

Summary of service provider complaint report

Eastern 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:



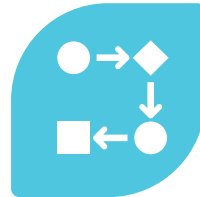
identify key themes and emerging issues across the sector



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

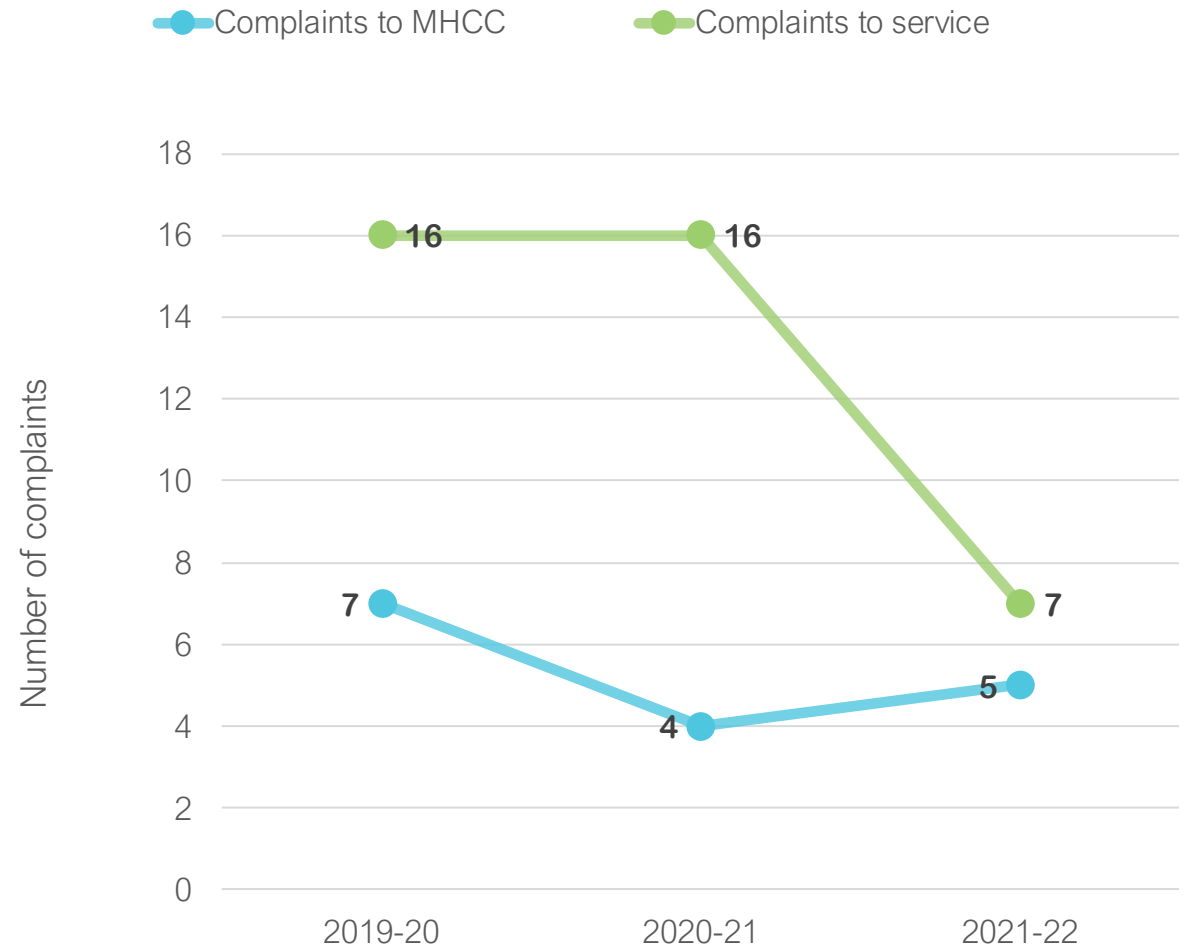
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Complaints to MHCC
about Eastern Aged

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Complaints to
Eastern Aged

- Overall, the number of complaints made to the MHCC about Eastern Aged was lower than the number of complaints made directly to the service.
- In 2021-22 the number of complaints made to the MHCC about Eastern Aged has remained similar to the previous year, while the number of complaints made directly to Eastern Aged has decreased.
- Since 2019-20, both the number of complaints made to the MHCC about Eastern Aged and made directly to Eastern Aged has decreased in 2021-22.



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.
- Note that the sector in this report refers to other services that primarily provide services to aged individuals.
- The rate of complaints made about Eastern Aged to the MHCC, complaints made directly to the service, and compliments made directly to the service were similar to sector-wide rates.

