

Summary of service provider complaint report

NWMH Aged

2021-22



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 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:



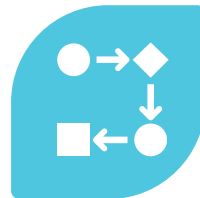
identify key themes and emerging issues across the sector



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

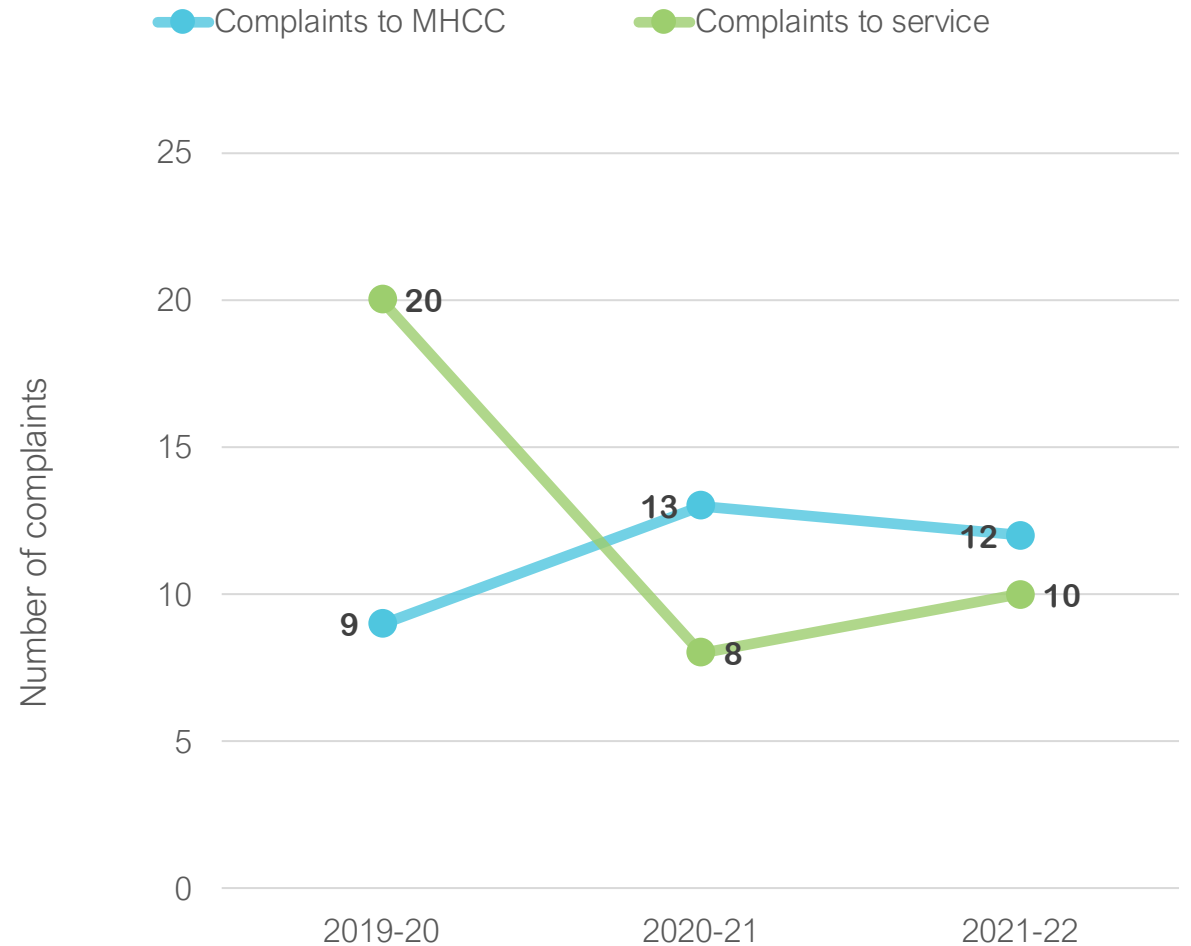
12

Complaints to MHCC
about NWMH Aged

10

Complaints to
NWMH Aged

- In 2021-22, the number of complaints made to the MHCC about NWMH Aged decreased by one, while the number of complaints reported directly to the service increased.
- Compared to 2019-20, the number of complaints made directly to NWMH Aged decreased.
- Since last year, the number of complaints made to the MHCC about NWMH Aged appears to be stable and marginally higher than those made directly to the service.



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 complaint made to the MHCC about NWMH Aged was higher than the sector median. The rate of complaints made directly to the service was the same as the sector median. The rate of compliments made to NWMH Aged was higher than the sector median.

