

# Summary of service provider complaint report

## Forensicare

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:



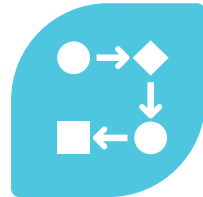
identify key themes and emerging issues across the sector



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

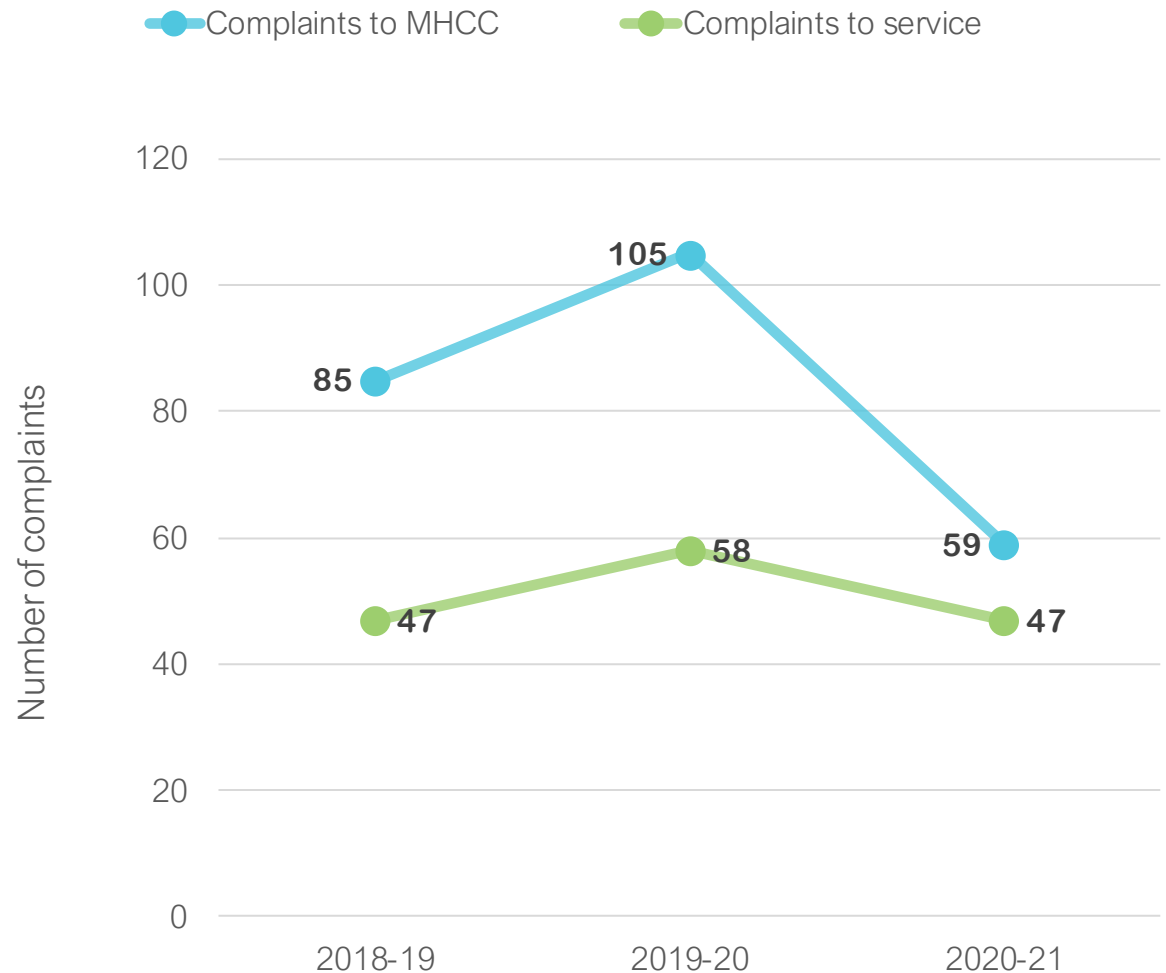
59

Complaints to MHCC  
about Forensicare

47

Complaints to  
Forensicare

- The number of complaints to both the MHCC about Forensicare and to Forensicare directly, decreased in 2020-21.
- Overall, more complaints were made to the MHCC than directly to Forensicare. 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 considerably higher rate of complaints was made to the MHCC about Forensicare, and directly to the service. A similar rate of compliments was made to Forensicare compared to the sector.

**Complaints about Forensicare**

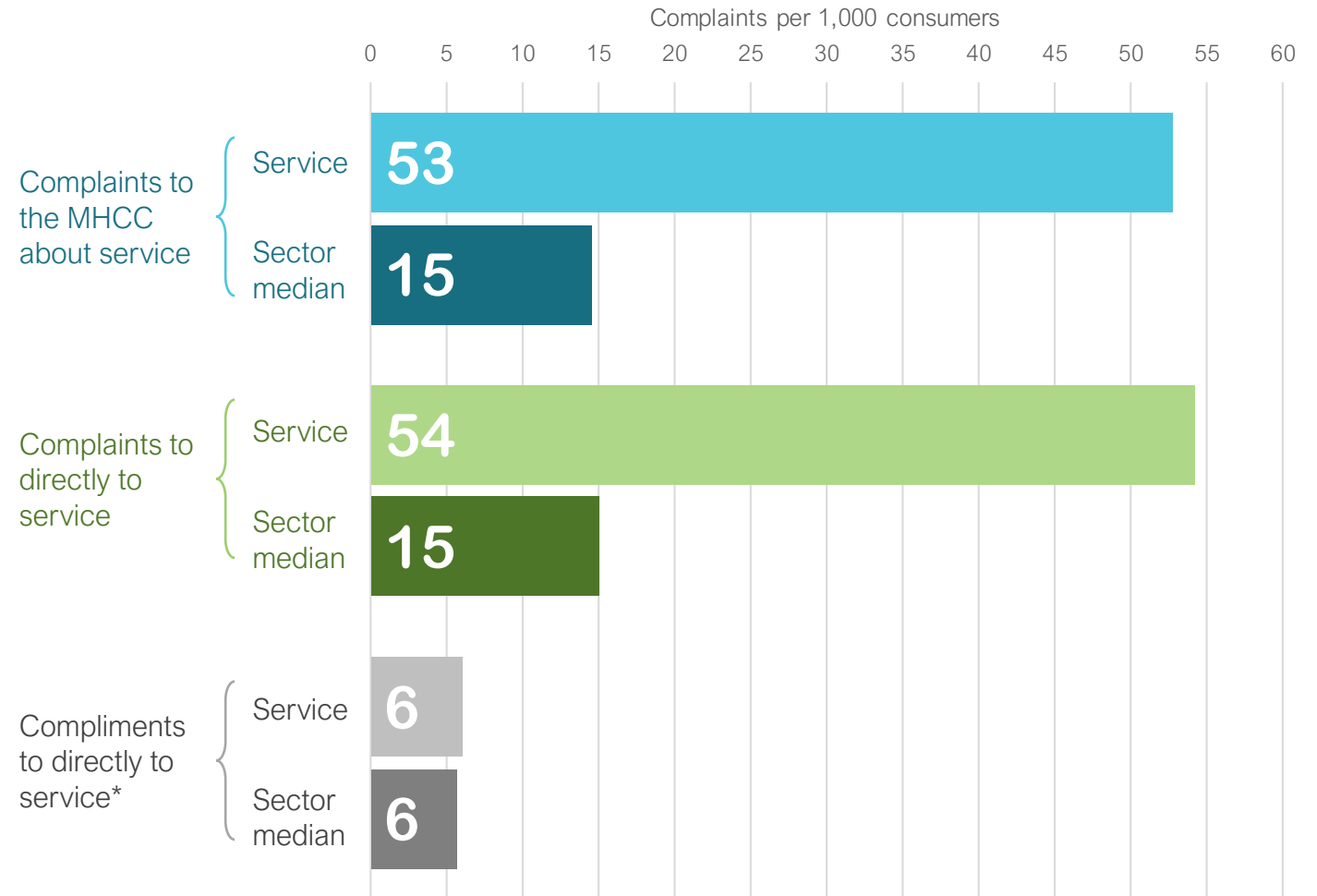
- to the MHCC (n=59)
- to the service (n=47)