Complaints about Eastern Aged

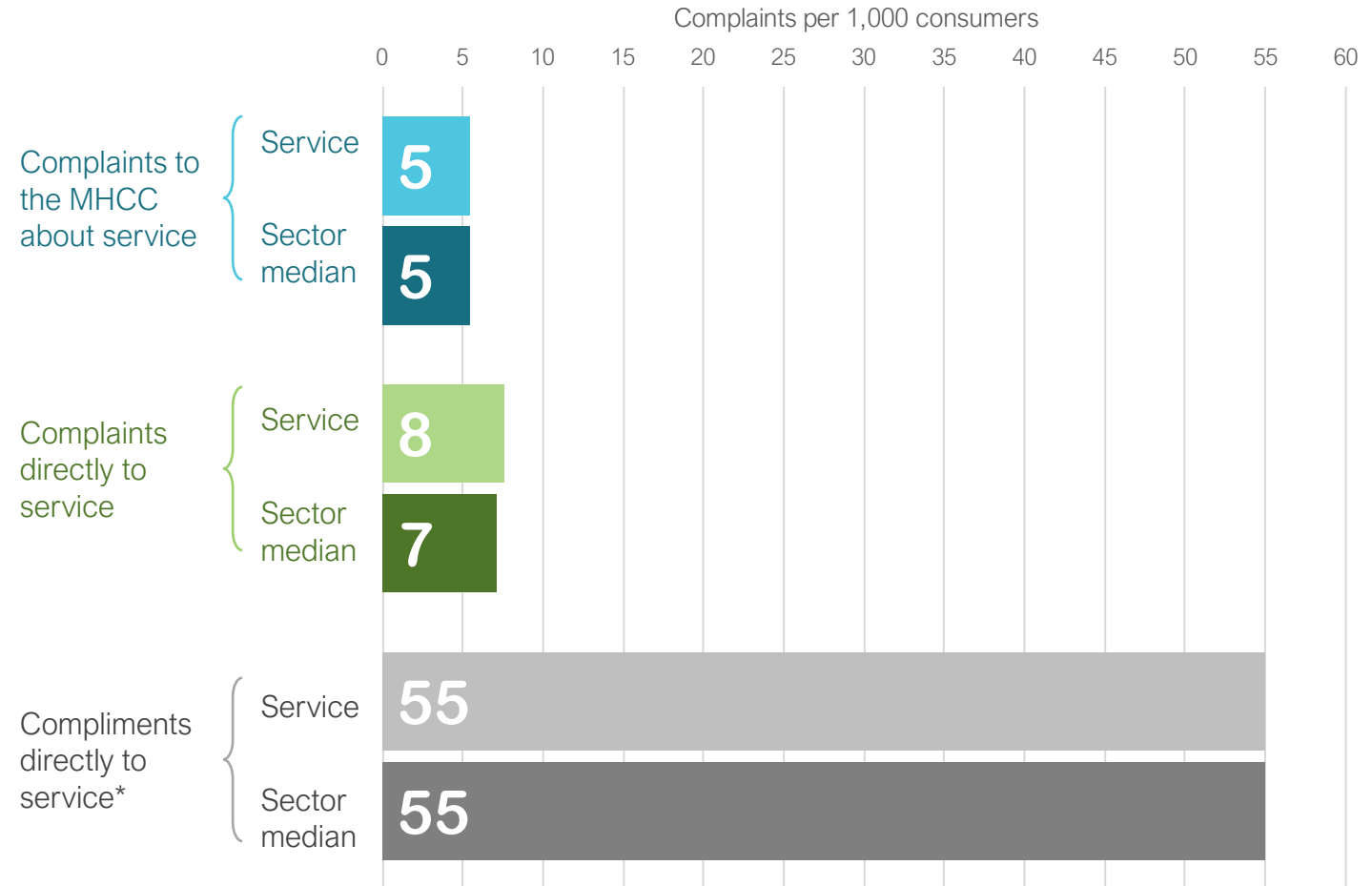
- to the MHCC (n=5)
- to the service (n=7)

Compliments to Eastern Aged (n=51)

Sector-wide complaints

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

Compliments to services sector-wide (n=196)

