

Summary of service provider complaint report

Casey AMHS

2022-23



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 2022-23 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:



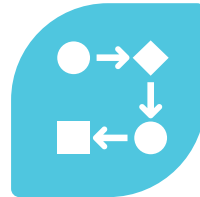
identify key themes
and emerging issues
across the sector



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? 2022-23

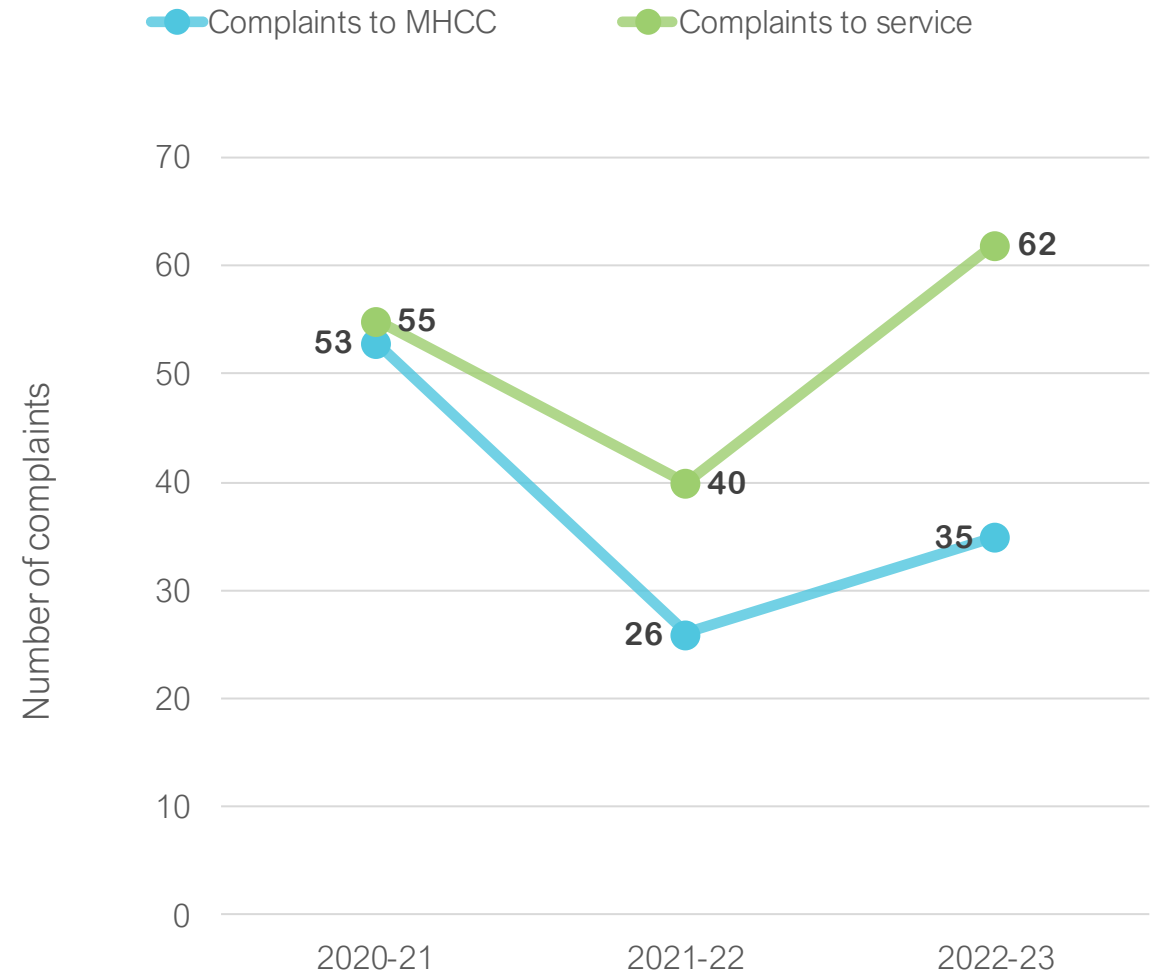
35

Complaints to MHCC
about Casey AMHS

62

Complaints to Casey
AMHS

- Both the number of complaints made to the MHCC about Casey AMHS and the number of complaints made directly to the service increased between 2021-22 and 2022-23 after a decrease between 2020-21 and 2021-22.
- In line with the previous years, the number of complaints made to the MHCC about Casey AMHS remained lower than complaints made directly to the service.