**Compliments to Forensicare (n=4)**

**Sector-wide complaints**

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

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

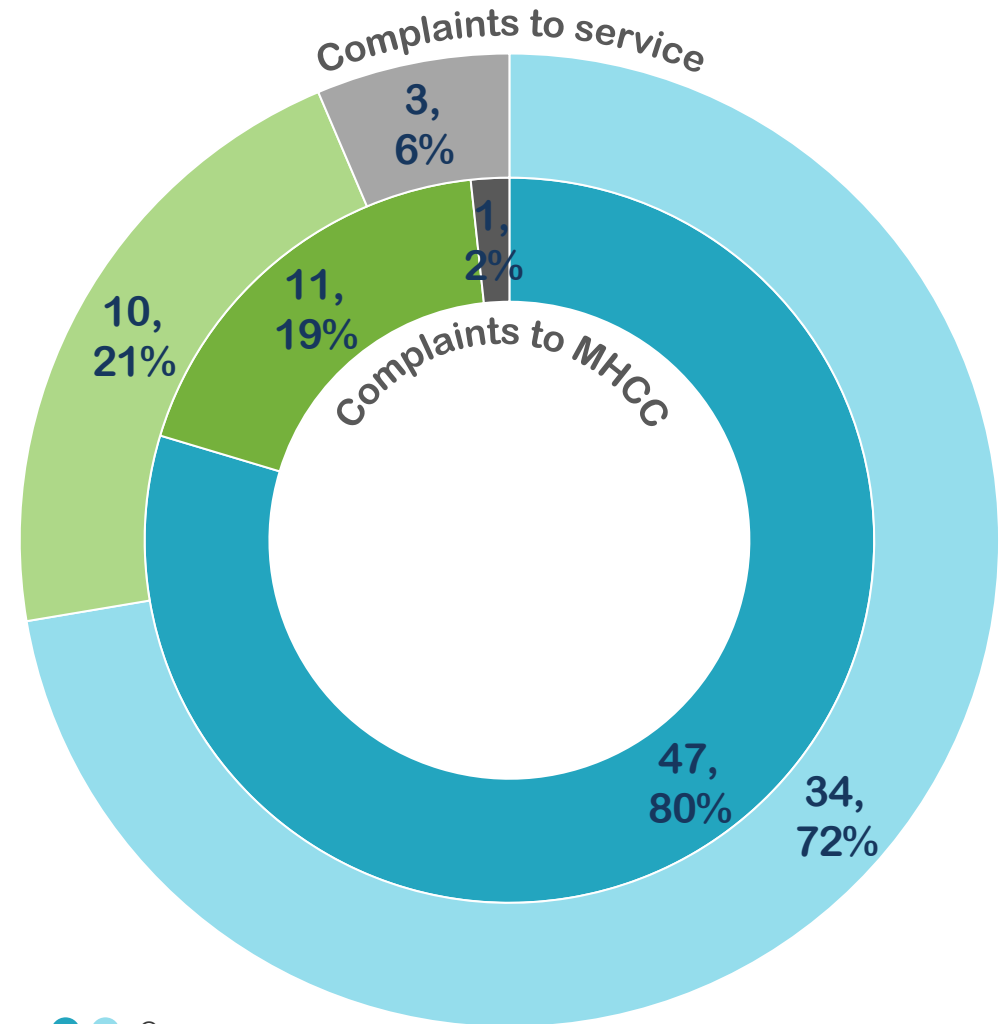


\*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

# Who is making complaints? 2020-21

Complaints raised about Forensicare

- Consumers made the majority of complaints to the MHCC about Forensicare, with family members / carers and others making only a fifth of those complains.
- In contrast, while consumers also made the majority of complaints to services, family members / carers and others made slightly over a quarter of all complaints made directly to Forensicare.