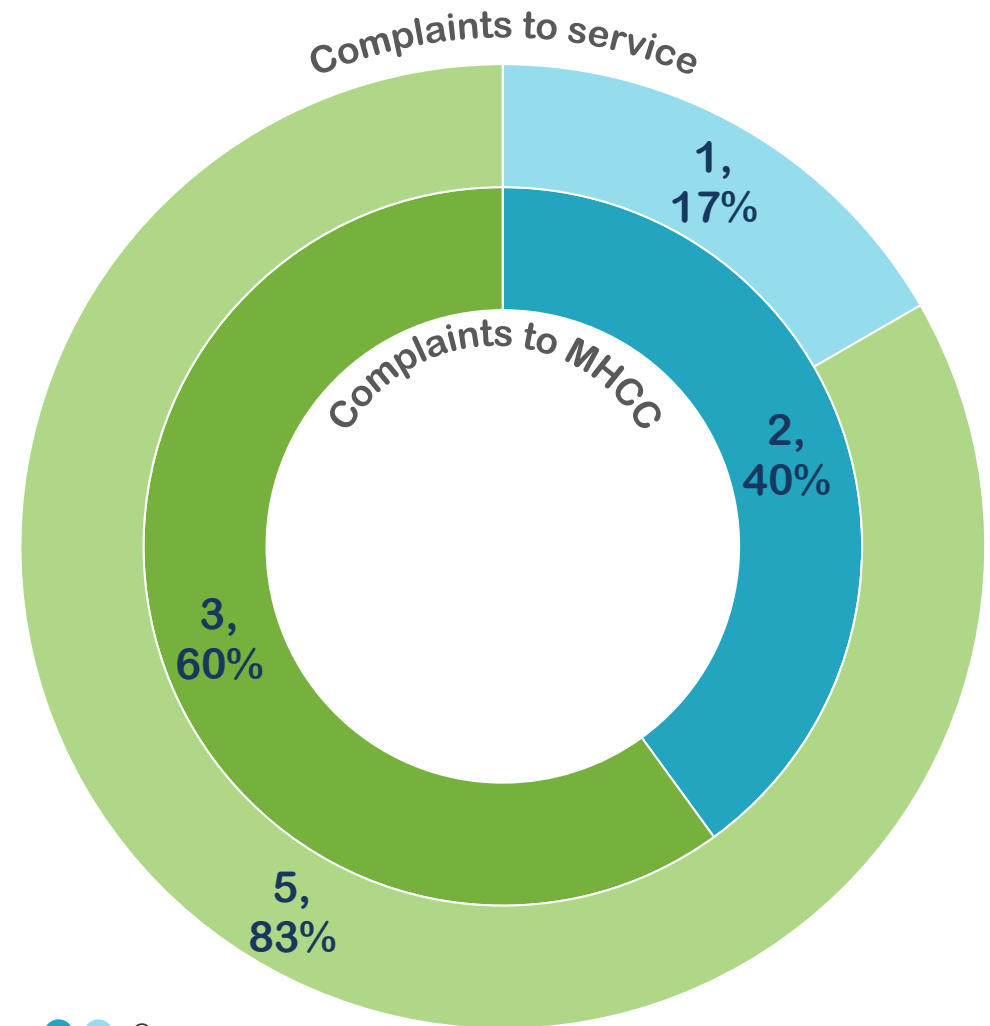


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about Eastern Aged

- Two fifths of complaints made to the MHCC about Eastern Aged were made by consumers, and just under a fifth of complaints made directly to the service were by consumers.
- In contrast, family member / carers made three fifths of complaints to the MHCC about Eastern Aged and made the large majority of complaints directly to Eastern Aged.



- Consumer
- Family member/carer
- Other

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



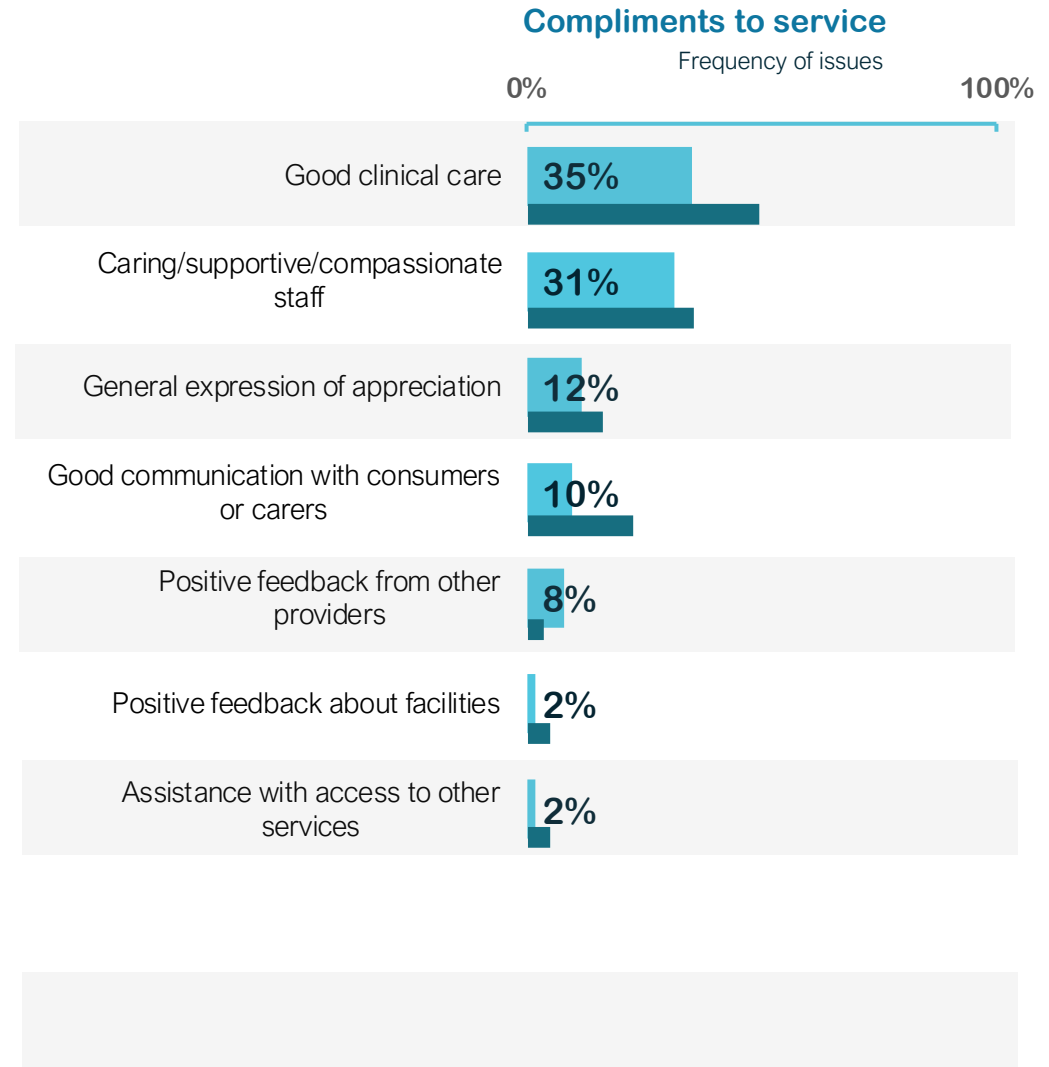
Issues raised in complaints and compliments

What were compliments about? 2021-22

● Compliments to Eastern Aged (n=51)
 ● Compliments to services sector-wide (n=196)