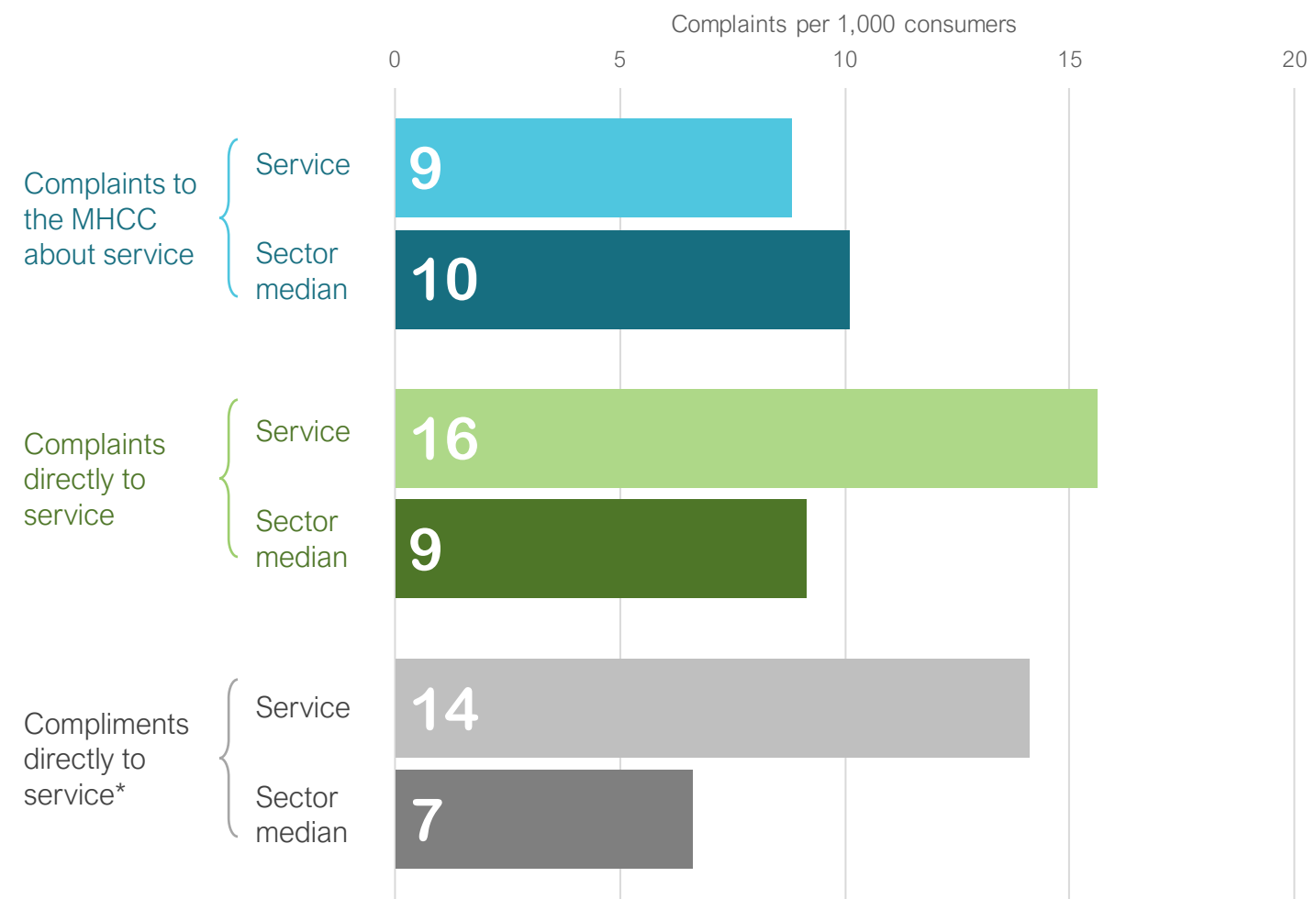


Complaint and compliment rates

2022-23

- 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.
- The rate of complaints received by the MHCC about Casey AMHS has increased since last year while remaining below the sector median.
- The rate of complaints made directly to the service was above the sector median, having increased from the rate recorded last year.
- The rate of compliments made directly to the service was higher than the rate recorded last year and much higher than the sector median.

Complaints about Casey AMHS	Sector-wide complaint
● to the MHCC (n=35)	● to the MHCC (n=1442)
● to the service (n=62)	● to the service (n=1671)
● Compliments to Casey AMHS (n=56)	● Compliments to services sector-wide (n=1041)

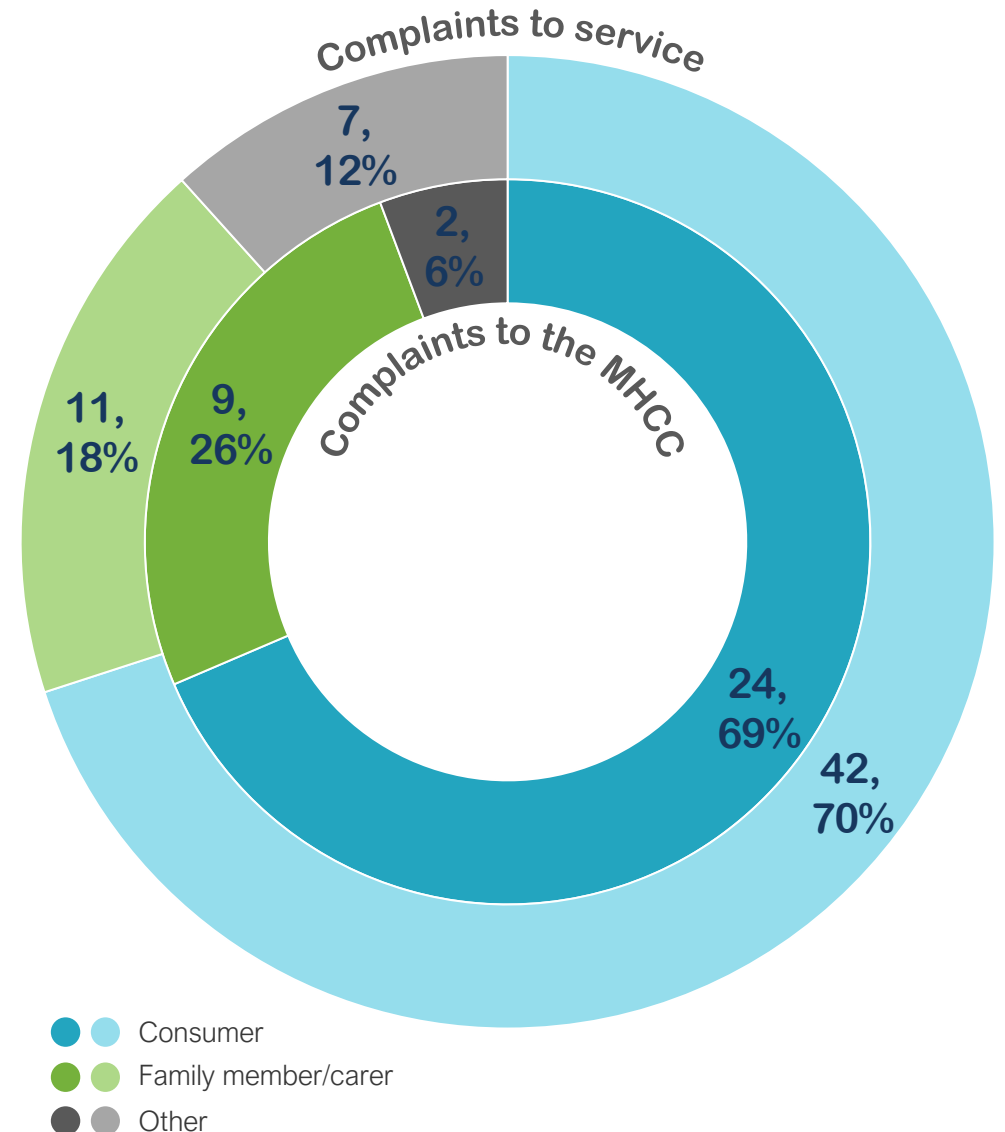


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Casey AMHS

- Consumers made the majority of complaints to the MHCC about Casey AMHS and complaints directly to the service itself.
- Family members / carers made a quarter of complaints to the MHCC about Casey AMHS and just under a fifth of complaints directly to the service (18%).



