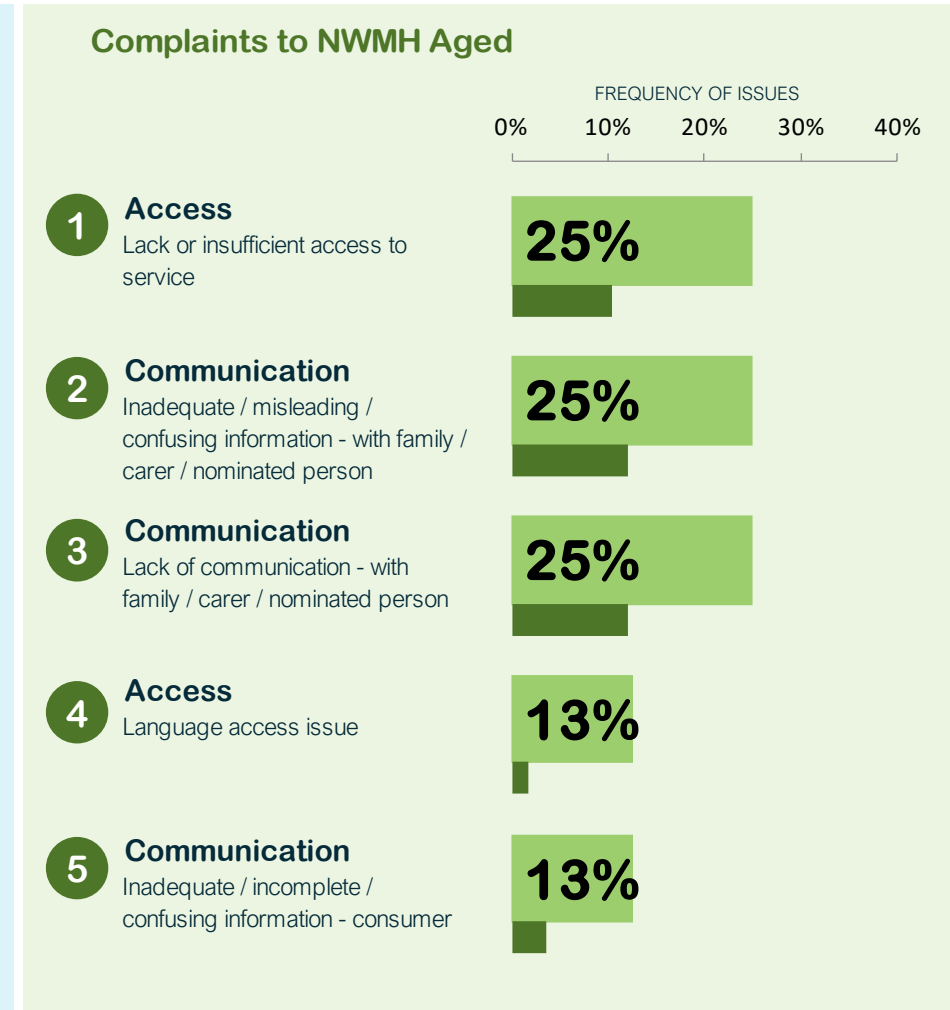
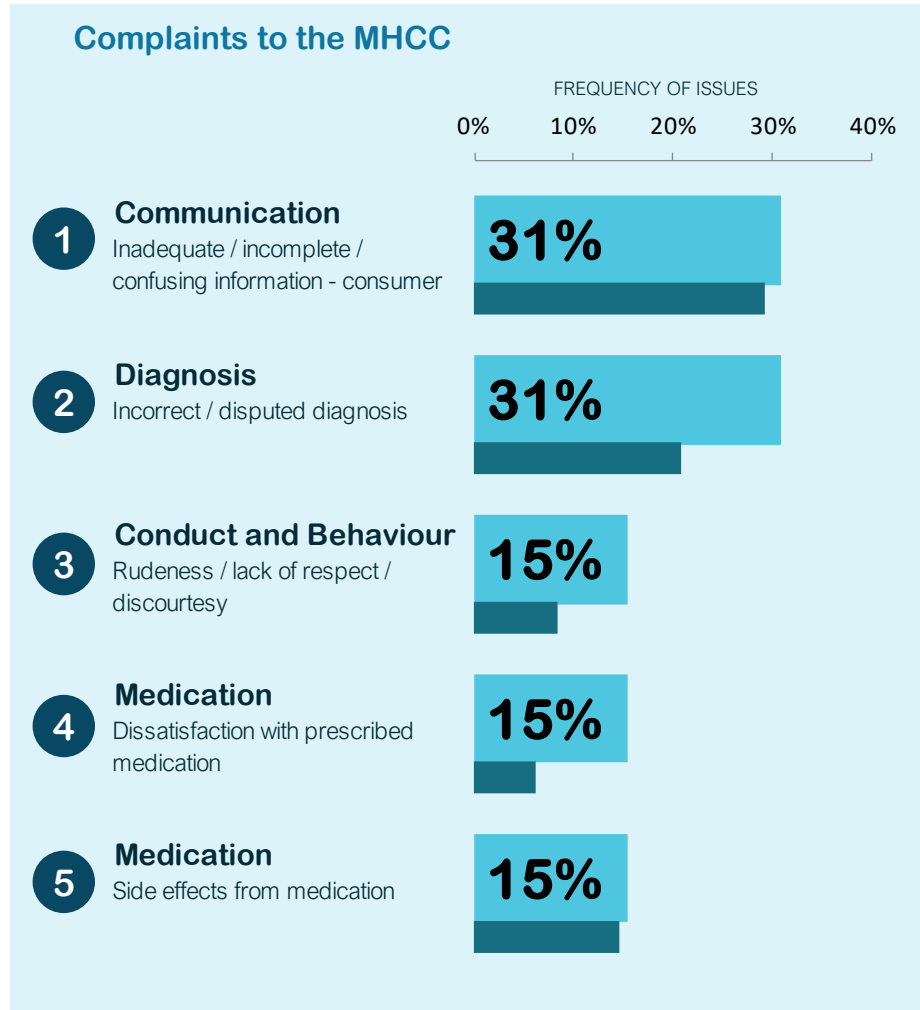
Complaints about NWMH Aged

