

Summary of service provider complaint report

Forensicare

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:



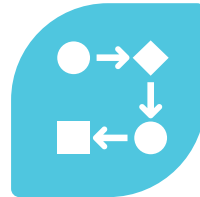
identify key themes
and emerging issues
across the sector



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

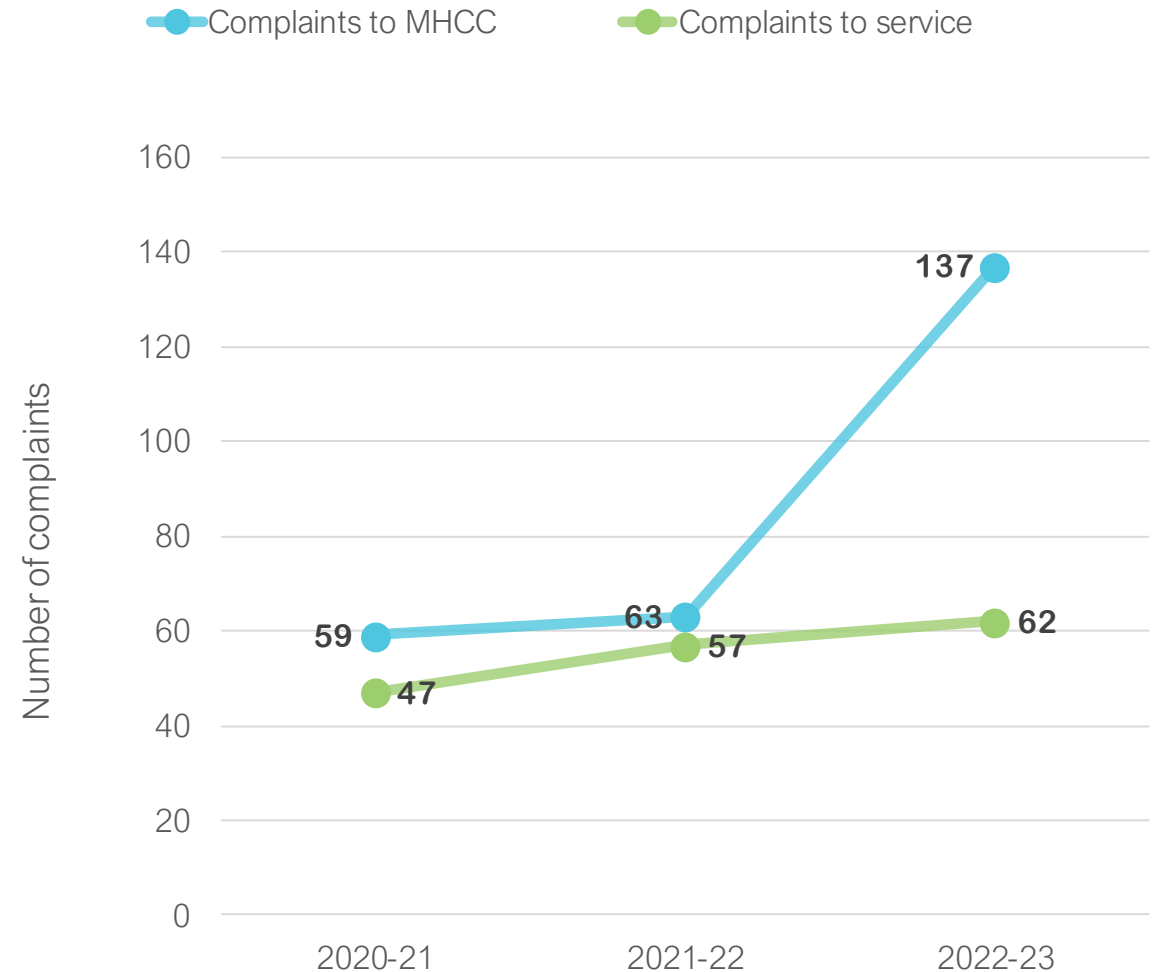
137

Complaints to MHCC
about Forensicare

62

Complaints to
Forensicare

- The number of complaints made to MHCC about Forensicare in 2022-23 was more than double the total of the previous year, whilst the number of complaints made directly to the service increased marginally.
- This increase in the number of complaints made to MHCC about Forensicare brings it back higher than the level recorded in 2019-20 (105 complaints).
- Similar to previous years, the number of complaints made to MHCC about Forensicare was larger than the number of complaints made directly to the service in 2022-23.