Complaints about NWMH Aged

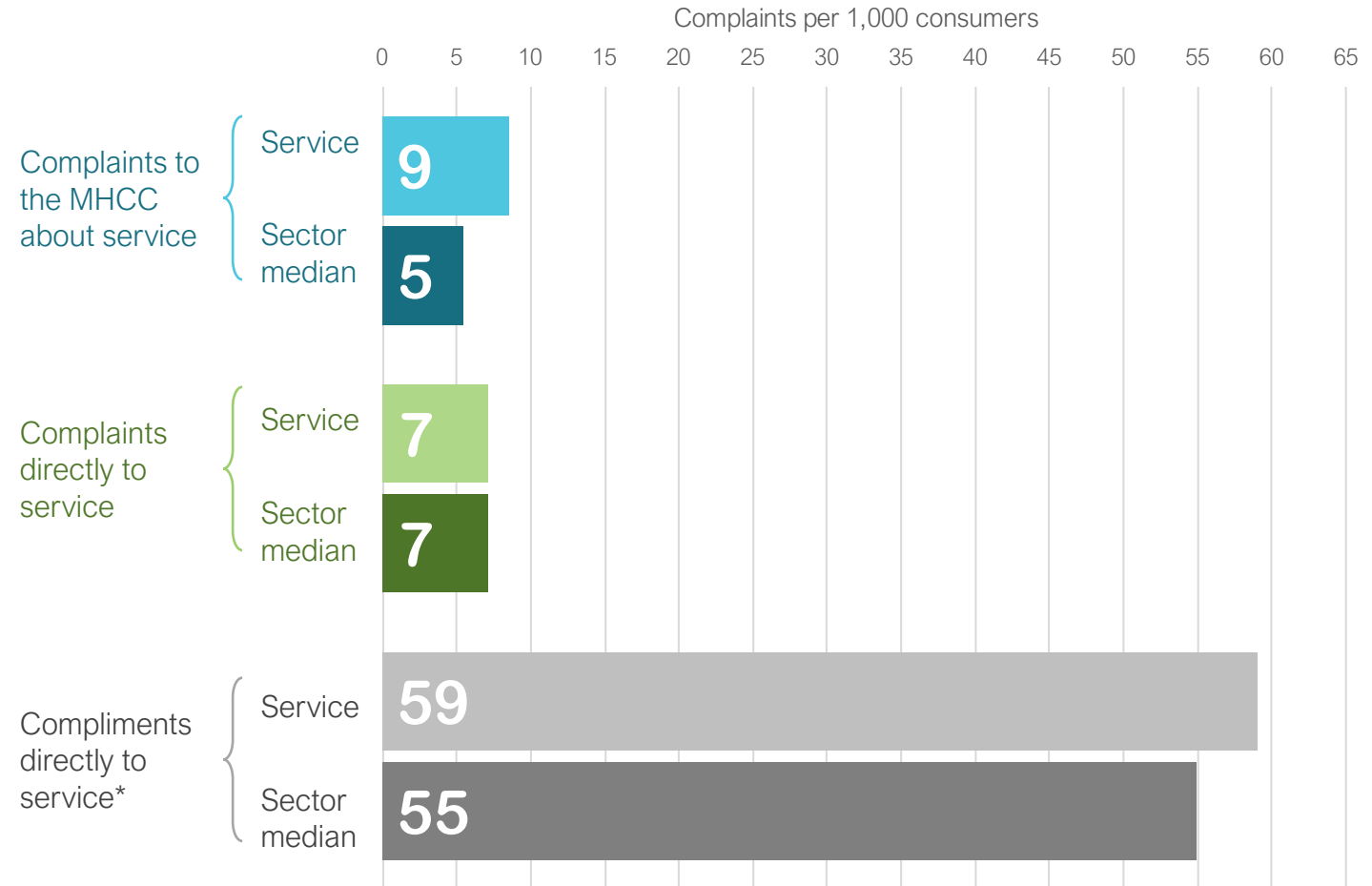
- to the MHCC (n=12)
- to the service (n=10)

● Compliments to NWMH Aged (n=83)

Sector-wide complaints

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

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

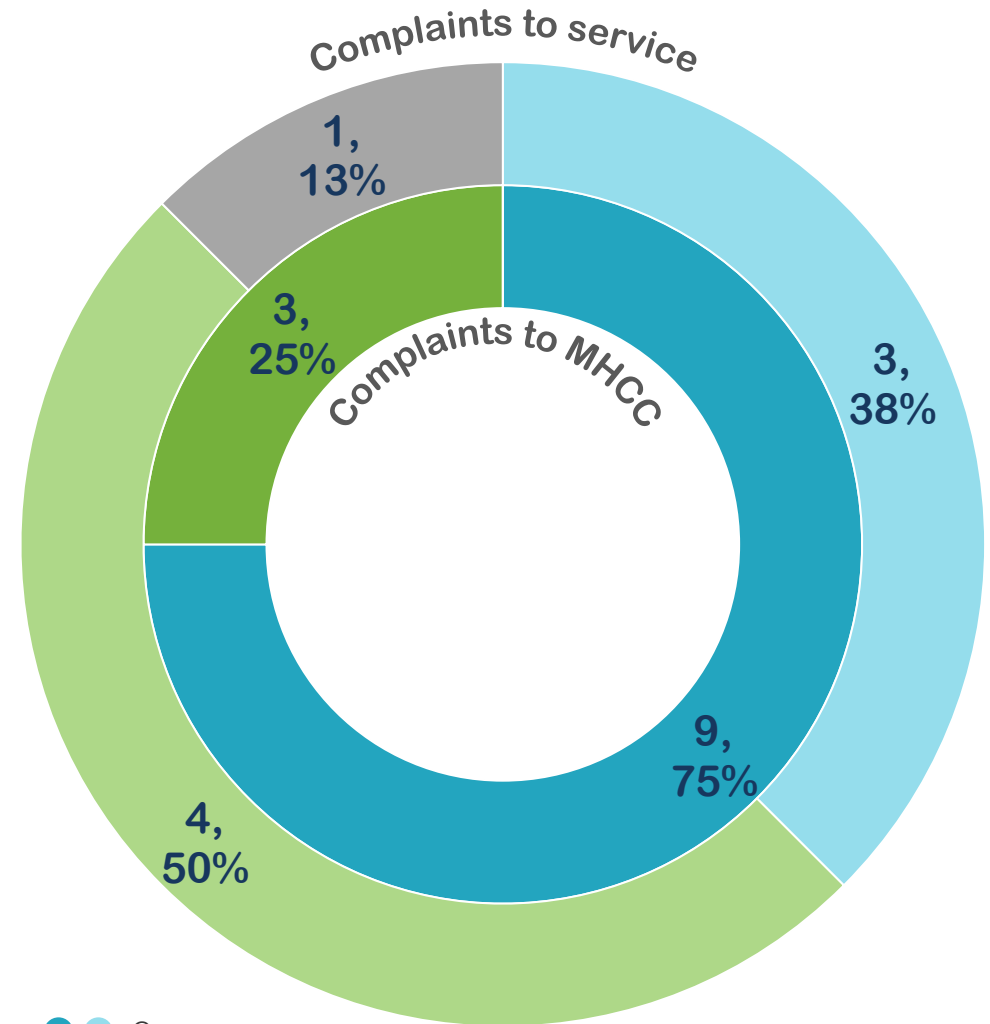


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2021-22

Complaints raised about NWMH Aged

- Consumers made the majority of complaints to the MHCC about NWMH Aged and just over a third to NWMH Aged directly.
- Family members / carers made a quarter complaints made to the MHCC while representing one in two complaints made directly to the service.