- to the MHCC (n=13)
- to the service (n=8)

Sector-wide complaints

- to the MHCC (n=49)
- to the service (n=60)

- Inadequate/ incomplete/ confusing information provided to consumers and incorrect/ disputed diagnosis were most frequently raised issues in complaints to the MHCC about NWMH Aged, consistent with the sector.
- In complaints made directly to NWMH Aged, lack of or insufficient access to the service and inadequate/ misleading/ confusing information provided to family and/ or carers, were the most frequently occurring issues, raised in higher proportion when compared to the sector.



# Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about NWMH Aged

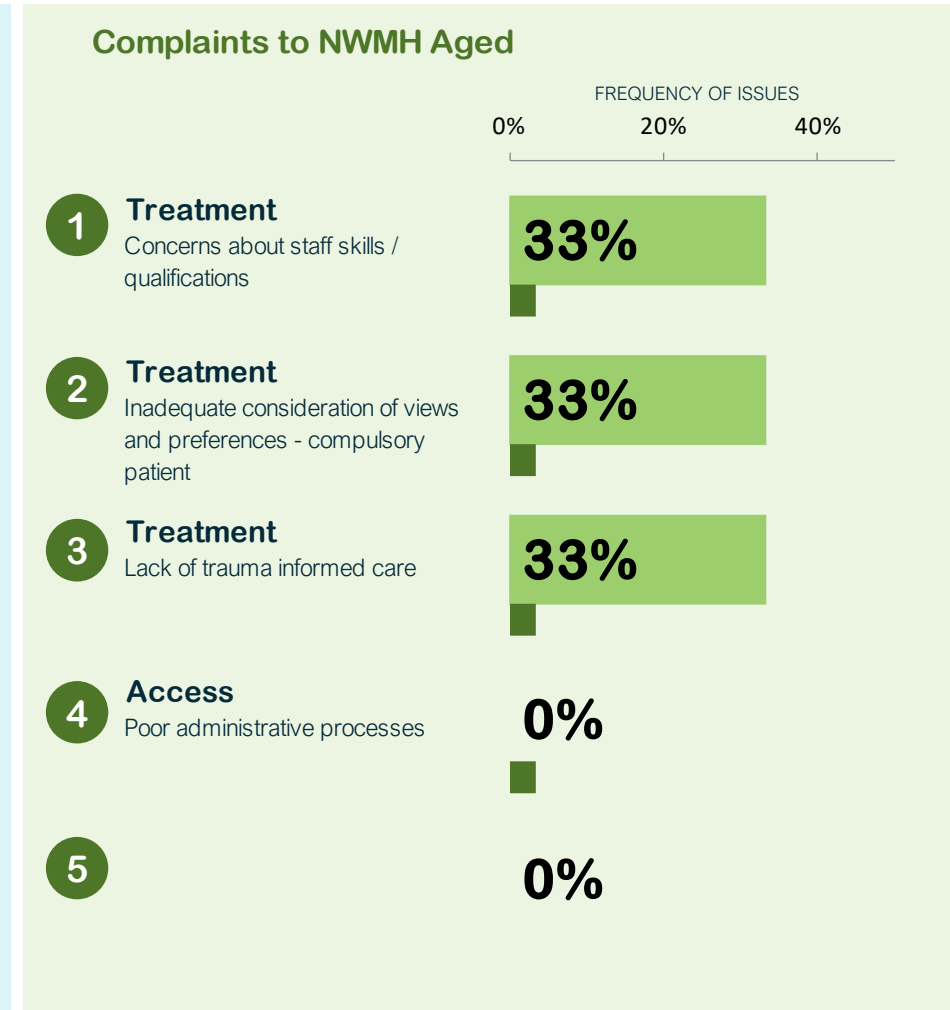
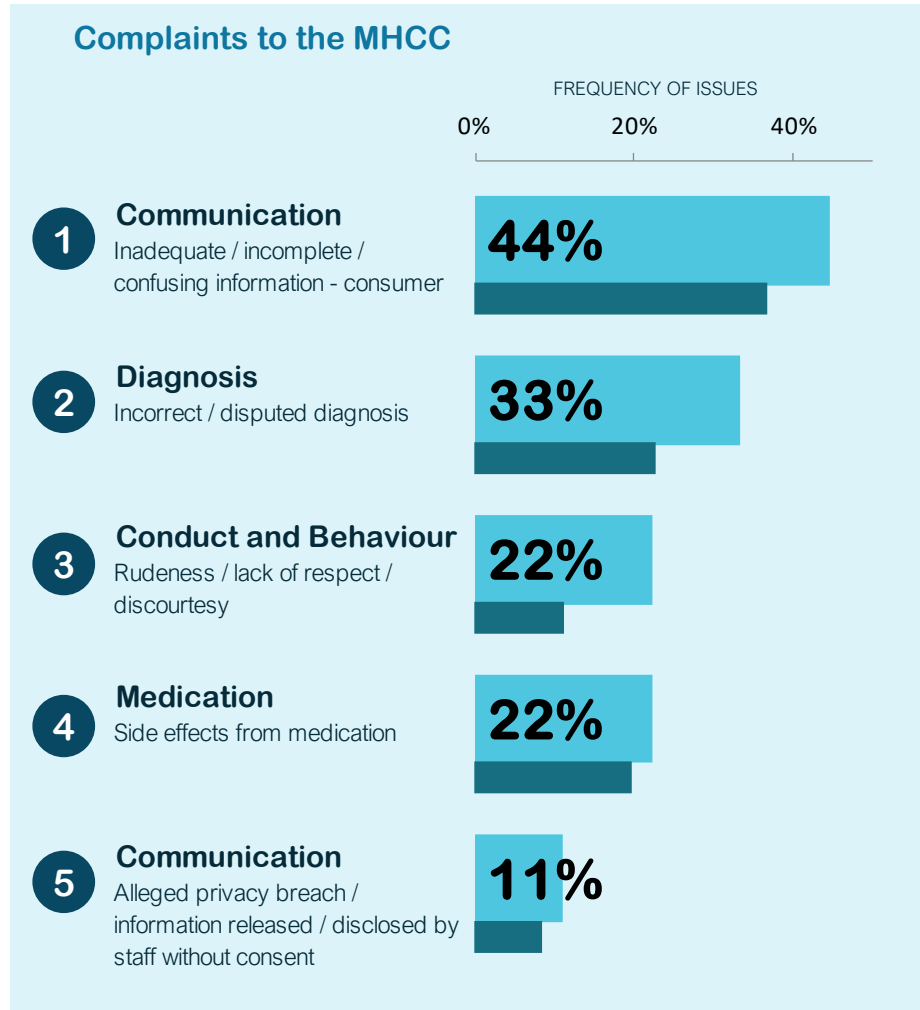
- Inadequate/ incomplete/ confusing information provided to consumers and incorrect/ disputed diagnosis were most frequently raised issues in complaints to the MHCC about NWMH Aged, consistent with the sector.
- In complaints made directly to NWMH Aged, concerns about staff skills/ qualifications and inadequate consideration of the views and preferences of compulsory patients, were the most frequently occurring issues. Concerns about lack of trauma informed care was also frequently raised at a much higher proportion when compared to the sector.