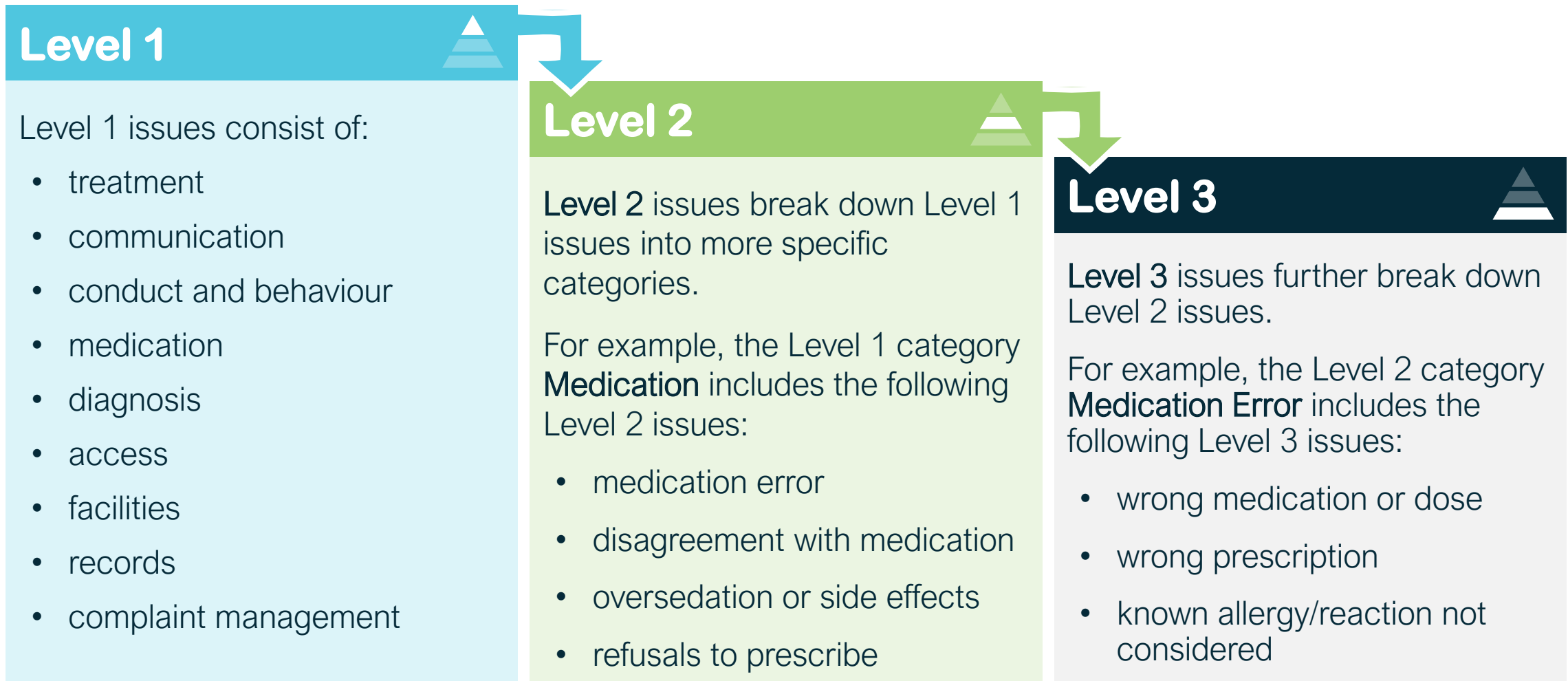
Themes raised in compliments about Eastern Aged

- About a third of compliments made to Eastern Aged were related to positive feedback about good clinical care, raised in a lower proportion when compared to the sector.
- Just under a third of compliments made to Eastern Aged were about caring, supportive, and/or passionate staff, which was also lower than the sector-wide proportion.
- A considerable level of detail was provided by Eastern 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? 2021-22