- Consumer
- Family member/carer
- Other

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



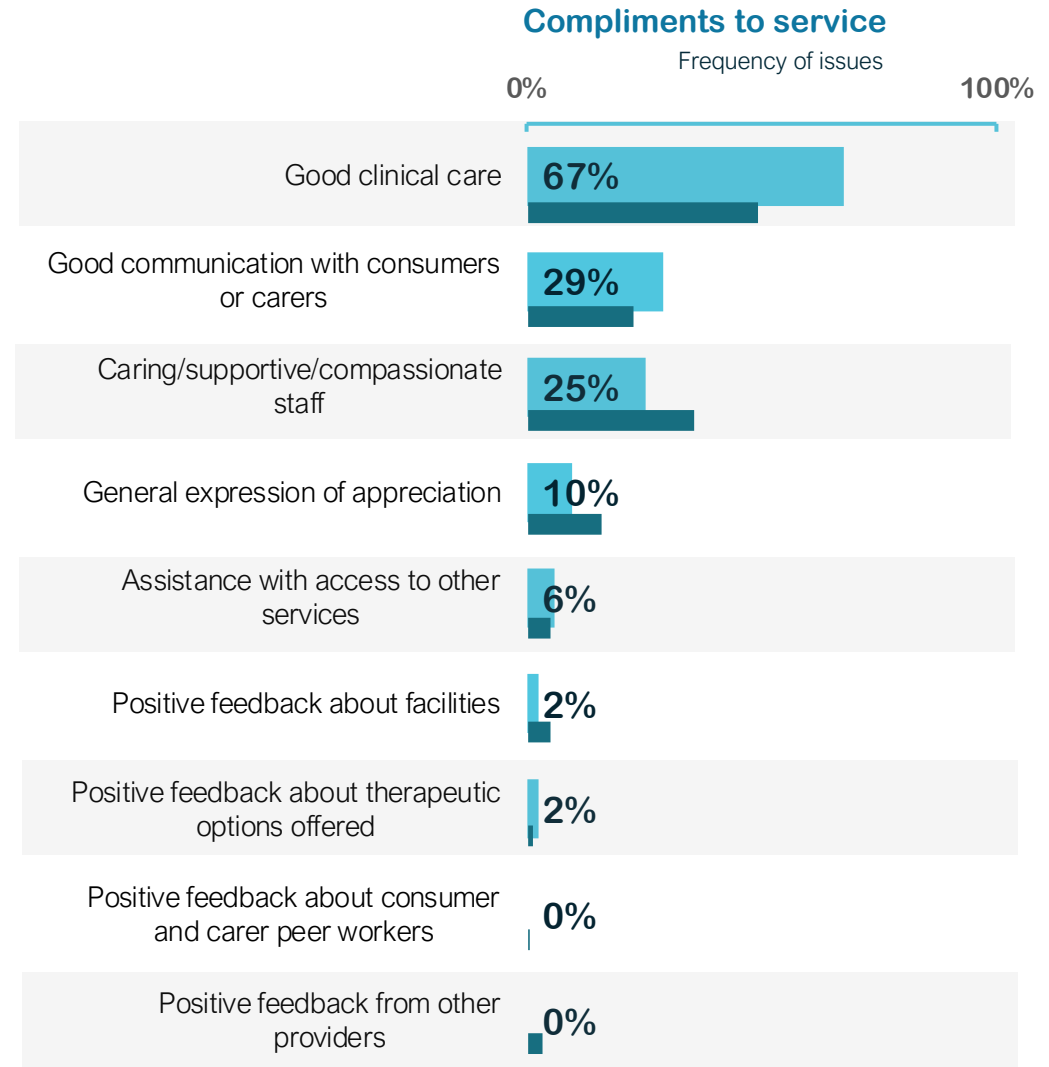
Issues raised in complaints and compliments

What were compliments about? 2021-22

● Compliments to NWMH Aged (n=83)
 ● Compliments to services sector-wide (n=196)

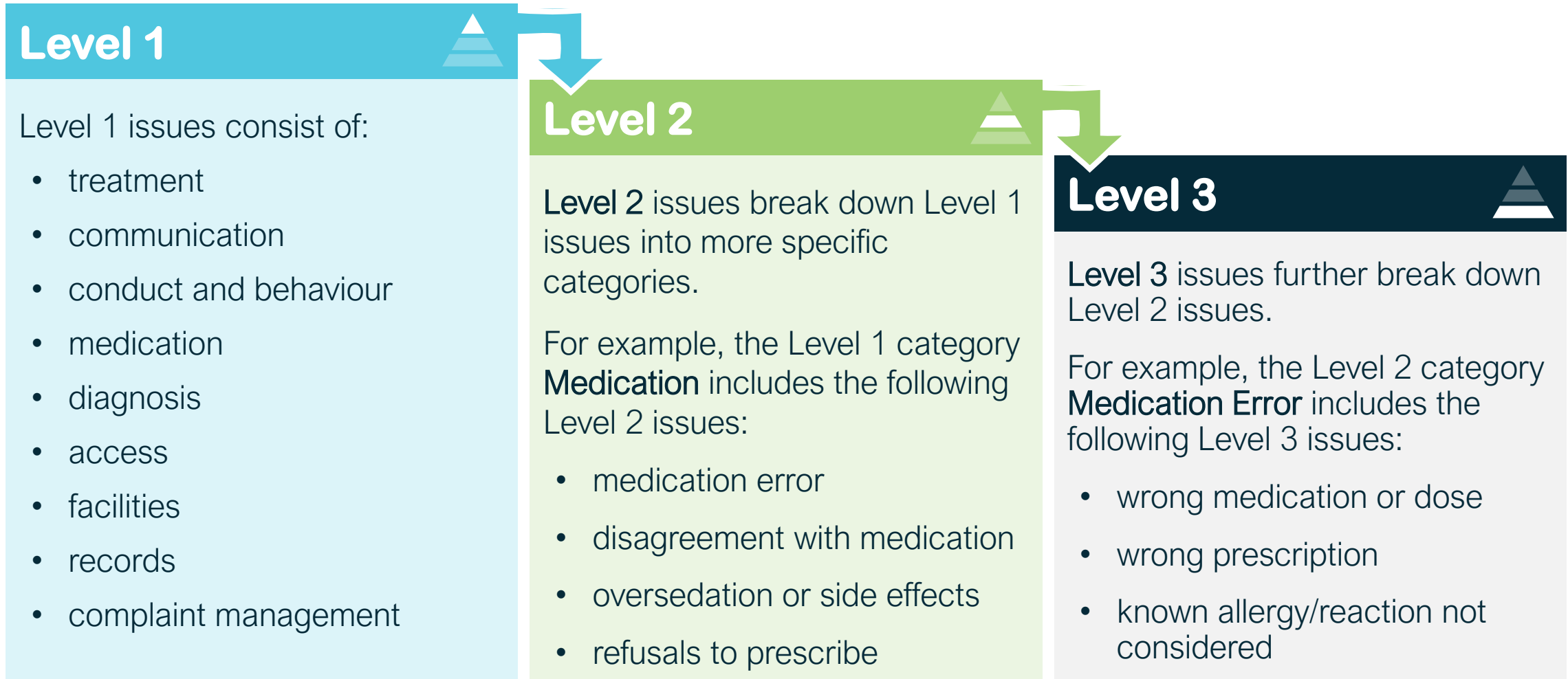
Themes raised in compliments about NWMH Aged

- The most commonly raised theme among compliments made to NWMH Aged was positive feedback about good clinical care, which was raised in higher proportions compared to compliments made to services sector-wide.
- Other compliments frequently made to the service related to good communication with consumers or carers, and caring, supportive, or compassionate staff.