## Complaints about NWMH Aged

- to the MHCC (n=9)
- to the service (n=3)

## Sector-wide complaints

- to the MHCC (n=36)
- to the service (n=30)



# Issues raised by carers 2020-21

Most frequent Level 3 issues raised about NWMH Aged

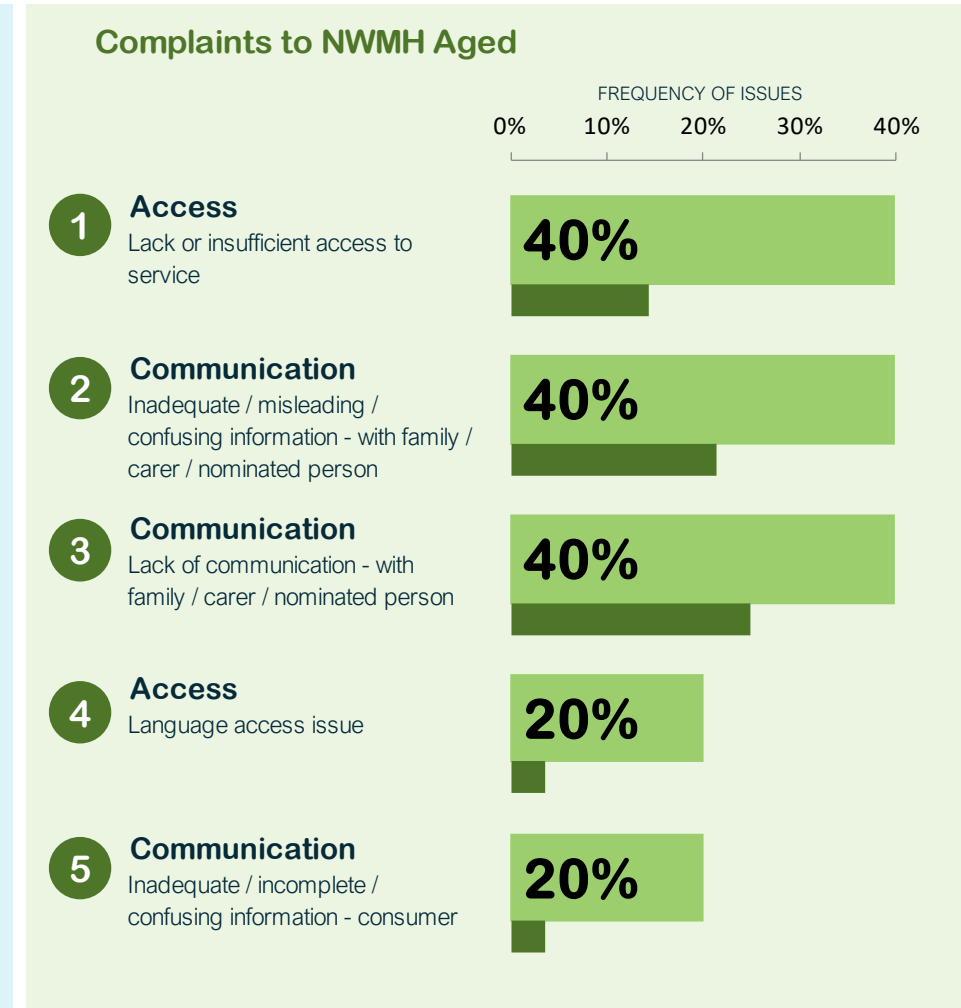
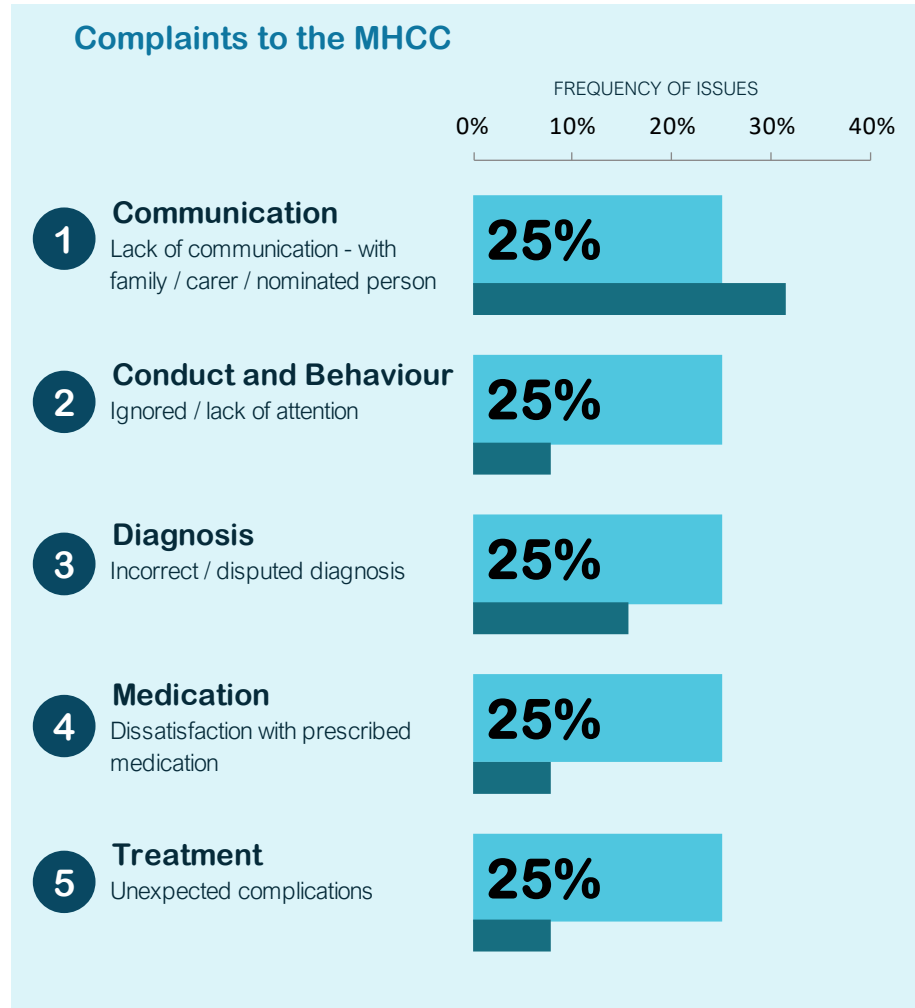
- Communication and Conduct and Behaviour issues relating to lack of communication with family members / carers and feeling ignored or experiencing lack of attention were the most frequently raised issues by family members / carers in complaints to the MHCC about NWMH Aged, as well as issues related to incorrect/ disputed diagnosis.
- Issues raised by family members / carers in complaints directly to NWMH Aged, included lack of sufficient access to the service and lack of communication with family members or carer, which were raised in a higher proportion of complaints compared to the sector.