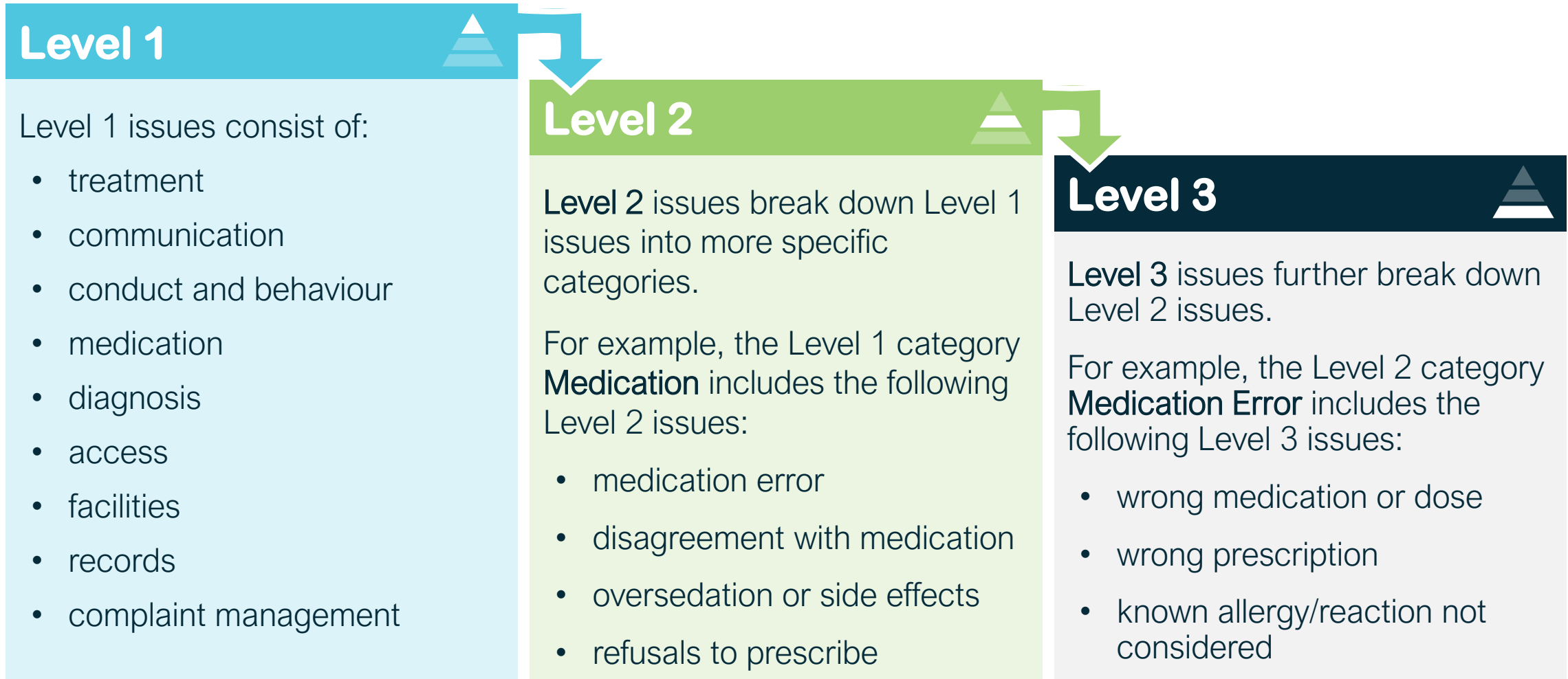
Note: this graphic does not include complaints where the complainant status was unknown.



Issues raised in complaint

How does the MHCC categorise issues?

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



What were complaints about? 2022-23

Level 1 issues raised about Casey AMHS

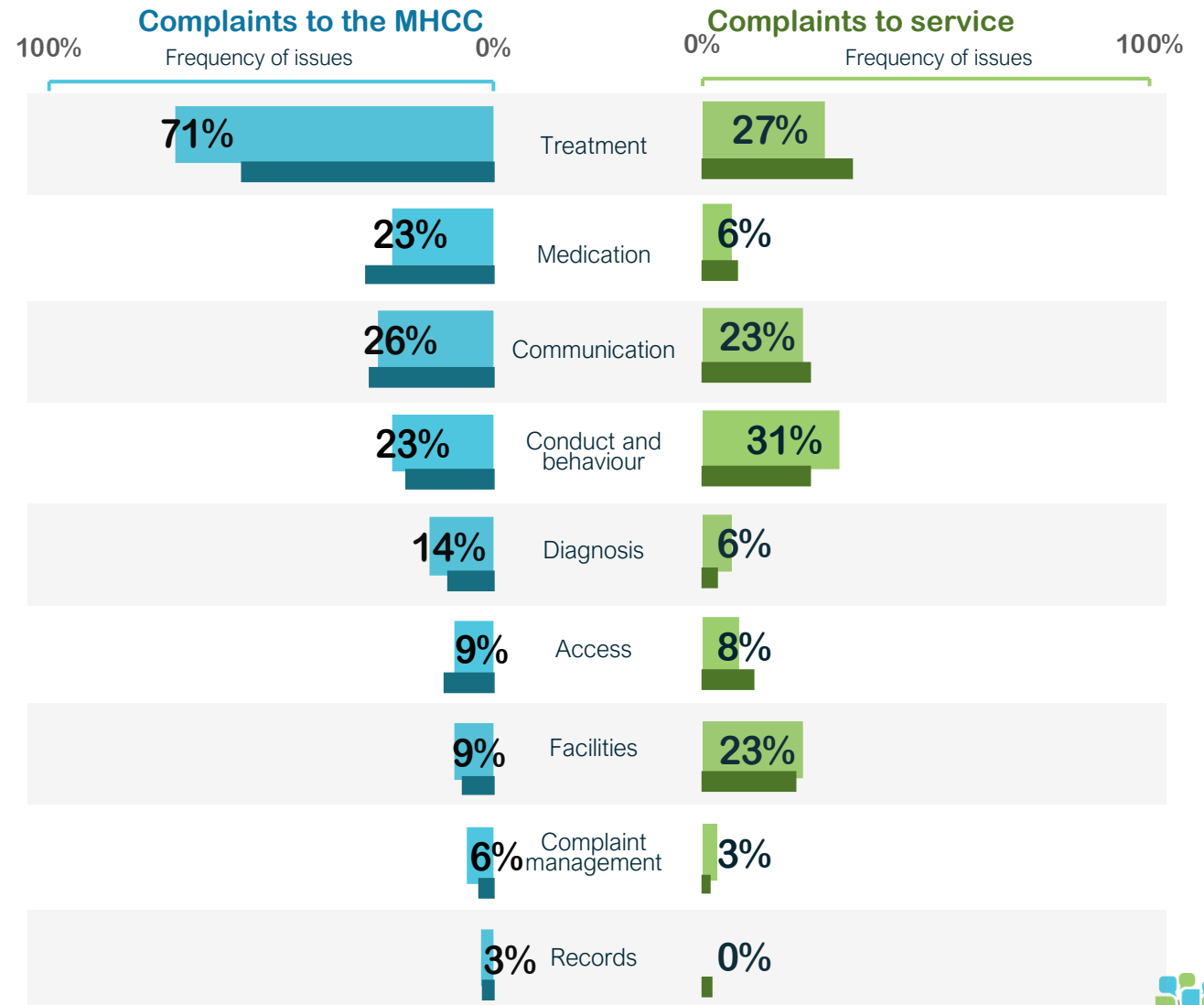
- The complaints shown on this page consist of all those made by consumers, family members / carers and any other persons.
- Issues raised in complaints to the MHCC about Casey AMHS were consistent with those raised in complaints to the MHCC for the sector, with Treatment, Communication and Medication being commonly raised issues.
- Issues raised in complaints directly to the service were broadly consistent with those raised in complaints directly to services for the sector, with Conduct & behaviour and Treatment being the most common issues.