- Consumer
- Family member/carer
- Other

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



# Issues raised in complaints and compliments

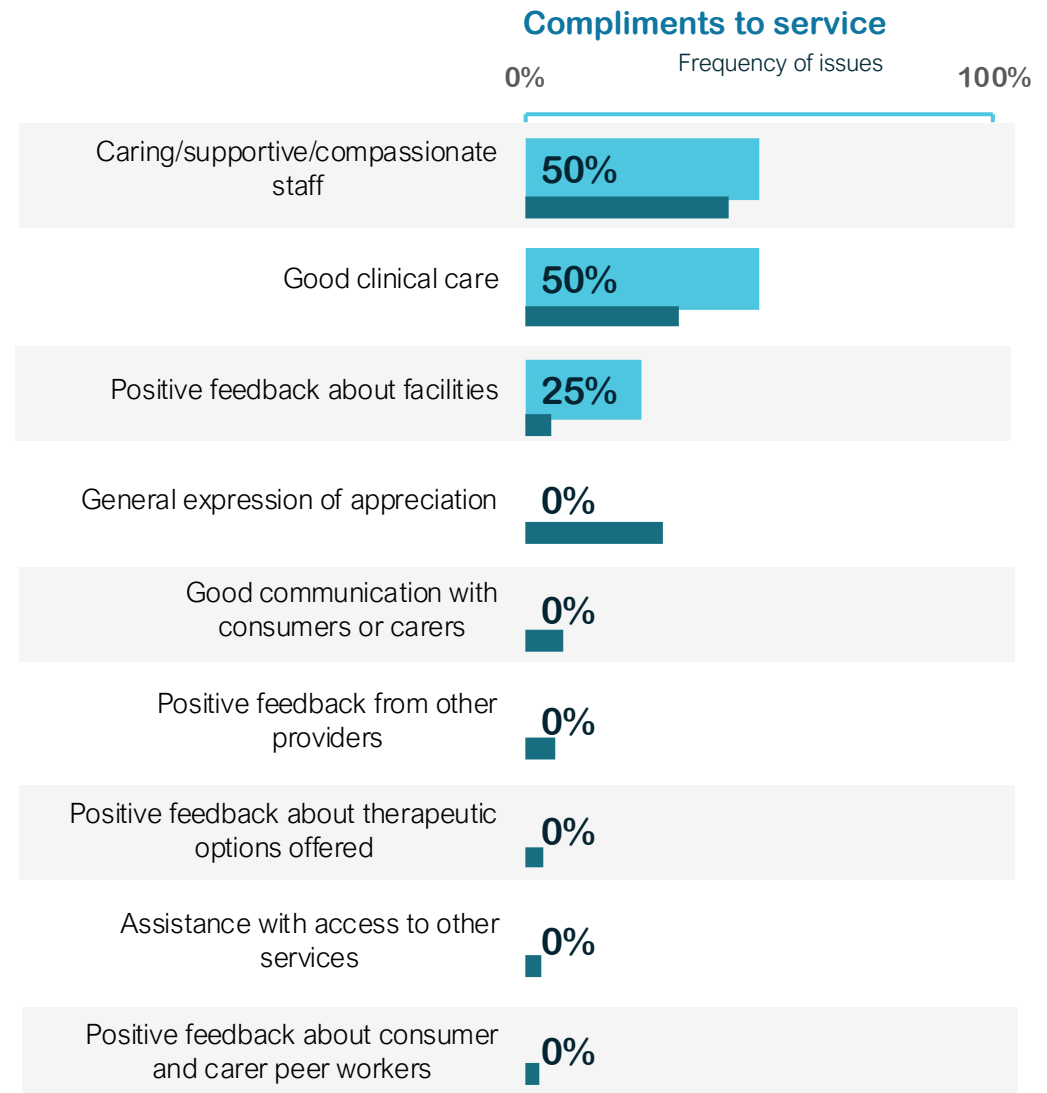


# What were compliments about? 2020-21

Themes raised in compliments about Forensicare

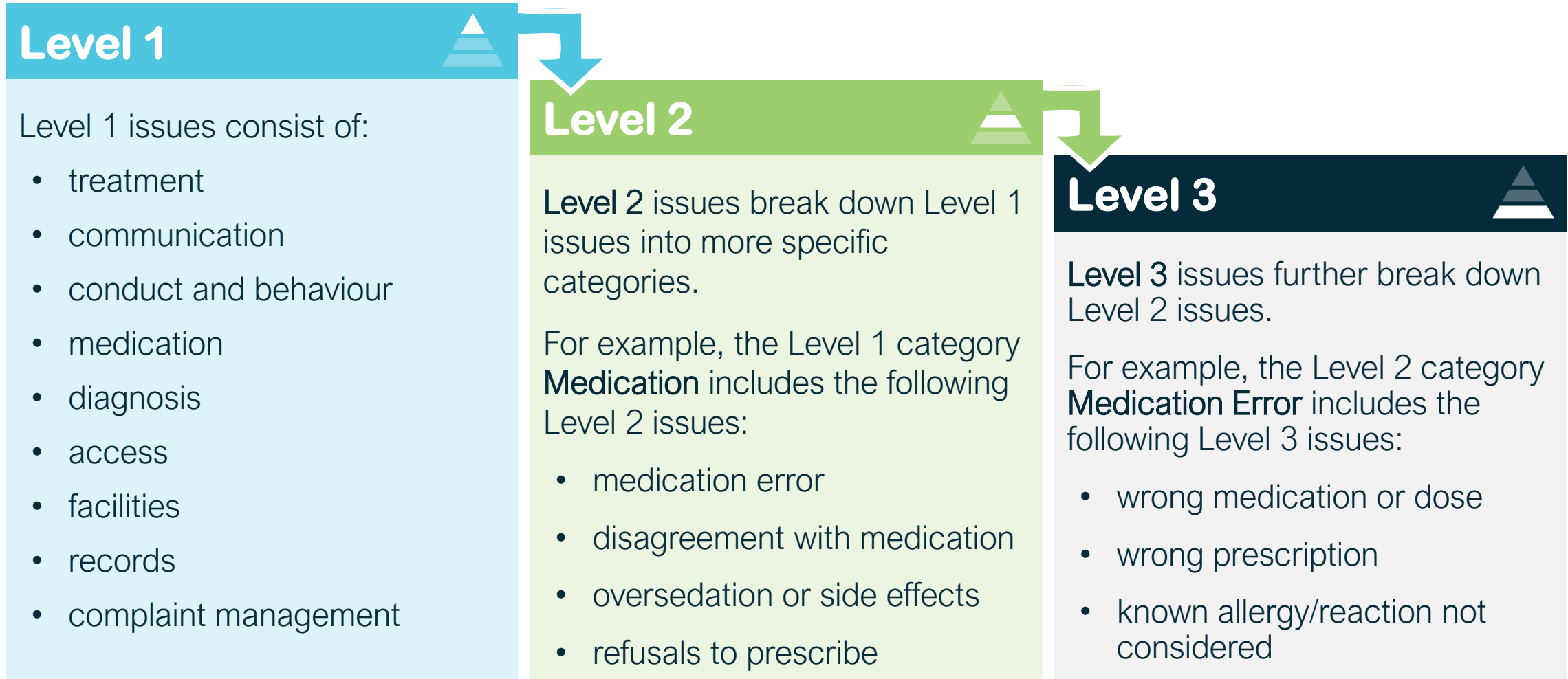
- This is the first year for which we have reported on themes raised in compliments, following feedback from services that this would be helpful.
- Compliments made to Forensicare were most commonly about caring/ supportive/ compassionate staff, good clinical care, and positive feedback. Greater percentages of compliments about these matters were provided, compared to the sector as a whole.
- No compliments made to Forensicare were classified as general expression of appreciation. This can be viewed as positive and reflects the level of detail provided by Forensicare about their compliments data that enabled the MHCC to identify more specific themes.