## Complaints about NWMH Aged

- to the MHCC (n=4)
- to the service (n=5)

## Sector-wide complaints

- to the MHCC (n=13)
- to the service (n=29)



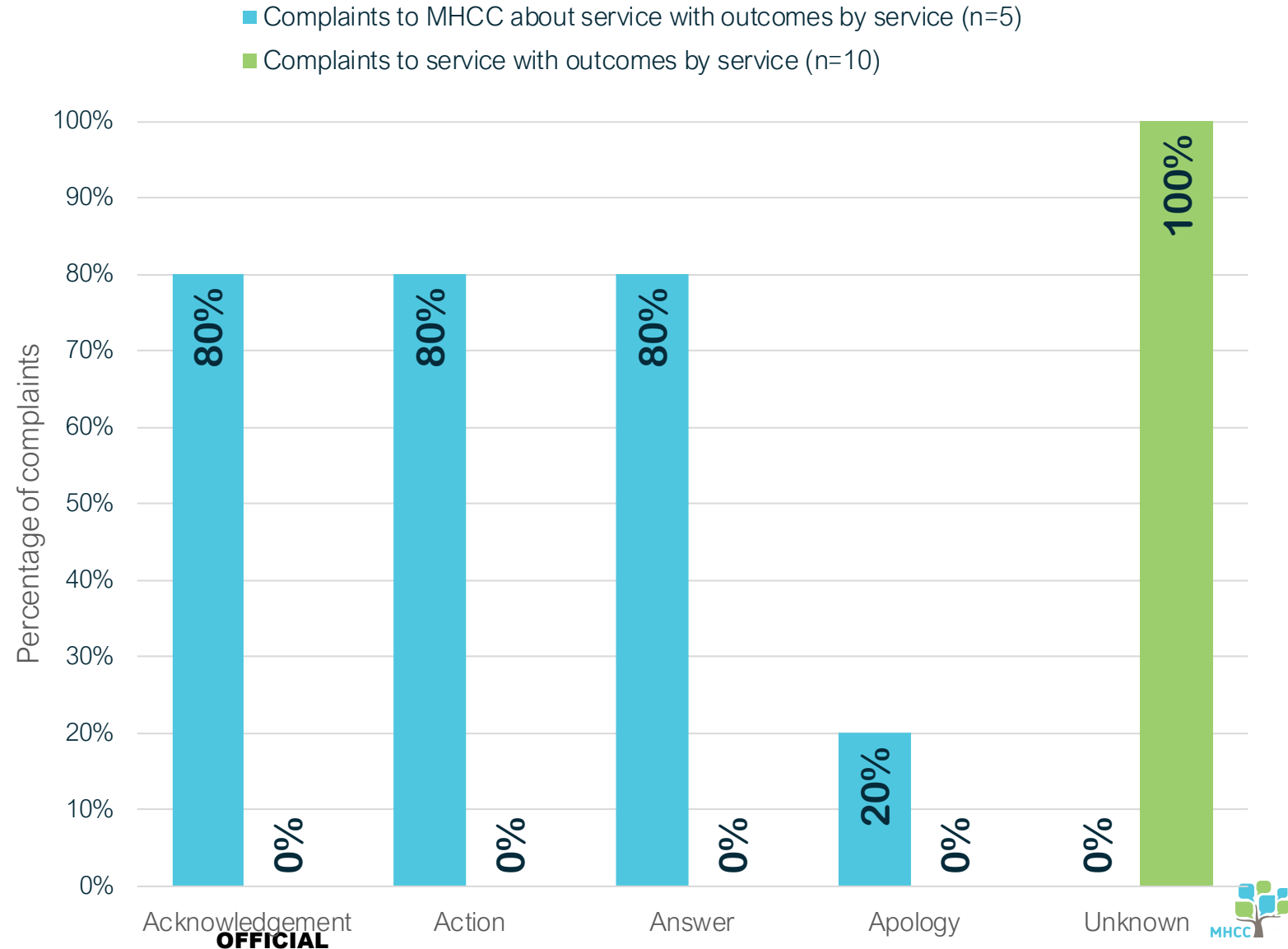


# Outcomes of complaints

# What were the outcomes of complaints? 2020-21

Closed complaints about NWMH Aged

- 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 NWMH Aged that were assessed as being in scope for resolution or having a known service outcome. Common outcomes of these complaints were acknowledgement by NWMH Aged of the issues raised by the complainant, actions taken by the service and answers provided to the complainants in response to the issues raised in their complaints.
- NWMH Aged did not report on outcomes for complaints that were made directly to them, therefore the outcomes are unknown.