Complaints about Casey AMHS

- to the MHCC (n=35)
- to the service (n=62)

Sector-wide complaints

- to the MHCC (n=1442)
- to the service (n=1671)



What were complaints about? 2022-23

Most frequent Level 3 issues raised about Casey AMHS

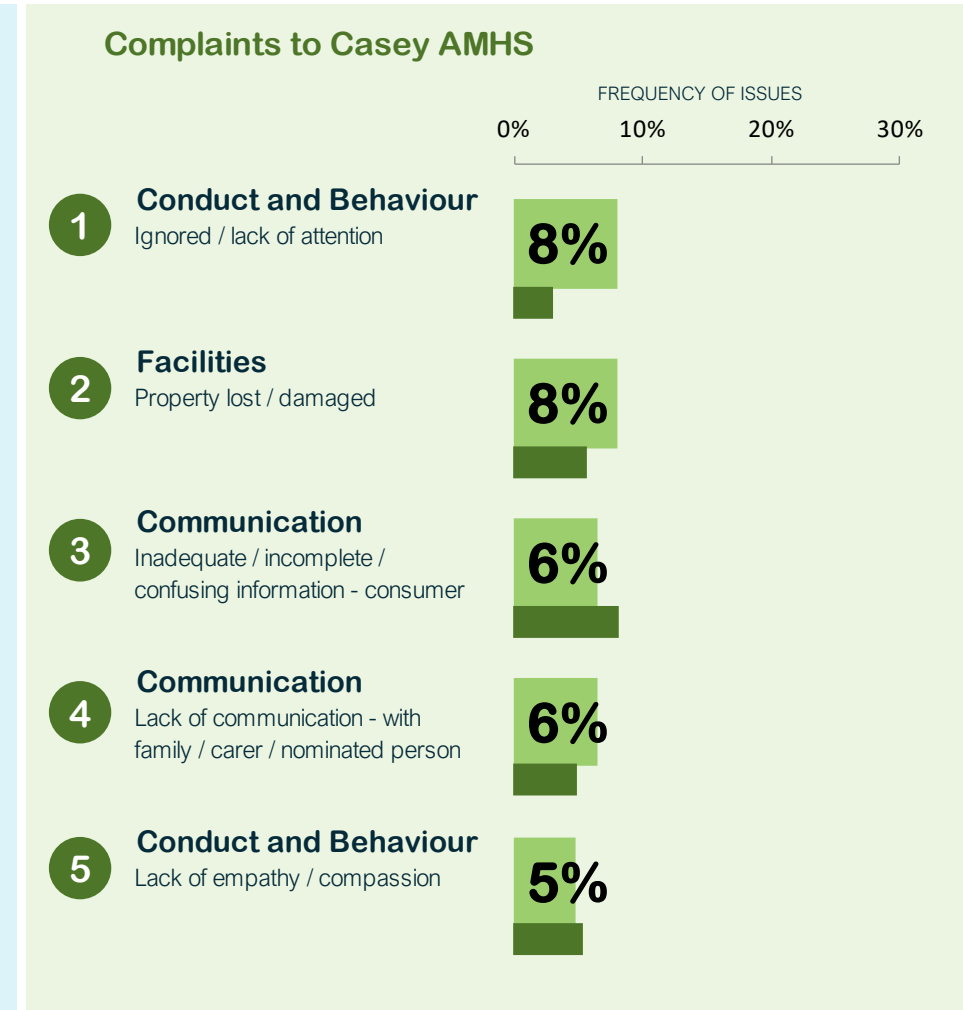
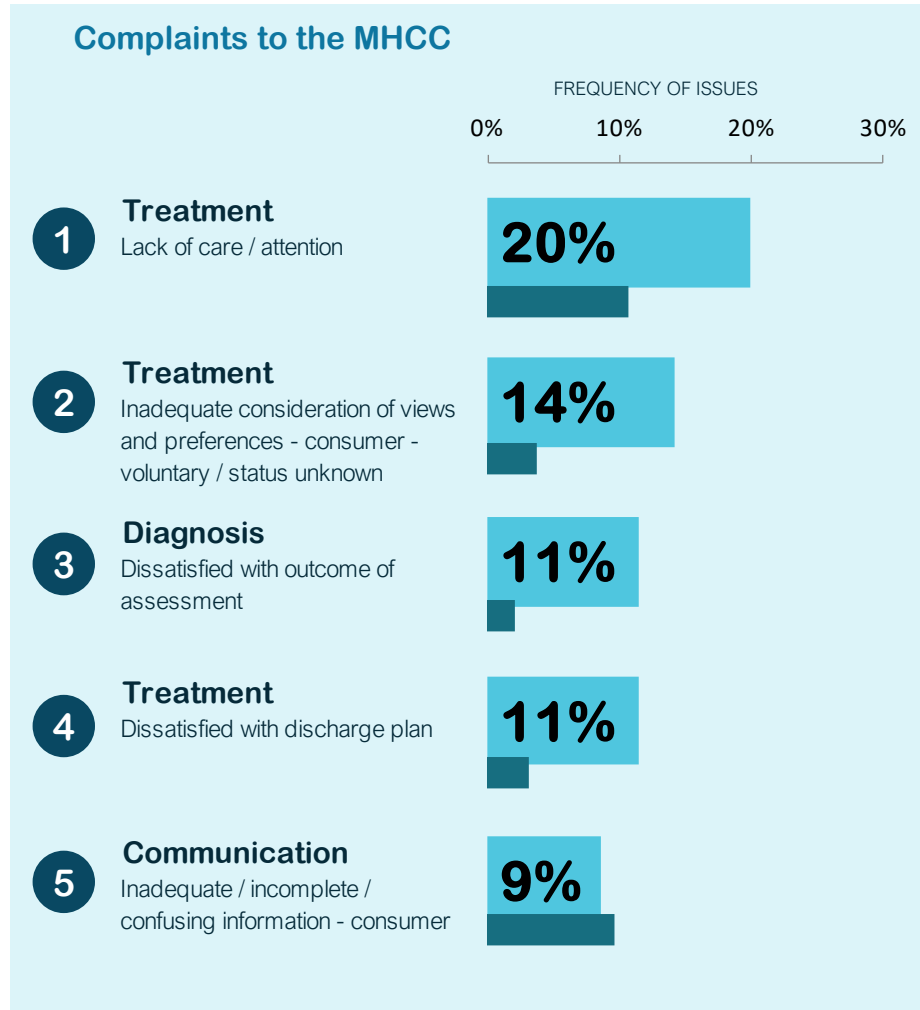
Complaints about Casey AMHS

- to the MHCC (n=35)
- to the service (n=62)

Sector-wide complaints

- to the MHCC (n=1442)
- to the service (n=1671)

- The issues most frequently raised in complaints made to the MHCC about Casey AMHS related to treatment, including a lack of care / attention and inadequate / incomplete / confusing information.
- The issues most frequently raised in complaints made directly to the service were a lack of attention and property lost / damaged.