● Compliments to Forensicare (n=4)
 ● Compliments to services sector-wide (n=1109)



# 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 Forensicare

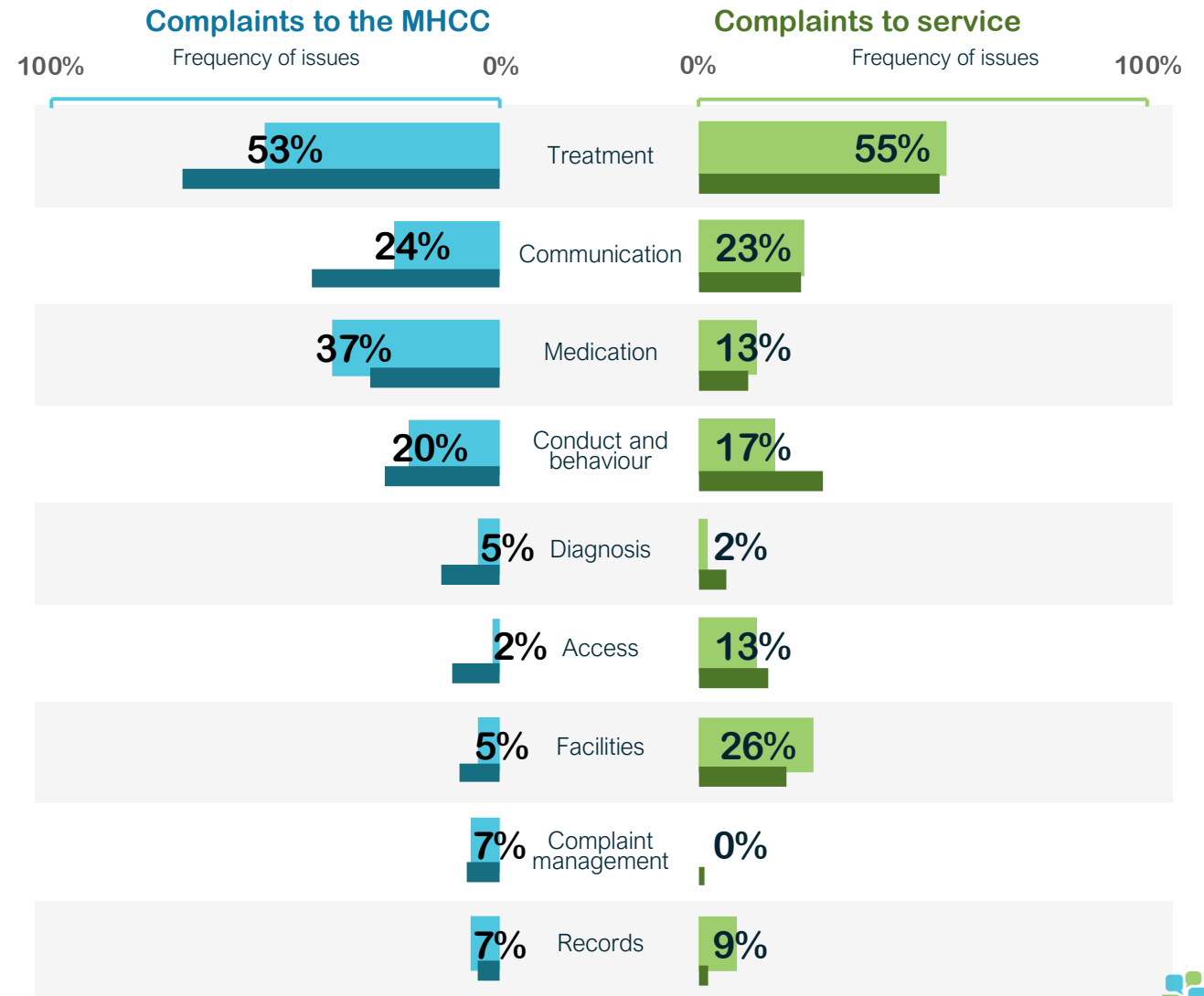
- Issues raised in complaints to the MHCC about Forensicare were broadly consistent with those raised in complaints to the MHCC for the sector, with Treatment, Medication, Communication, and Conduct and Behaviour being the most commonly raised issues. All except medication were raised in a lower proportion when compared to the sector.
- Issues raised in complaints made directly to Forensicare were also broadly consistent with those raised in complaints to services for the sector, with Treatment, Facilities, Communication, and Conduct and Behaviour being the most commonly raised issues.

### Complaints about Forensicare

- to the MHCC (n=59)
- to the service (n=47)