How does the MHCC categorise issues?

The MHCC uses three levels of issue categories to classify complaints.

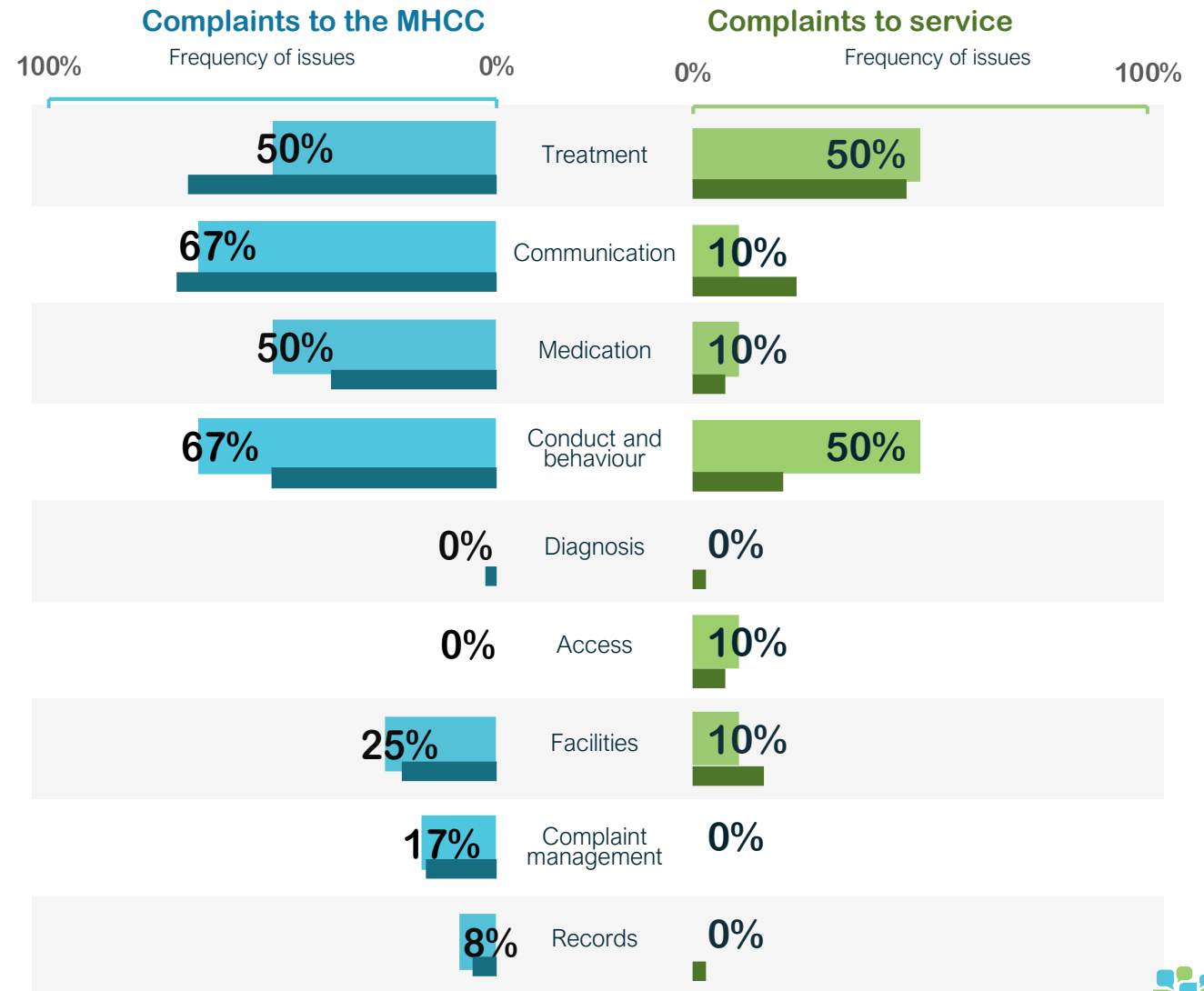


What were complaints about? 2021-22

Level 1 issues raised about NWMH Aged

- Issues raised in complaints made to the MHCC about NWMH Aged most often related to Communication, Conduct and behaviour, Treatment, and Medication. Issues regarding Conduct and behaviour, and medication were raised in a higher proportion of complaints when compared to those made sector-wide.
- Issues raised in complaints made directly to NWMH Aged were commonly about Treatment and Conduct and behaviour.

Complaints about NWMH Aged		Sector-wide complaints	
●	to the MHCC (n=12)	●	to the MHCC (n=38)
●	to the service (n=10)	●	to the service (n=72)



What were complaints about? 2021-22

Most frequent Level 3 issues raised about NWMH Aged

Complaints about NWMH Aged

● to the MHCC (n=12)