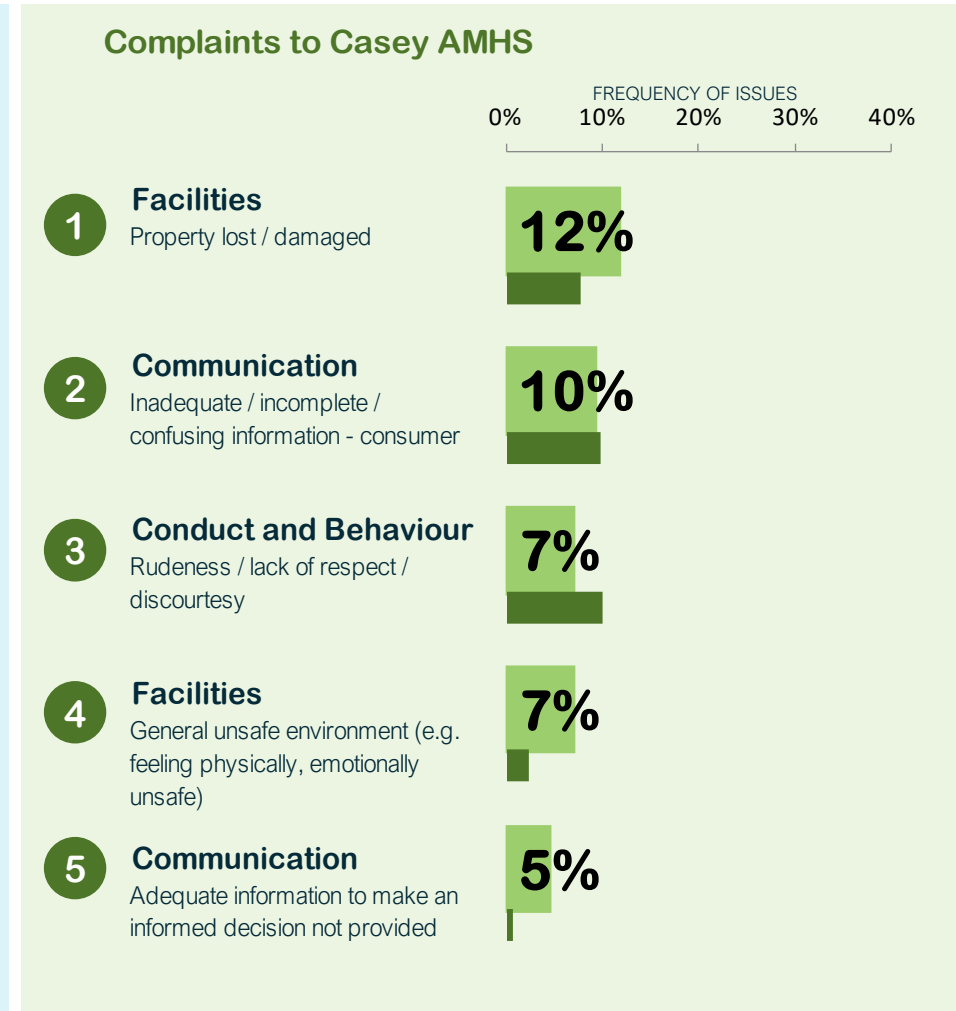
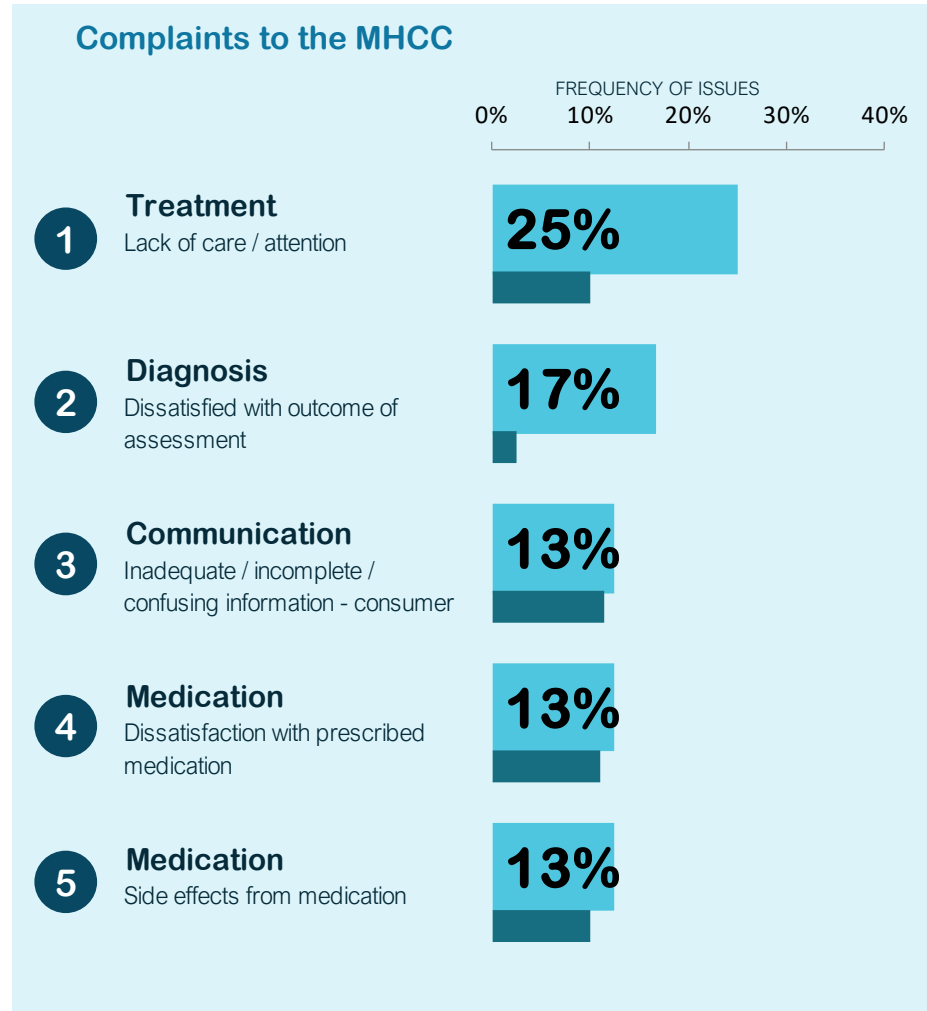


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Casey AMHS

- Lack of care / attention, and dissatisfaction with outcome of assessment were the most frequently occurring issues in complaints made by consumers to the MHCC about Casey AMHS.
- Property lost / damaged, and inadequate / incomplete / confusing information were the most commonly raised issues in complaints made by consumers directly to the service.