Level 1 issues raised about Eastern Aged

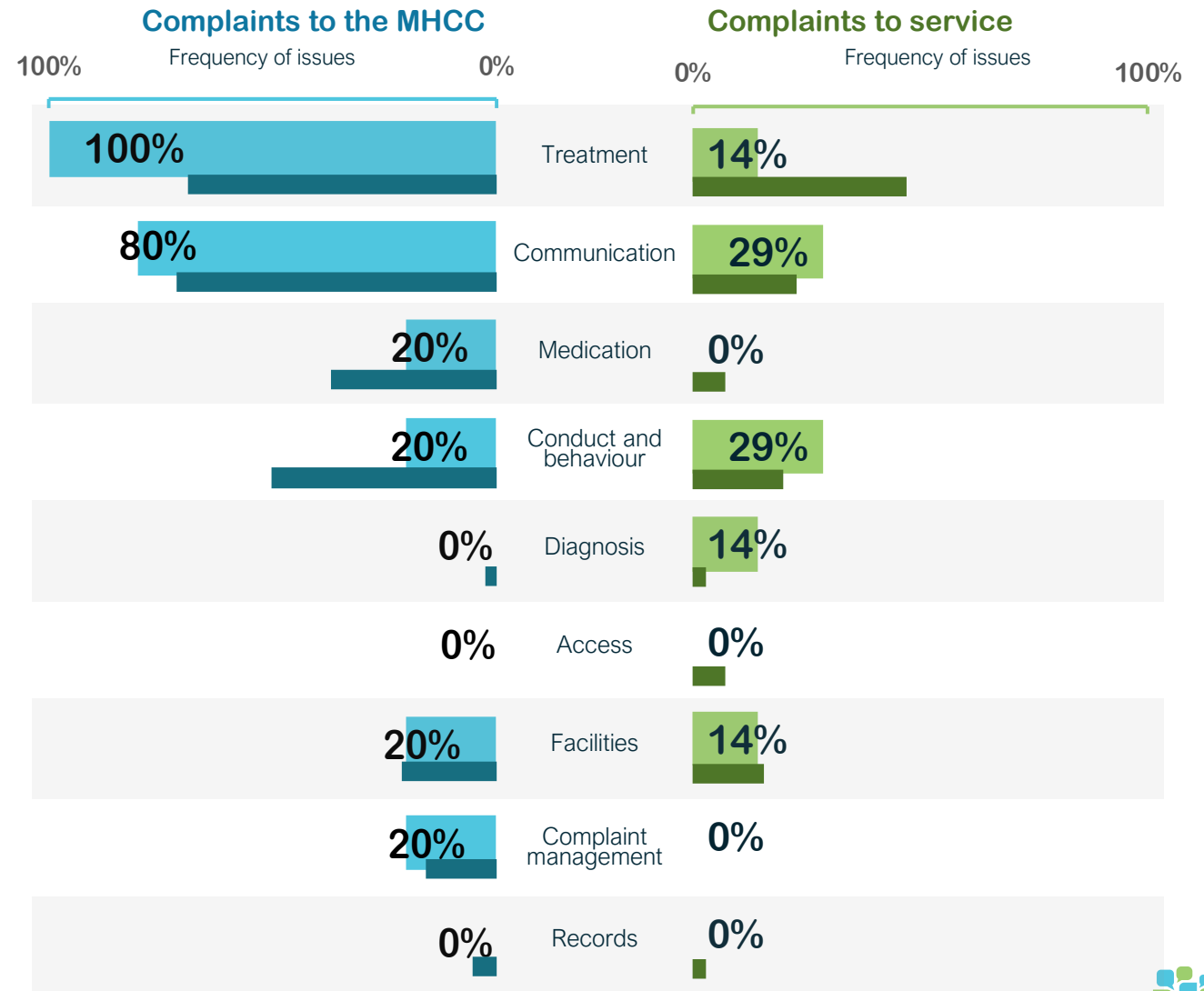
- Issues raised in complaints made to the MHCC about Eastern Aged most commonly related to Treatment and Communication, with both being raised in slightly higher proportion when compared to the sector.
- Communication and Conduct and behaviour were the most frequent issues in complaints raised directly to Eastern Aged. Both of these issues were raised at slightly higher proportion than those raised in complaints across the sector.

Complaints about Eastern Aged

- to the MHCC (n=5)
- to the service (n=7)

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 Eastern Aged

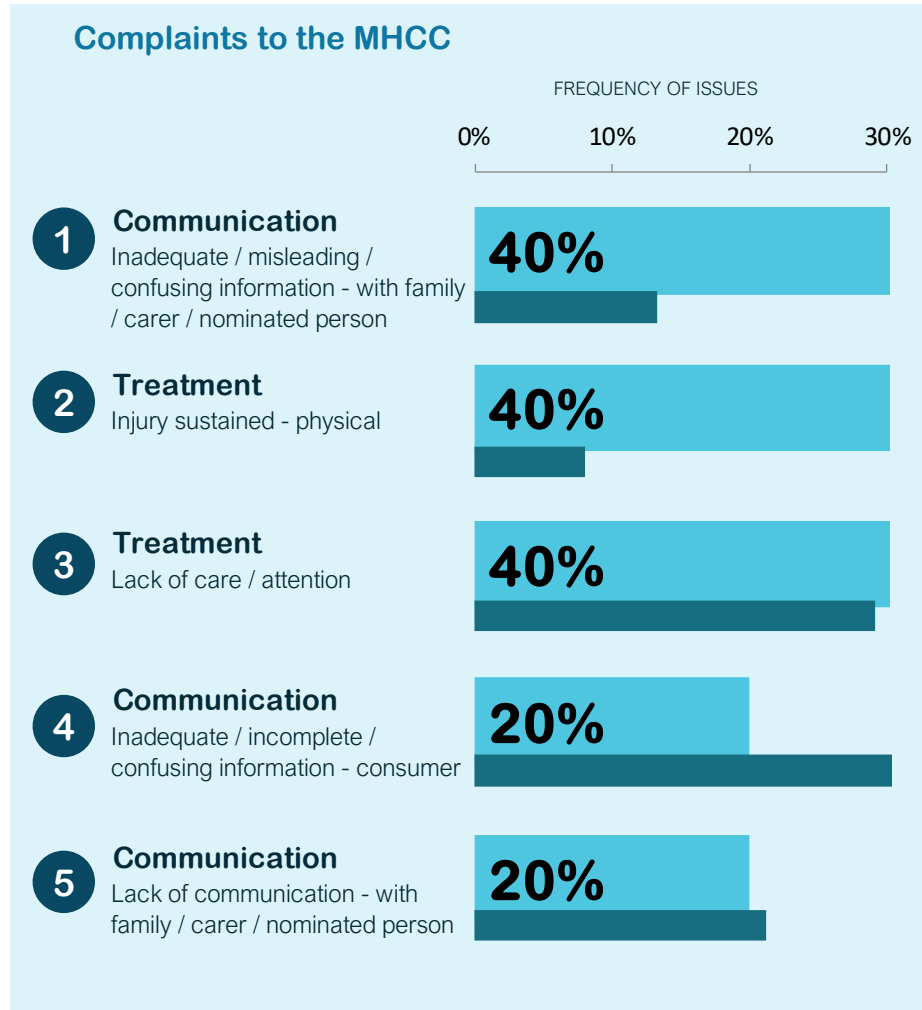
Complaints about Eastern Aged

- to the MHCC (n=5)
- to the service (n=7)