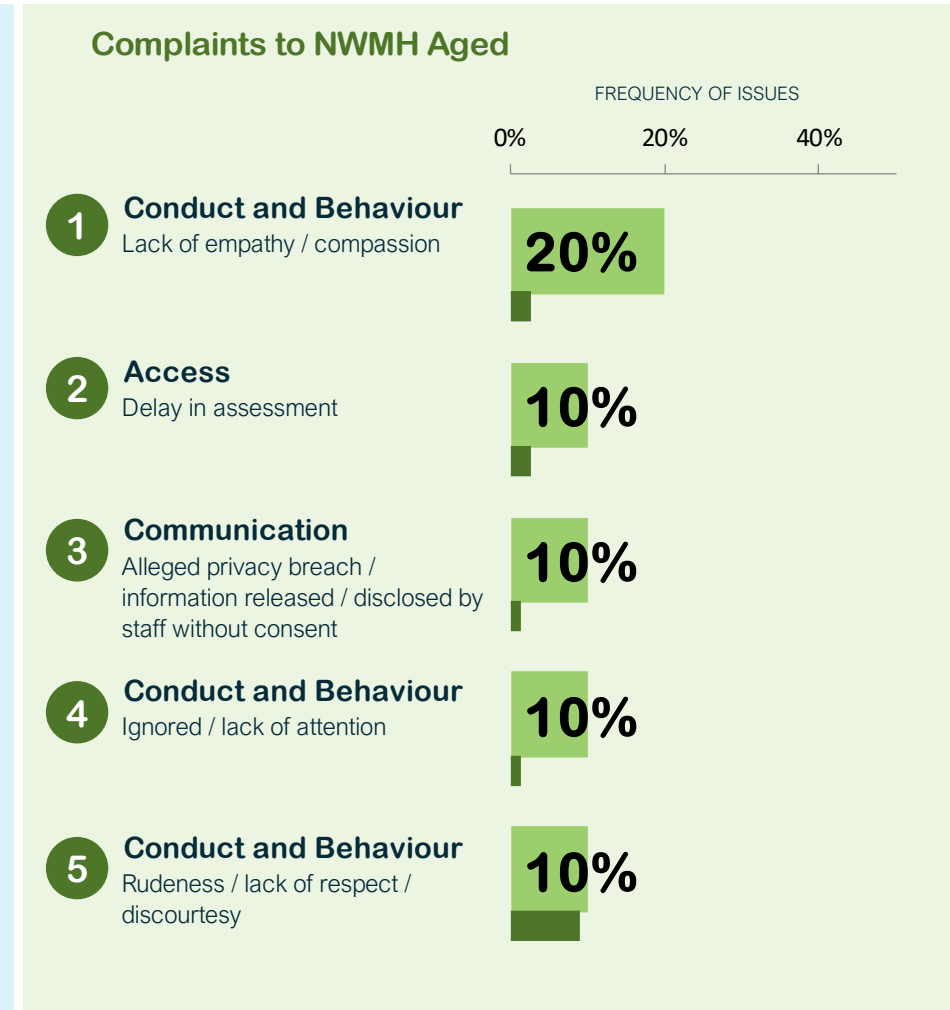
● to the service (n=10)

Sector-wide complaints

● to the MHCC (n=38)

● to the service (n=72)

- Ignored or provided a lack of attention, followed by inadequate, incomplete or confusing information provided to the consumer were the frequently raised issues among complaints made to the MHCC about NWMH Aged. These issues were raised in a higher proportion compared to complaints made sector-wide.