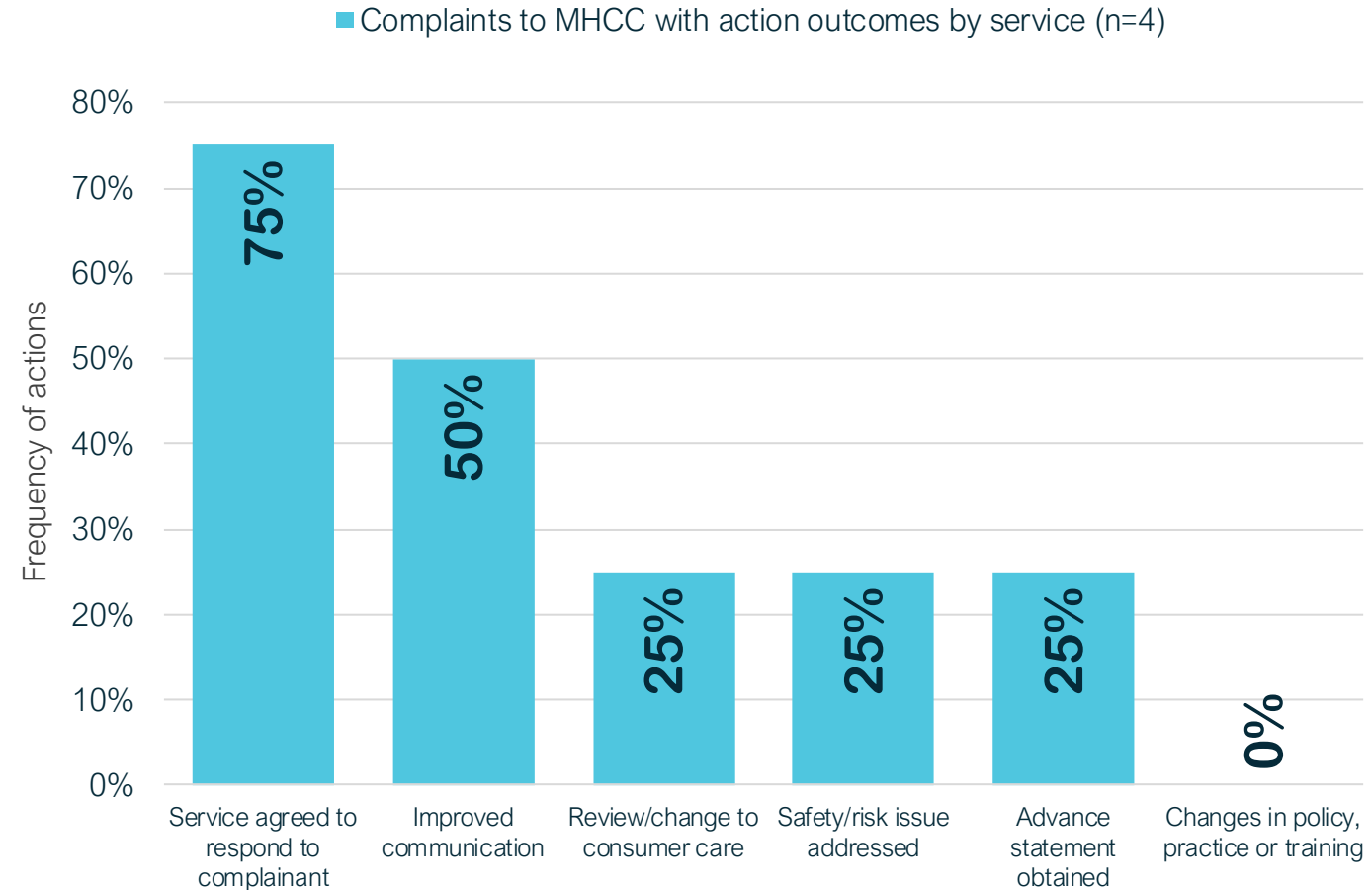




# What actions were taken by the service? 2020-21

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

- Actions most frequently undertaken by NWMH Aged 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

- The number of complaints to the MHCC about NWMH Aged rose in 2020-21, whilst the number of complaints made directly to NWMH Aged has decreased.
- Overall, more complaints were made to the MHCC than directly to NWMH Aged. 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.



## Issues raised

- Inadequate/ incomplete/ confusing information provided to consumers and incorrect/ disputed diagnosis were most frequently raised issues in complaints to the MHCC about NWMH Aged, consistent with the sector.
- Issues raised in complaints made directly to NWMH Aged were mostly consistent with those raised in complaints to services for the sector, with Treatment and Communication being the most commonly raised issues. Issues about Access were raised at higher rates when compared with the sector. **OFFICIAL**



## Outcomes

- NWMH Aged did not report on outcomes for complaints that were made directly to them, therefore the outcomes are unknown.
- Common outcomes of complaints made to the MHCC were acknowledgement by NWMH Aged of the issues raised by the complainant, actions taken by the service and answers provided to the complainants in response to the issues raised in their complaints.