Sector-wide complaints

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

- Inadequate, misleading, or confusing information provided to carers / family members, physical injury sustained during treatment, and lack of care or attention regarding treatment were the most common issues among complaints made to the MHCC about Eastern Aged, these issues were raised at a higher proportion compared to complaints made sector-wide.
- Rudeness, lack of respect, and/or discourtesy was the most frequently occurring issue among complaints made directly to Eastern Aged, raised at a much higher rate than the sector proportions.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about Eastern Aged

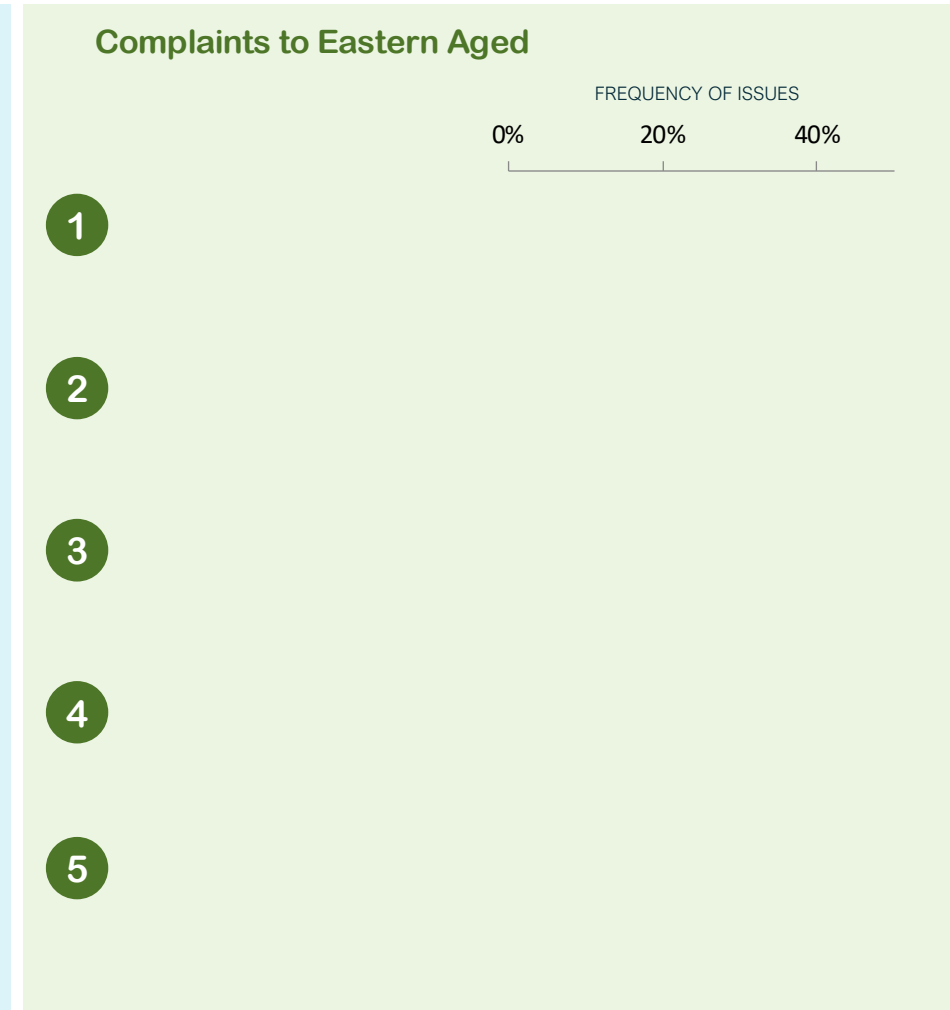
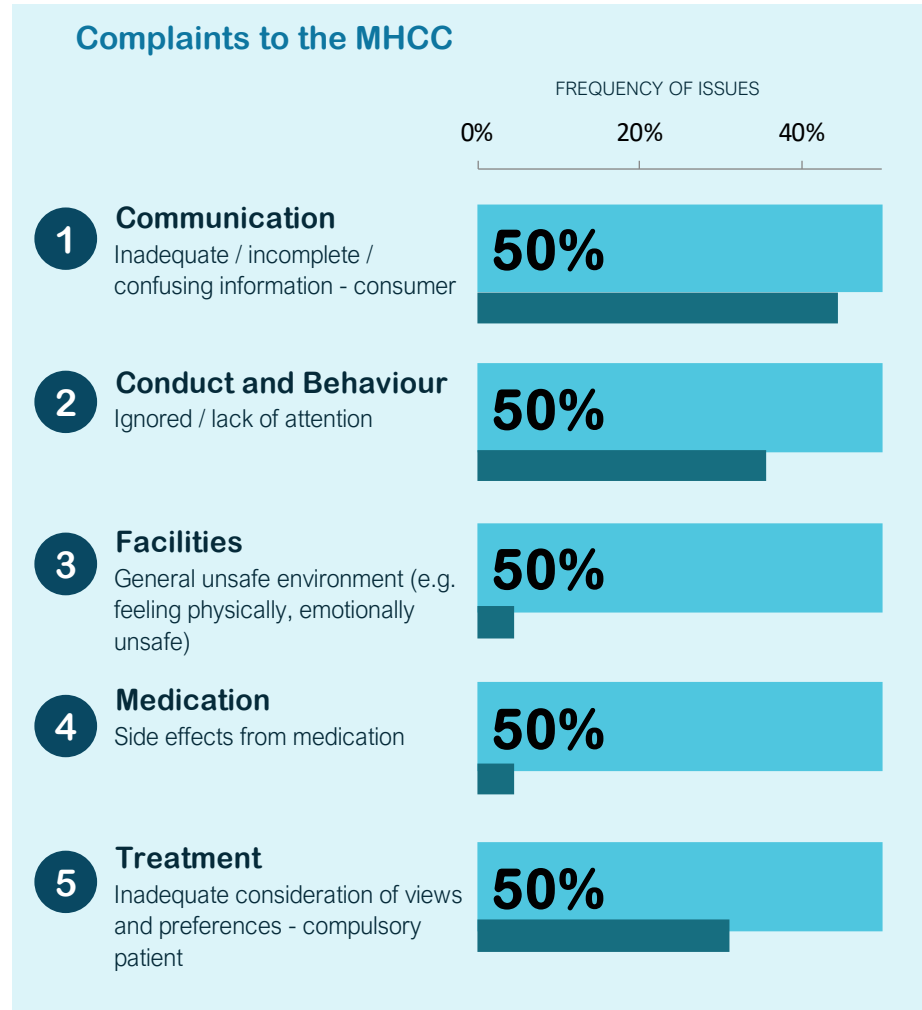
- Inadequate, incomplete, or confusing information provided to the consumer, ignoring behaviour or lack of attention, and general unsafe environment were some of the issues raised in the two complaints made by consumers to the MHCC about Eastern Aged.
- No details were provided about the complaint made by a consumer directly to Eastern Aged.