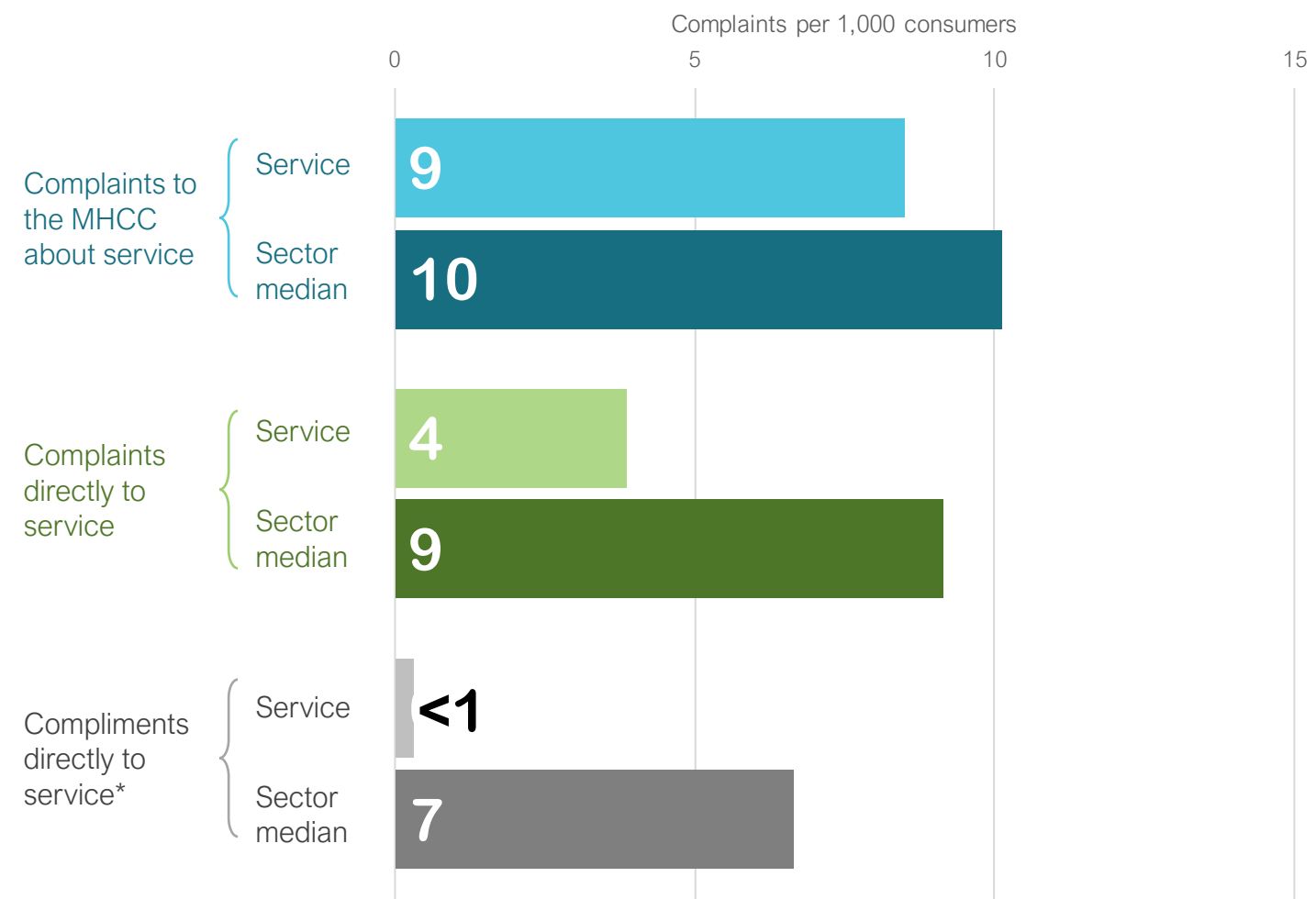


Complaint and compliment rates

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.
- Compared with the sector, Forensicare received a marginally lower rate of complaints to the MHCC and less than half the rate of complaints directly to the service across the sector.
- Forensicare received a lower rate of compliments than the sector median.