### 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 Forensicare

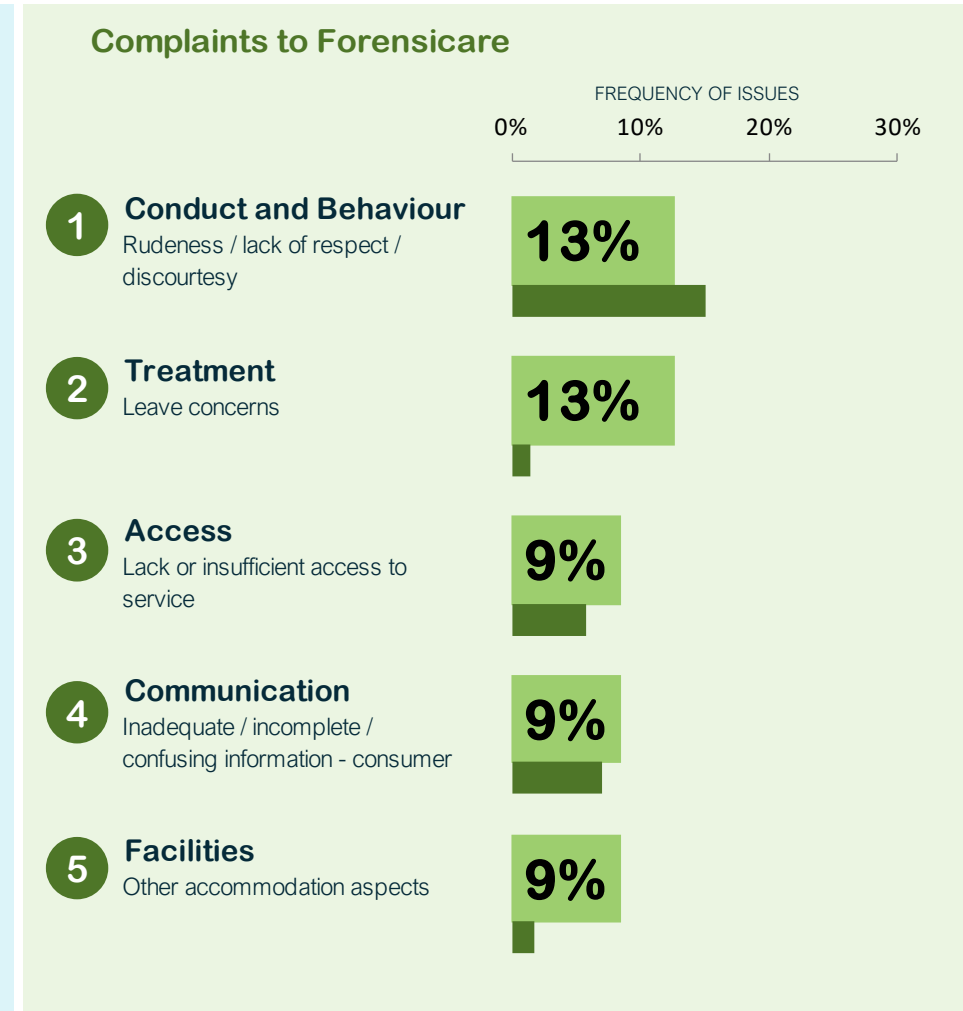
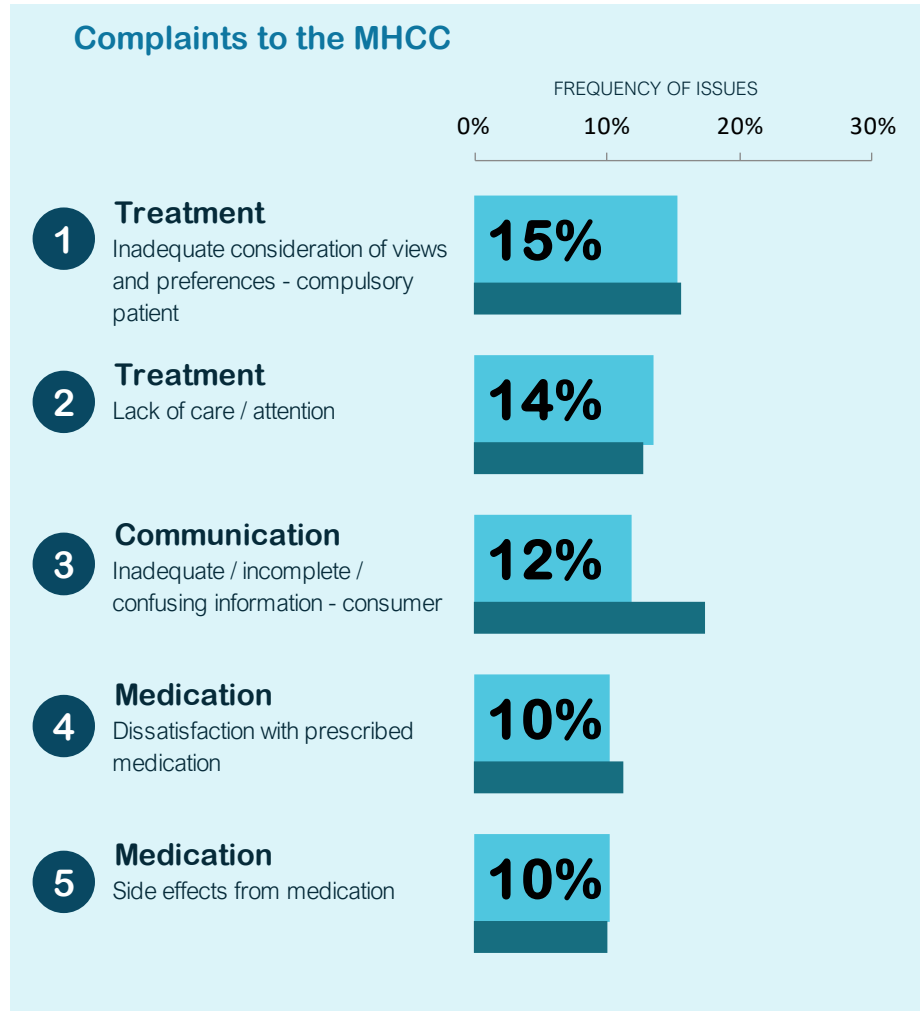
## Complaints about Forensicare

- to the MHCC (n=59)
- to the service (n=47)

## Sector-wide complaints

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

- Inadequate consideration of the views and preferences of compulsory patients and lack of care or attention were the most frequently occurring issue in complaints to the MHCC about Forensicare, both raised in a similar proportion as in complaints across the sector.
- In complaints made directly to Forensicare, rudeness / lack of respect / discourtesy was one of the most frequently occurring issue, consistent with the sector. Leave concerns was also frequently raised, in a higher proportion of complaints than the sector.