- Lack of empathy and/or compassion was the most frequently raised issue among complaints made directly to NWMH Aged, raised in a higher proportion when compared to the sector.



Issues raised by consumers 2021-22

Most frequent Level 3 issues raised about NWMH Aged

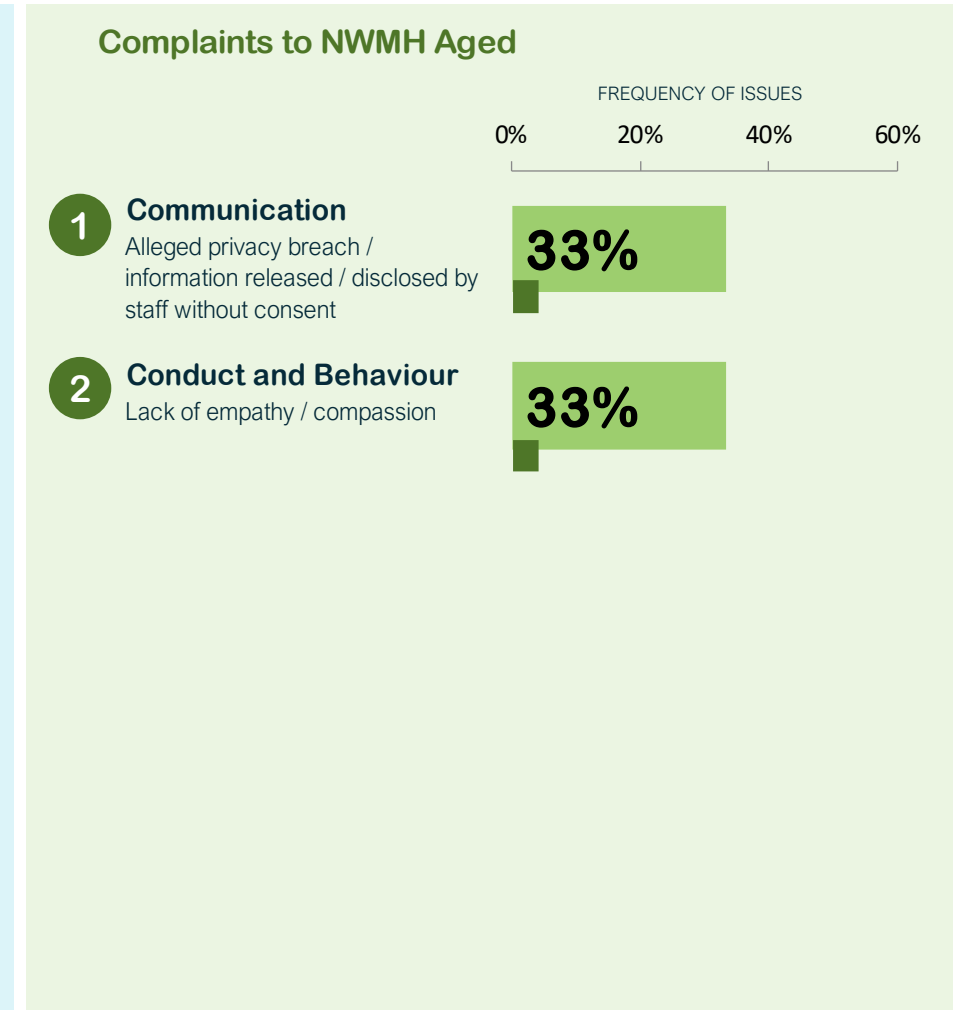
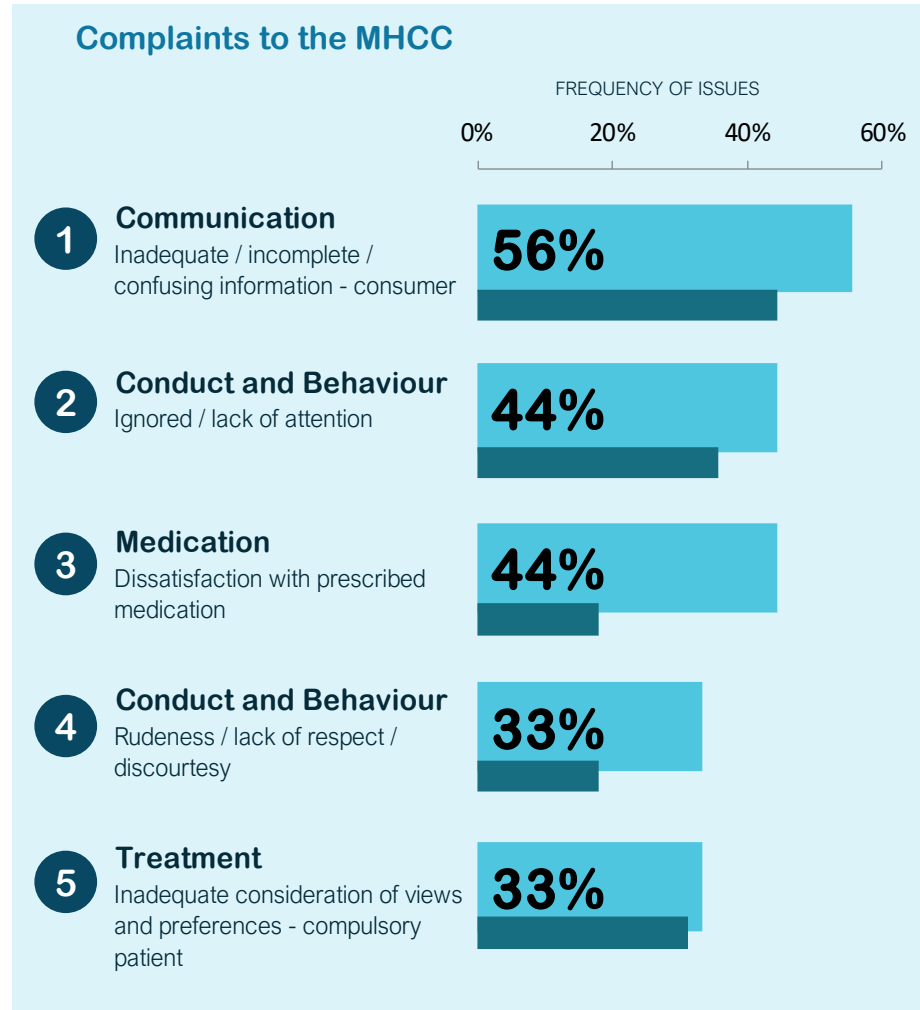
Complaints about NWMH Aged