Complaints about Eastern Aged

- to the MHCC (n=2)
- to the service (n=1)

Sector-wide complaints

- to the MHCC (n=23)
- to the service (n=26)



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about Eastern Aged

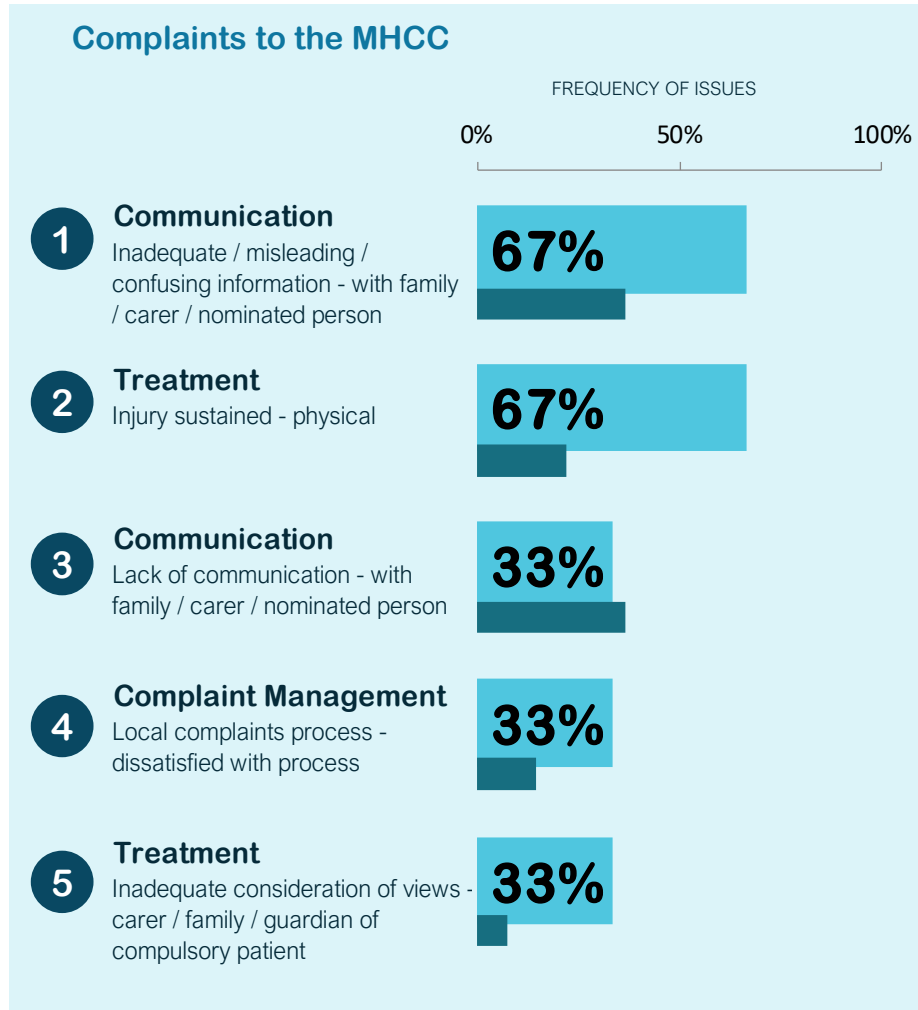
- Two of the complaints made by carers / family members to the MHCC about Eastern Aged raised concerns about inadequate, misleading and/or confusing information provided to the family / carer, and physical injury sustained during treatment.
- Among complaints made directly to Eastern Aged by family / carers the most common issues raised were rudeness, lack of respect, and/or discourtesy, inadequate, misleading or confusing information provided to them, and restriction to visitors regarding communication.