# Issues raised by consumers 2020-21

Most frequent Level 3 issues raised about Forensicare

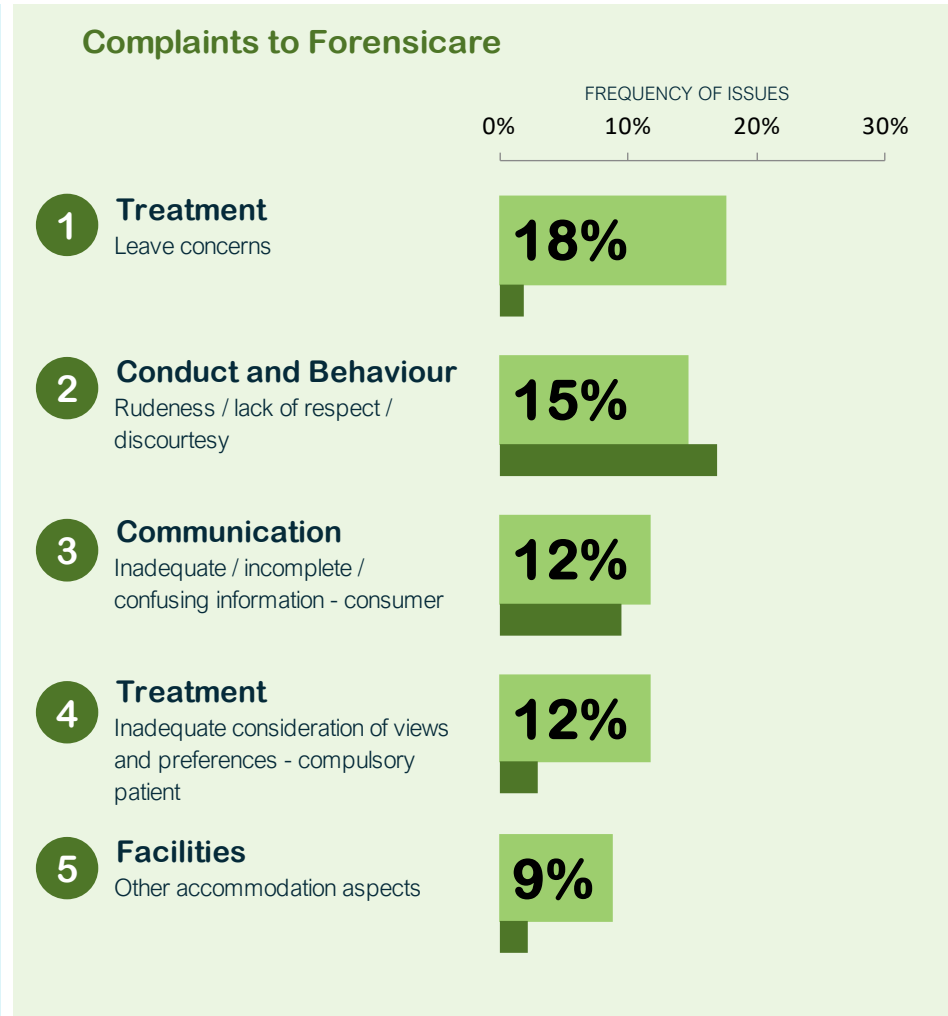
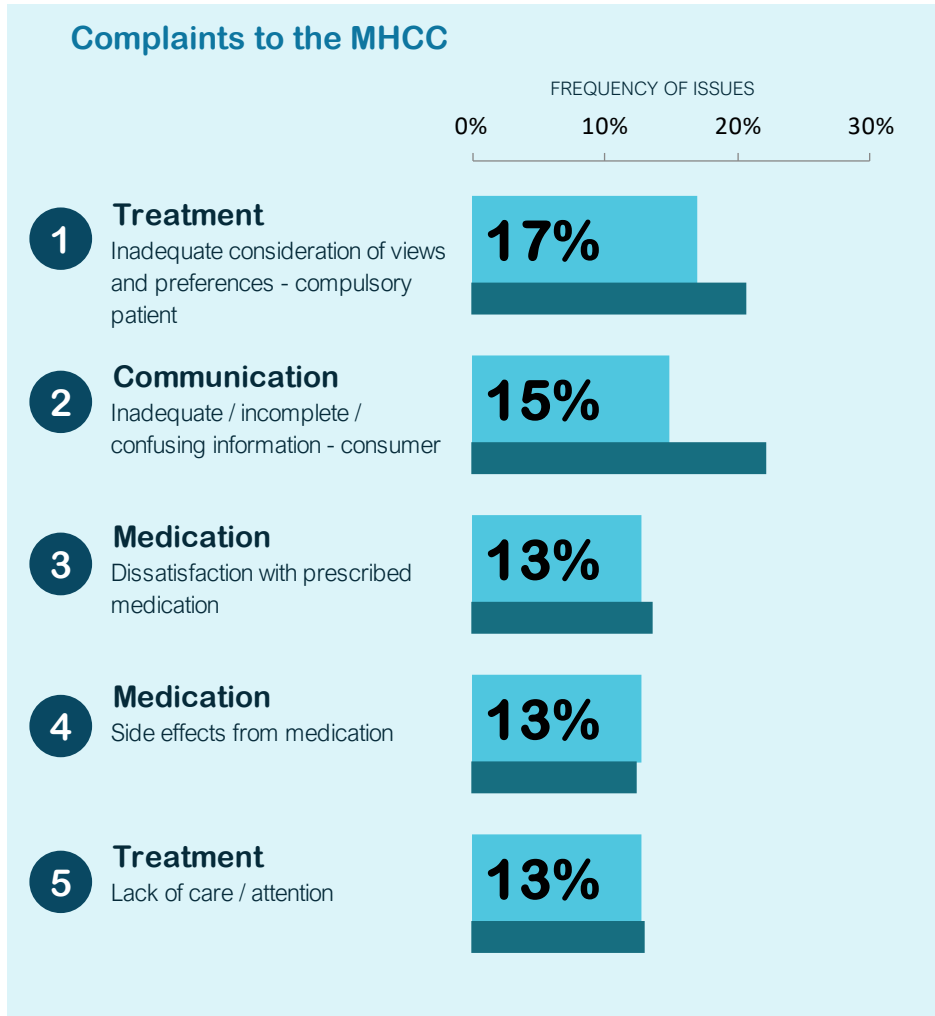
## Complaints about Forensicare

- to the MHCC (n=47)
- to the service (n=34)

## Sector-wide complaints

- to the MHCC (n=1149)
- to the service (n=1033)

- Among the top five issues raised by consumers in complaints to the MHCC about Forensicare Inadequate consideration of the views and preferences of compulsory patients and inadequate, incomplete or confusing information were the most common, both raised in a slightly lower proportion when compared to the sector.
- The most frequently raised issue by consumers in complaints directly to Forensicare was around leave concerns. This issue was raised in a higher proportion of complaints than the sector.