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

Sector-wide complaints

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

- The most commonly raised issue among complaints made to the MHCC about NWMH Aged by consumers was inadequate, incomplete, or confusing information provided to the consumer. This was followed by lack of attention and dissatisfaction with prescribed medication.
- The two issues raised by consumers in complaints made directly to NWMH Aged were alleged privacy breach or information released or disclosed by staff without consent, and lack of empathy and/or compassion. These were raised in a higher proportion when compared to the sector.



Issues raised by carers 2021-22

Most frequent Level 3 issues raised about NWMH Aged

- The most common issue in complaints made by carers / family members to the MHCC about NWMH Aged related to being ignored or lack of attention.
- Among the complaints raised by carers / family members directly to NWMH Aged issues raised included lack of attention, lack of empathy or compassion, inadequate shared care arrangements, inadequate supports for decision making, and lack of continuity of care, all raised in a higher proportion of complaints when compared to the sector.

Complaints about NWMH Aged

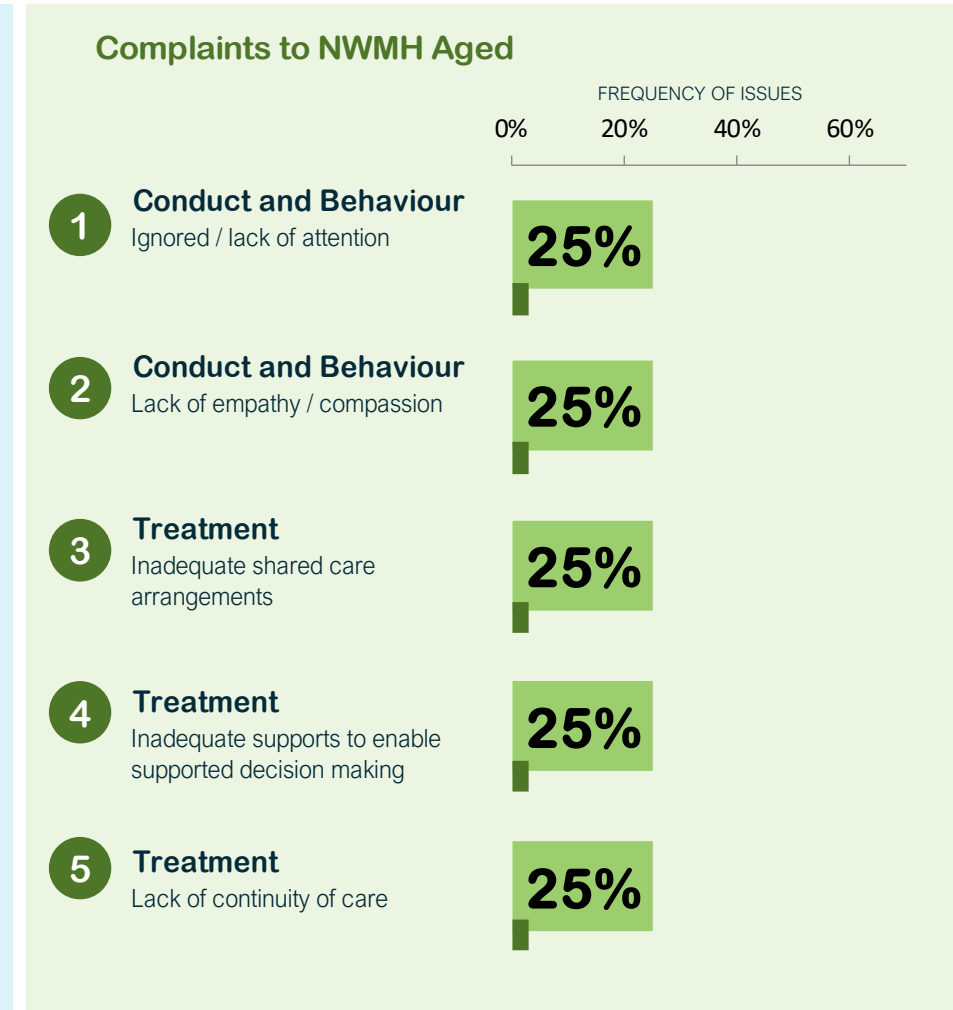
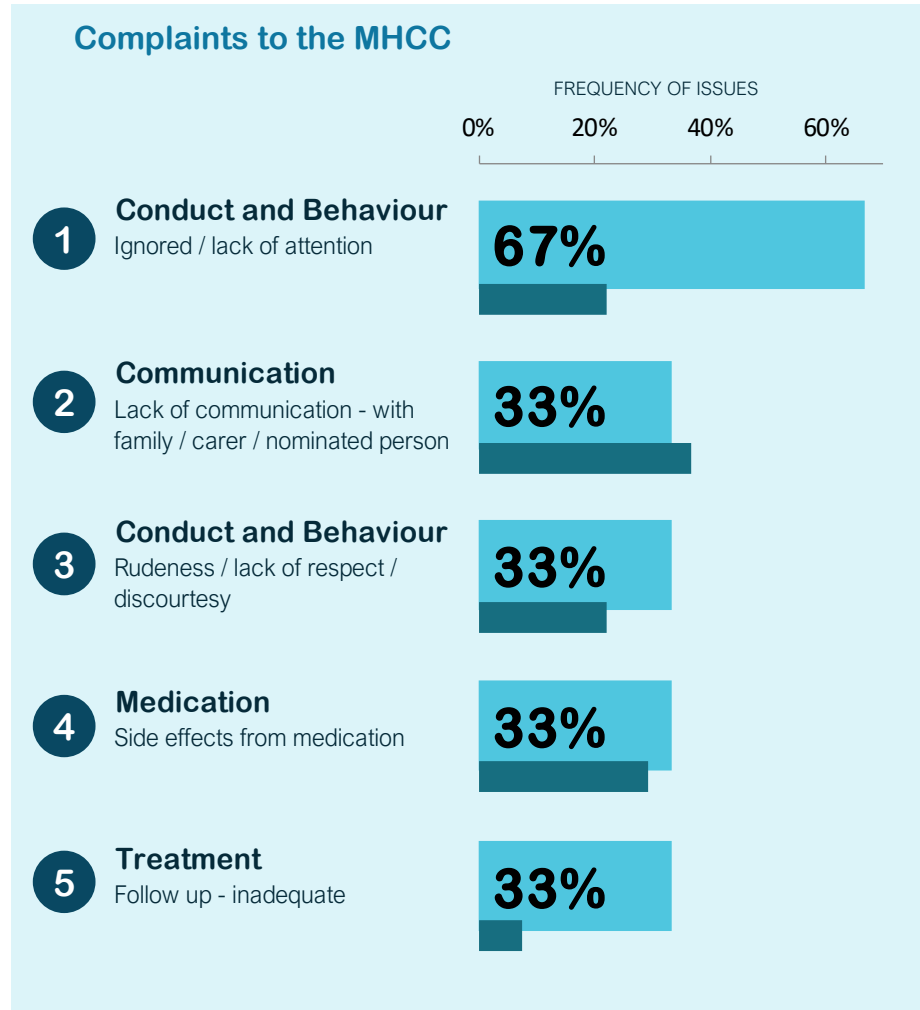
● to the MHCC (n=3)

● to the service (n=4)

Sector-wide complaints

● to the MHCC (n=14)

● to the service (n=36)