Complaints about Eastern Aged

- to the MHCC (n=3)
- to the service (n=5)

Sector-wide complaints

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



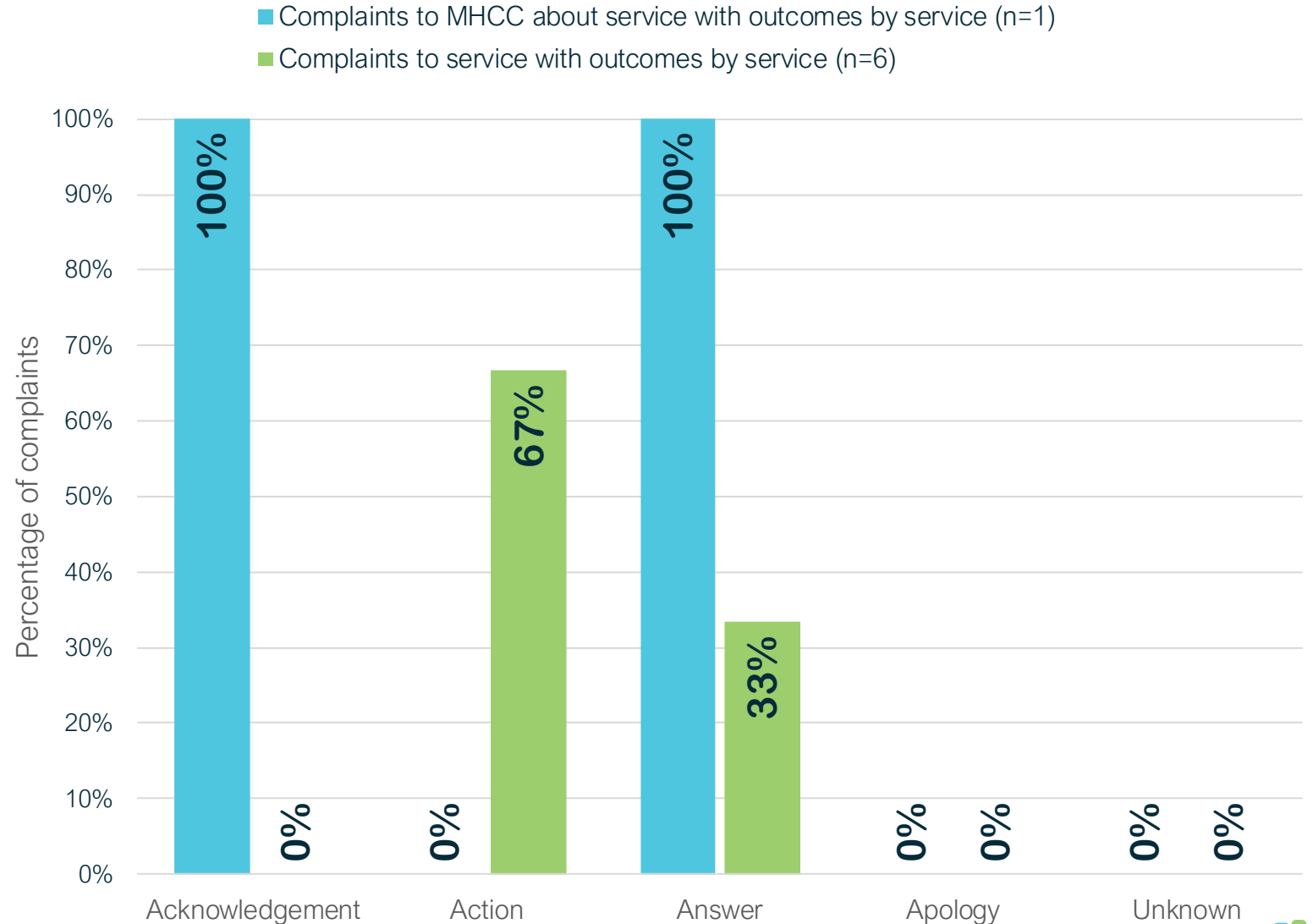


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about Eastern 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 made to the MHCC about Eastern Aged that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcomes by Eastern Aged for these complaints was an acknowledgement of the concerns raised and answer given directly in response to the issues raised.
- The most frequent outcomes for complaints made directly to Eastern Aged was action taken by the service directly in response to the issues raised, followed by an answer provided.



Key points to consider



Complaint numbers

- In 2021-22 the number of complaints made to the MHCC about Eastern Aged has remained similar when compared to the previous year, while the number of complaints made directly to Eastern Aged decreased in the same period.
- Overall, the number of complaints made to the MHCC about Eastern Aged was lower than those made directly to the service.



Issues raised

- Inadequate, misleading, and/or confusing information for carers / family members, physical injury sustained during treatment, and lack of care or attention were the most common issues among complaints to the MHCC about Eastern Aged.
- Rudeness, lack of respect, and/or discourtesy was the most frequently occurring issue among complaints made directly to Eastern Aged.



Outcomes

- The most commonly outcomes by Eastern Aged for complaints made to the MHCC were an acknowledgement of the concerns raised and answer(s) provided by Eastern Aged directly in response to the issues raised.
- The most frequent outcome for complaints made directly to Eastern Aged was action taken by the service directly in response to the issues raised.