# Issues raised by carers 2020-21

Most frequent Level 3 issues raised about Forensicare

## Complaints about Forensicare

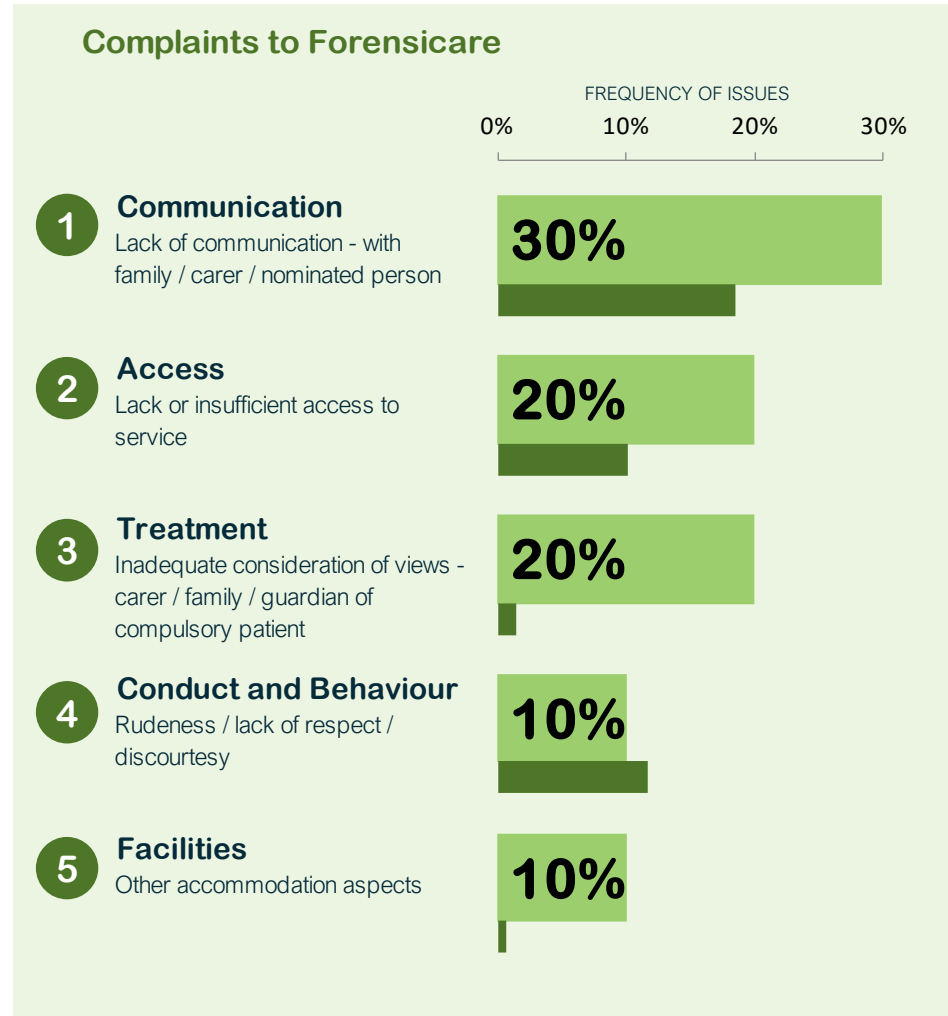
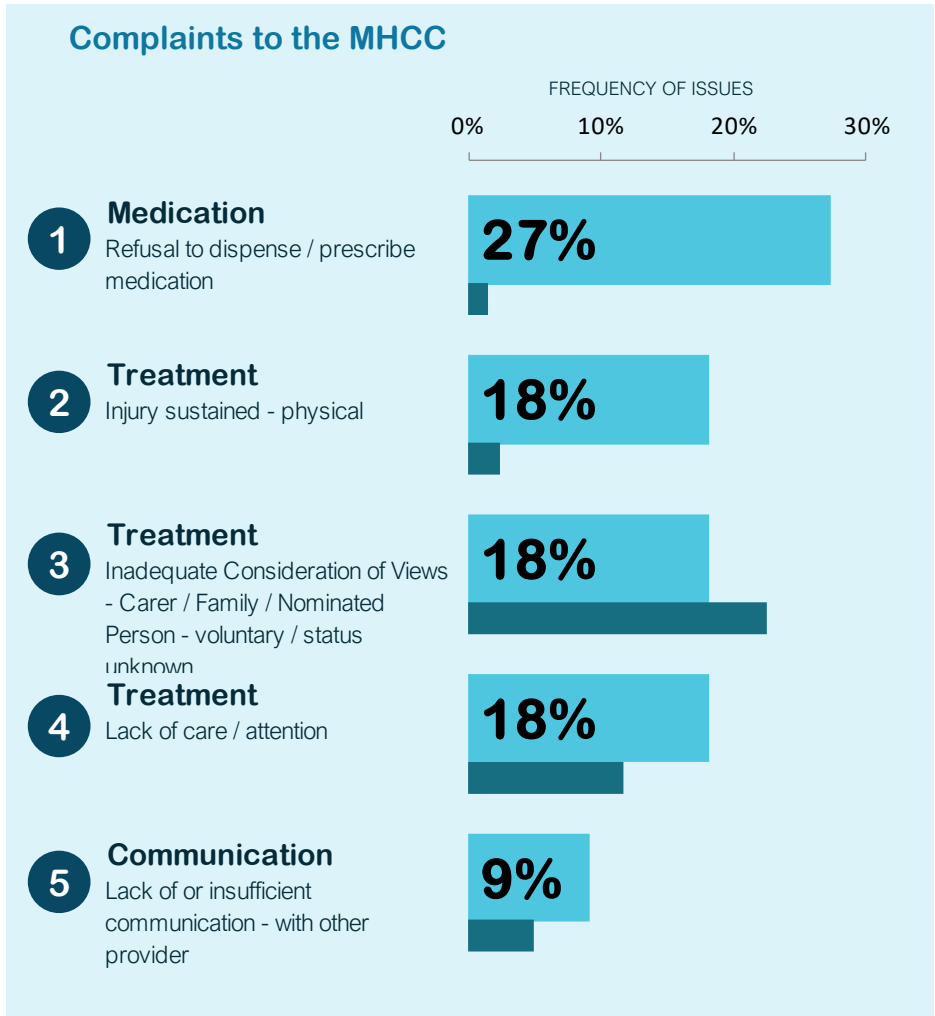
- to the MHCC (n=11)
- to the service (n=10)

## Sector-wide complaints

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

Issues around refusal to dispense or prescribe medication was the most frequently raised by family members / carers in complaints to the MHCC about Forensicare. Along with physical injury sustained, these complaints were raised in a higher proportion when compared with the sector.

Lack of communication with the family / carers was the most commonly raised issue in complaints directly to Forensicare, as well as lack or insufficient access to treatment and inadequate consideration of their views and preferences.