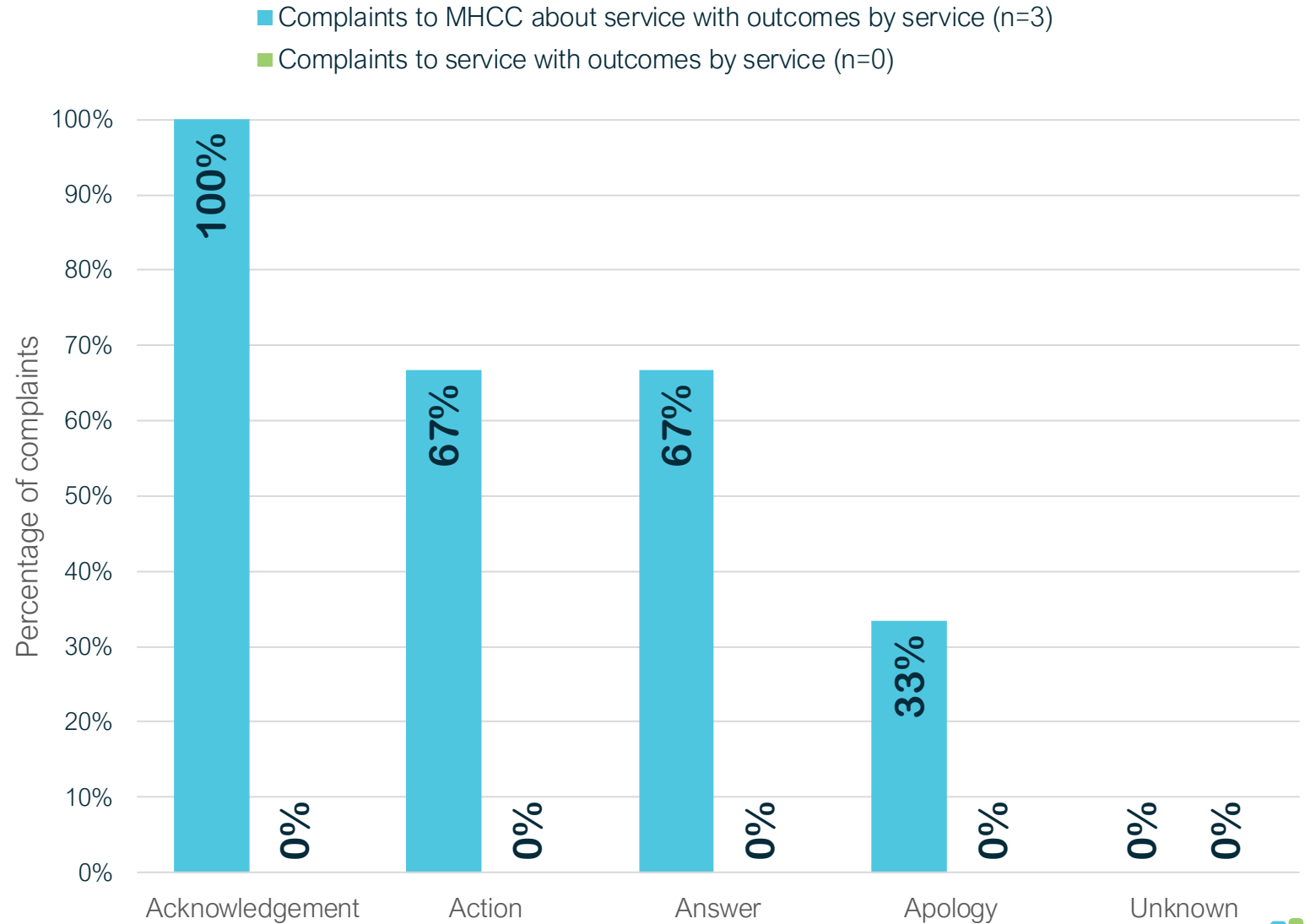


Outcomes of complaints

What were the outcomes of complaints? 2021-22

Closed complaints about 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 NWMG Aged that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcome by NWMH Aged for these complaints was an acknowledgement of the concerns raised, followed equally by action taken in response to issues raised and an answer provided in response to the complainant.
- NWMH Aged did not report outcomes of complaints made directly to the service in this reporting period.

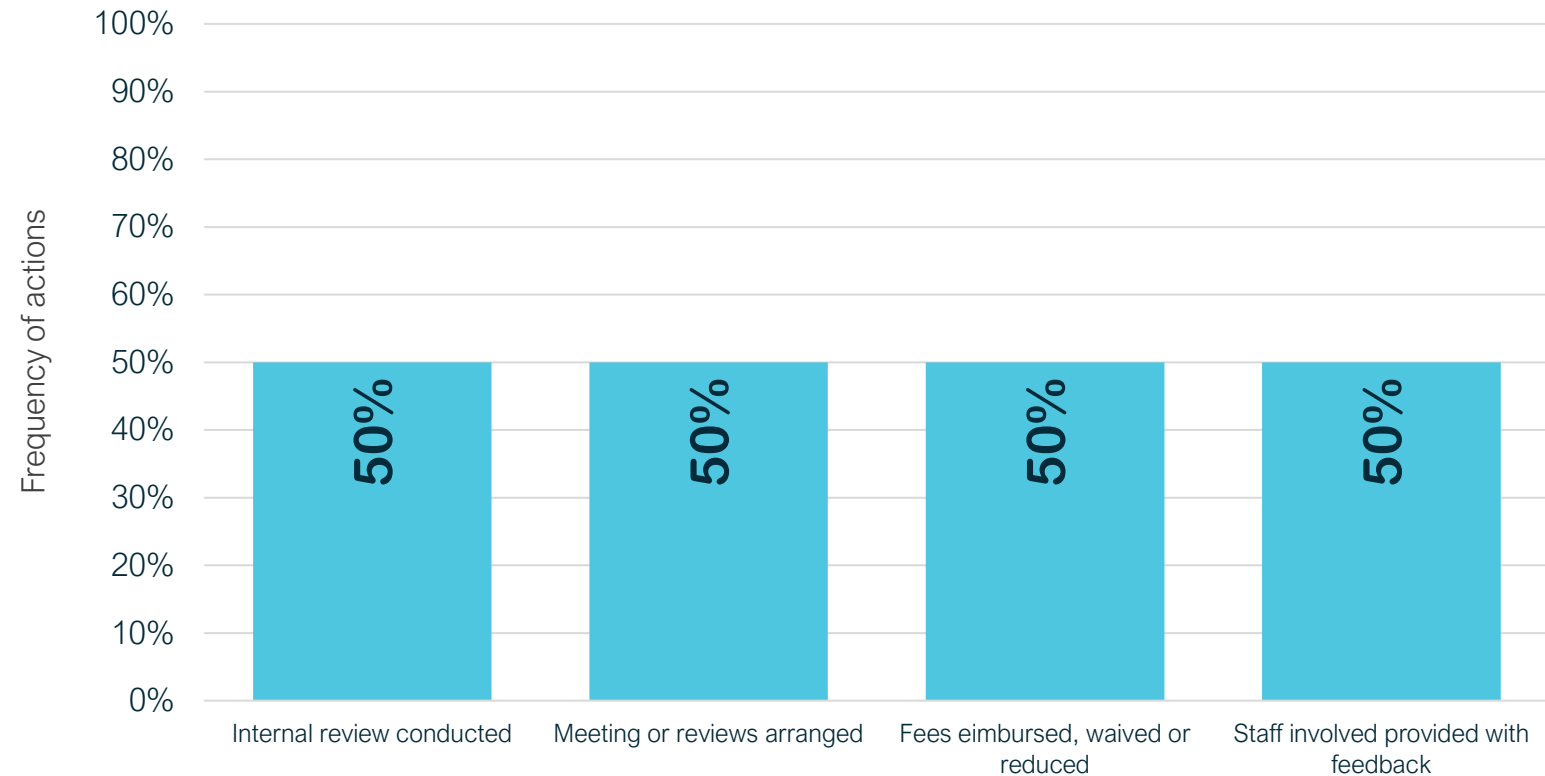


What actions were taken by the service? 2021-22

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

- Actions undertaken by NWMH Aged in response to two complaints to the MHCC included:
 - conducting an internal review
 - arranging meetings or review with the consumer or complainant
 - reducing, waiving or reimbursing fees
 - providing feedback to staff involved

■ Complaints to MHCC with action outcomes by service (n=2)



Key points to consider



Complaint numbers

- In 2021-22, the number of complaints made to the MHCC about NWMH Aged decreased by one, while the number of complaints reported directly to the service increased.
- Since last year, the number of complaints made to the MHCC about NWMH Aged appears to be stable and marginally higher than that reported directly to the service.
- Consumers made the majority of complaints to the MHCC about NWMH Aged and just over a third to NWMH Aged directly.



Issues raised

- Ignored or provided a lack of attention, followed by inadequate, incomplete, or confusing information provided to the consumer were the most frequently raised issues among complaints made to the MHCC about NWMH Aged. These issues were higher in proportion compared to complaints made sector-wide.
- Lack of empathy or compassion was the most frequently raised issue among complaints made directly to NWMH Aged.



Outcomes

- The most common outcome by NWMH Aged for complaints made to the MHCC was an acknowledgement of the concerns raised, followed equally by action taken in response to issues raised and an answer provided in response to the complainant.