Complaints about Casey AMHS		Sector-wide complaints	
●	to the MHCC (n=24)	●	to the MHCC (n=1074)
●	to the service (n=42)	●	to the service (n=1039)

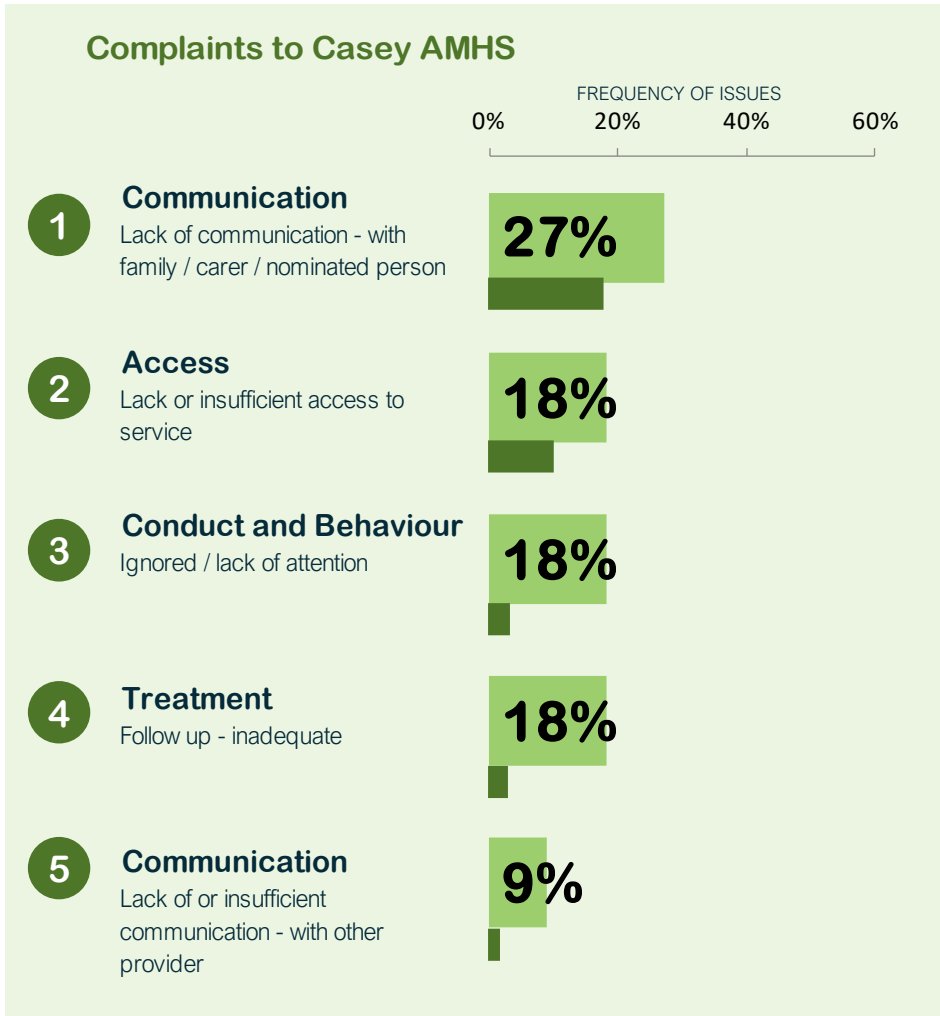
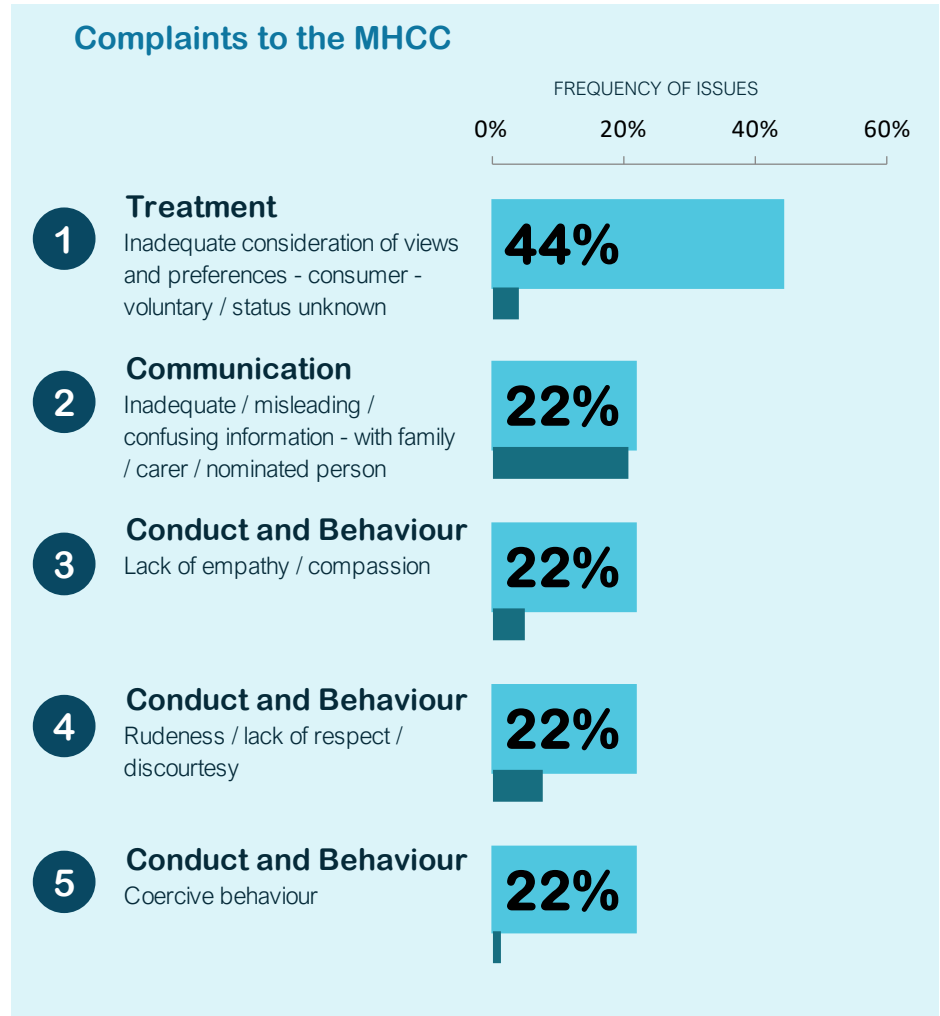


Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Casey AMHS

- The issue most frequently raised in complaints made by carers to the MHCC about Casey AMHS was an inadequate consideration of views and preferences.
- A lack of communication was the top issue raised in complaints made by carers directly to the service.