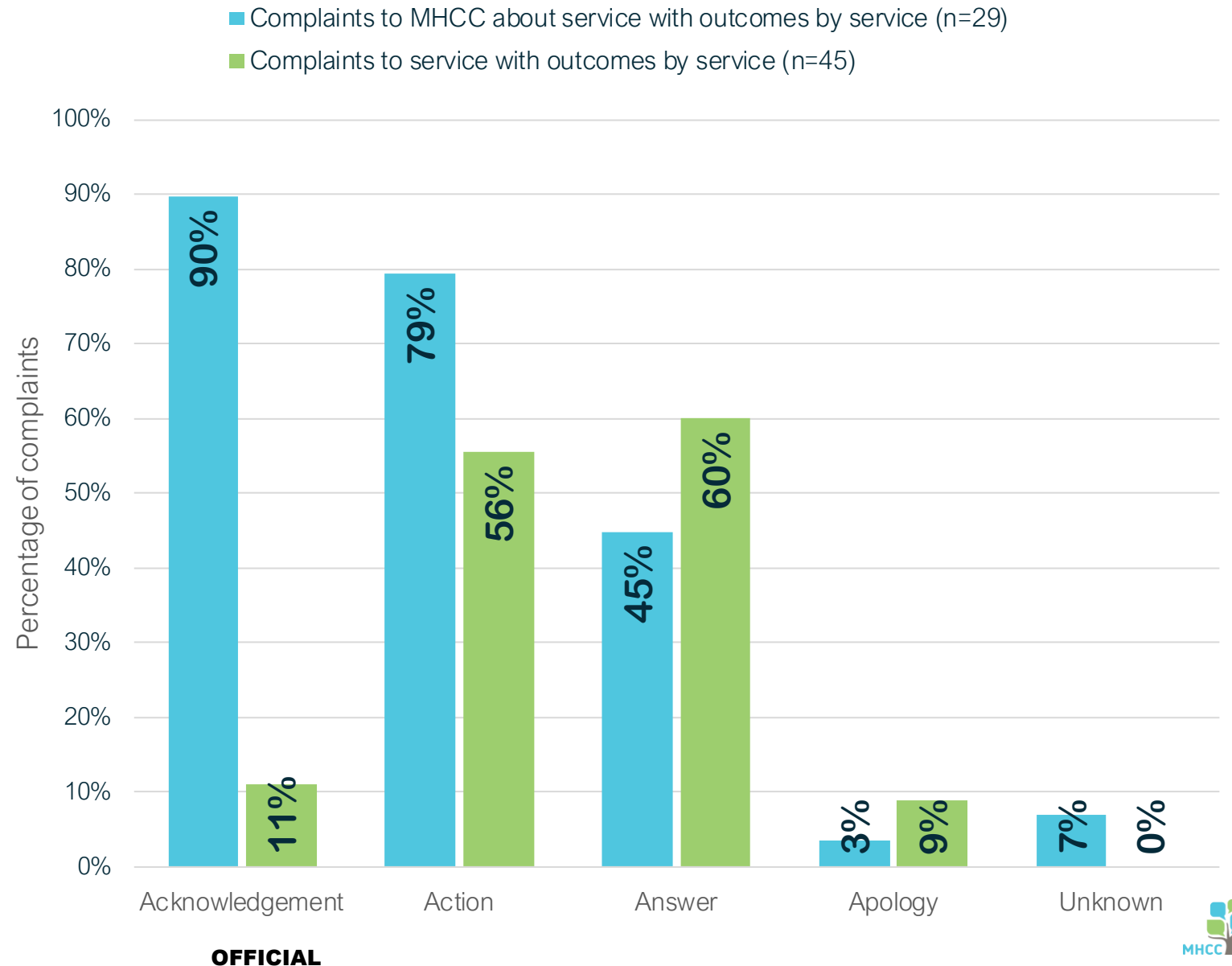


# Outcomes of complaints

# What were the outcomes of complaints? 2020-21

## Closed complaints about Forensicare

- 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 Forensicare 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 Forensicare of the issues raised by the complainant.
- The most common outcome of complaints made directly to Forensicare was to provide an answer, followed by action taken in response to issues raised by the complainant.

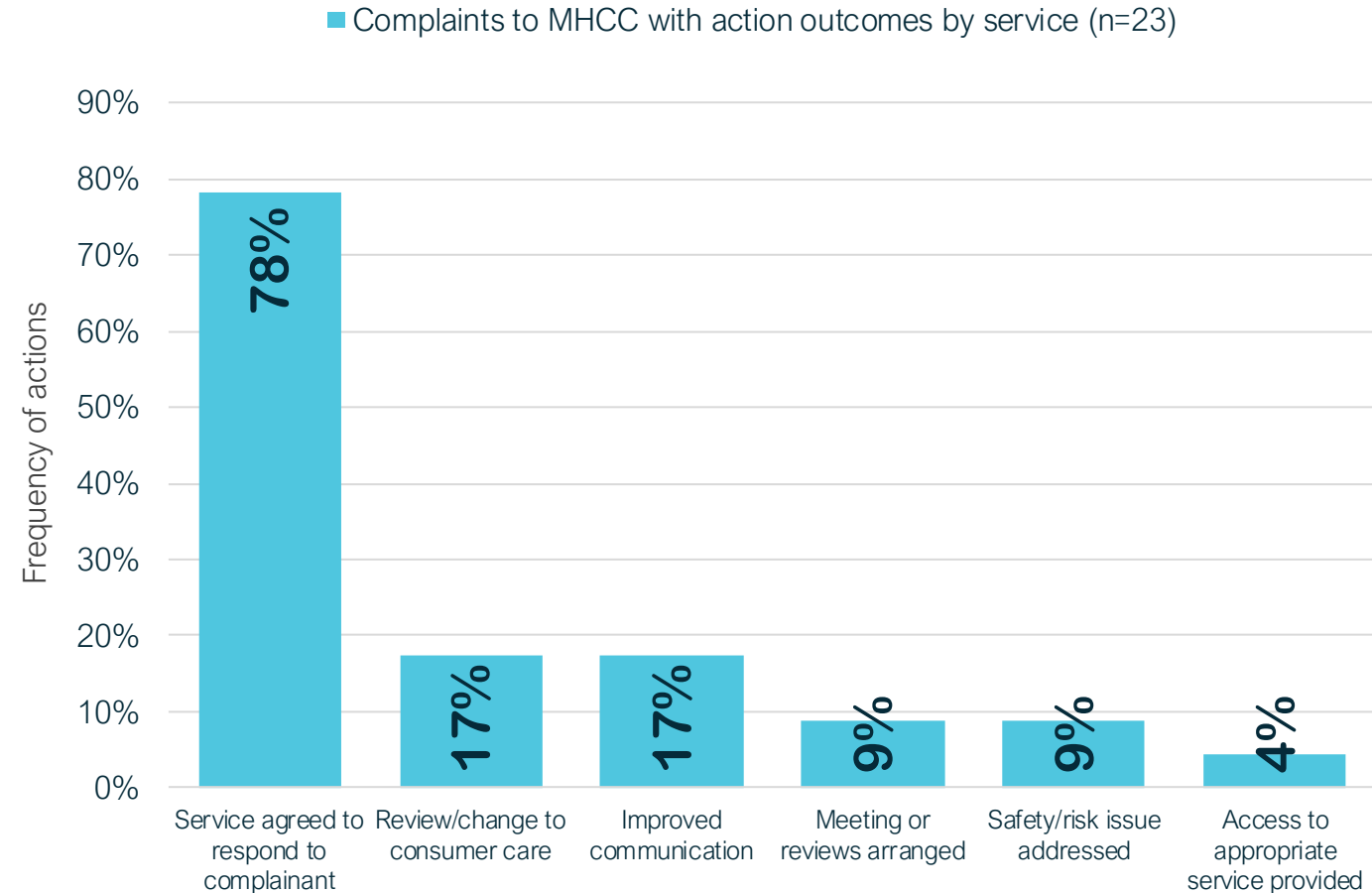




# What actions were taken by the service? 2020-21

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

- Actions most frequently undertaken by Forensicare in response to complaints to the MHCC included:
  - responding to the complainant or consumer directly
  - change/review of treatment/care for individual consumers
  - improved communication/resolution of misunderstandings



# Key points to consider



## Complaint numbers

- The number of complaints to both the MHCC about Forensicare and to Forensicare decreased in 2020-21.
- Overall, more complaints were made to the MHCC than directly to Forensicare. 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 consideration of the views and preferences of compulsory patients and lack of care or attention were the most frequently occurring issue in complaints to the MHCC about Forensicare, both raised in a similar proportion of complaints than the sector.
- In complaints made directly to Forensicare, rudeness / lack of respect / discourtesy was one of the most frequently occurring issue, consistent with the sector. Leave concerns was also frequently raised, in a higher proportion of complaints than the sector.



## Outcomes

- The most common outcome of complaints made to the MHCC about Forensicare was acknowledgement by Forensicare of the issues raised by the complainant.
- The most common outcome of complaints made directly to Forensicare was to provide an answer.
- The most common action undertaken by Forensicare in response to complaints to the MHCC was to respond to the consumer or complainant directly.