Complaints about Casey AMHS	Sector-wide complaints
● to the MHCC (n=9)	● to the MHCC (n=320)
● to the service (n=11)	● to the service (n=380)



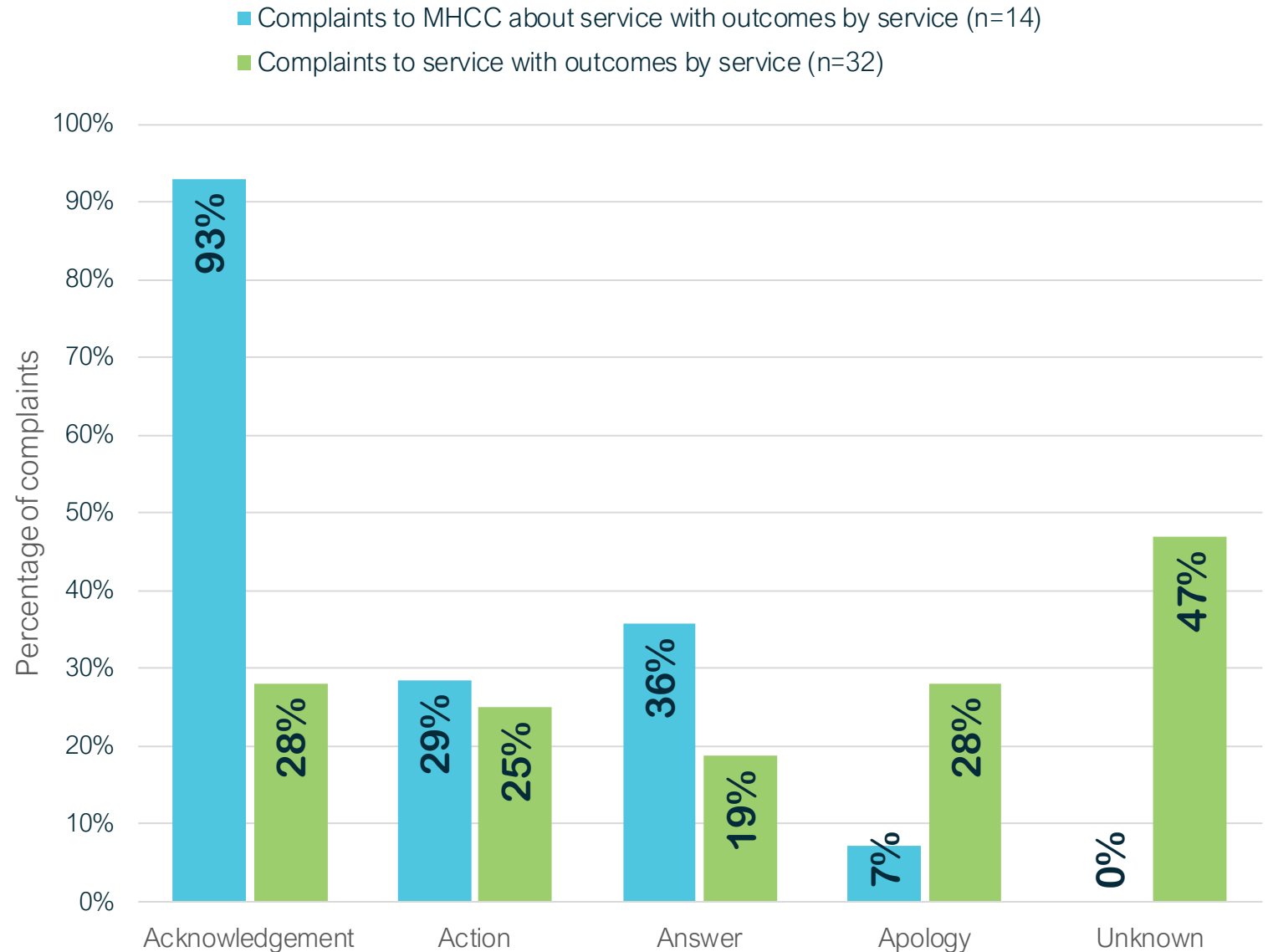


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about Casey AMHS

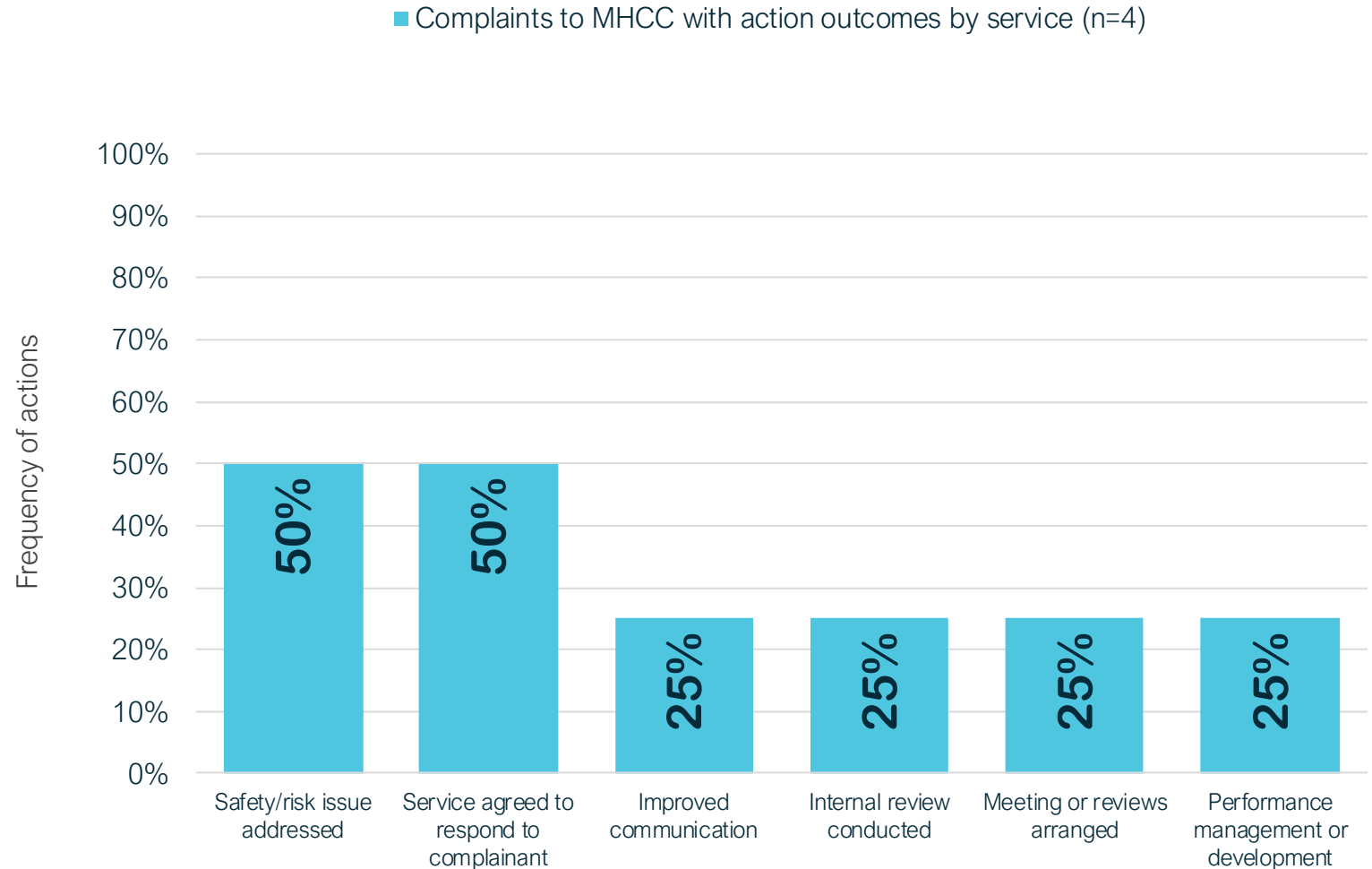
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Casey AMHS that were assessed as being in scope for resolution or having a known service outcome. The most common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



What actions were taken by the service? 2022-23

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:
 - addressing safety risk / issue
 - responding to the complainant





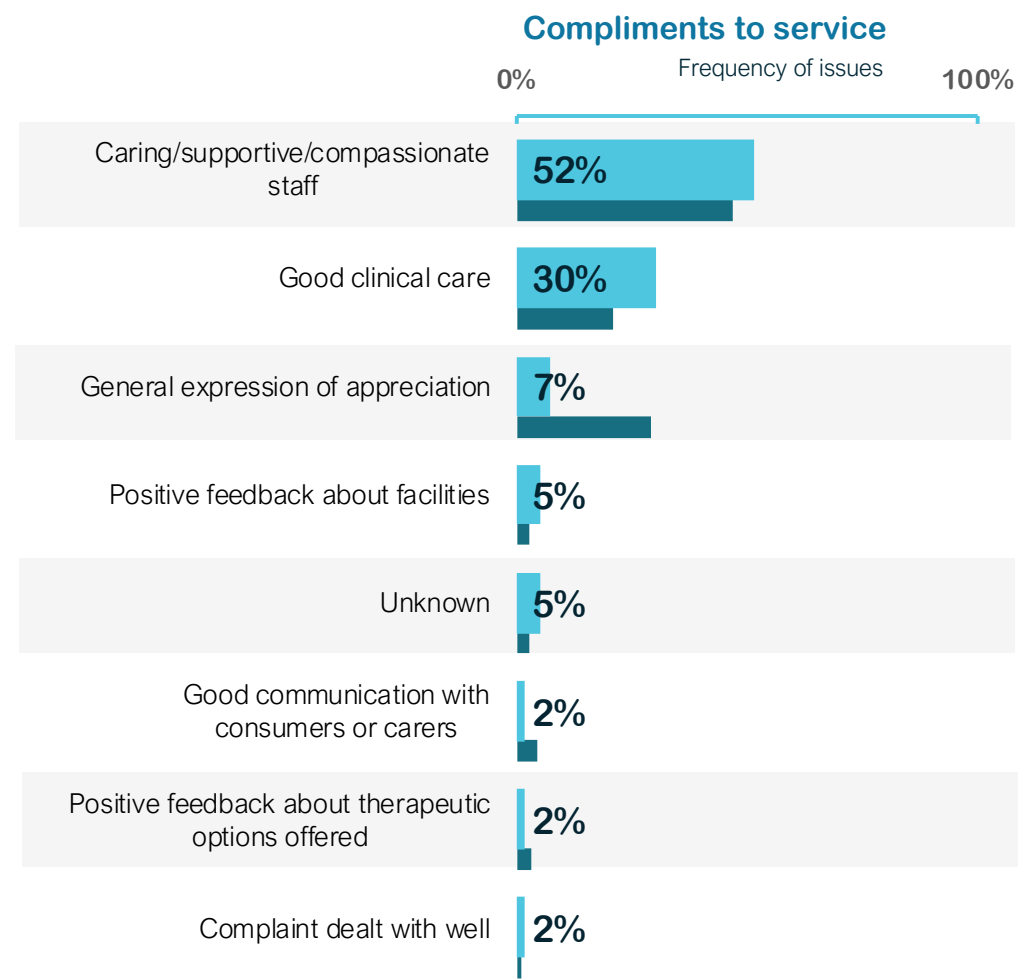
Themes in compliments

What were compliments about? 2022-23

● Compliments to Casey AMHS (n=56) ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Casey AMHS

- The most frequently raised compliment was caring / supportive / compassionate staff, followed by good clinical care.
- A considerable level of detail was provided by Casey AMHS about their compliments data that enabled the MHCC to identify more specific themes.



Key points to consider



Complaint numbers

- Both the number of complaints made to the MHCC about Casey AMHS and the number of complaints made directly to the service increased between 2021-22 and 2022-23 after a decrease between 2020-21 and 2021-22.
- Consumers made the majority of complaints to the MHCC about Casey AMHS and complaints directly to the service itself.



Issues raised

- 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 and Medication being commonly raised issues.
- Issues raised in complaints directly to the service were broadly consistent with those raised in complaints directly to services for the sector, with Conduct & behaviour and Treatment being the most common issues.



Outcomes

- The most common outcome for complaints to MHCC was acknowledgement of the issue(s) raised by the complainant followed by an answer in response to the complaint.
- Common outcomes of complaints made directly to Casey AMHS were acknowledgement of the issue(s) raised by the complainant and an apology, followed by a responsive action.