Complaints about Forensicare	Sector-wide complaint
● to the MHCC (n=137)	● to the MHCC (n=1442)
● to the service (n=62)	● to the service (n=1671)
● Compliments to Forensicare (n=5)	● Compliments to services sector-wide (n=1041)

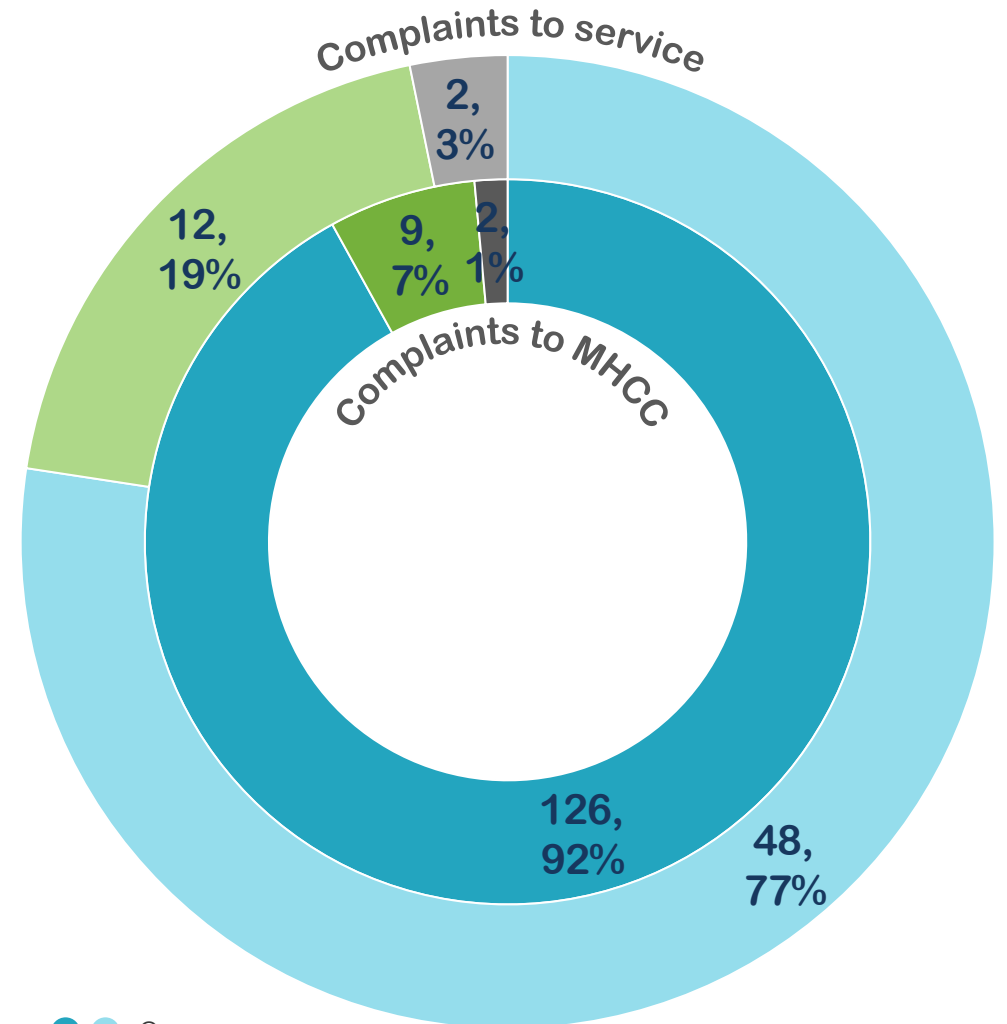


*Note: not all services reported compliments, and services likely used different approaches to capture compliments data

Who is making complaints? 2022-23

Complaints raised about Forensicare

- Consumers made the majority of complaints to the MHCC about Forensicare and complaints to the service itself.
- Family members/carers made less than a tenth of complaints to the MHCC (7%) and a fifth of the complaints directly to the service (19%).



- Consumer
- Family member/carers
- Other

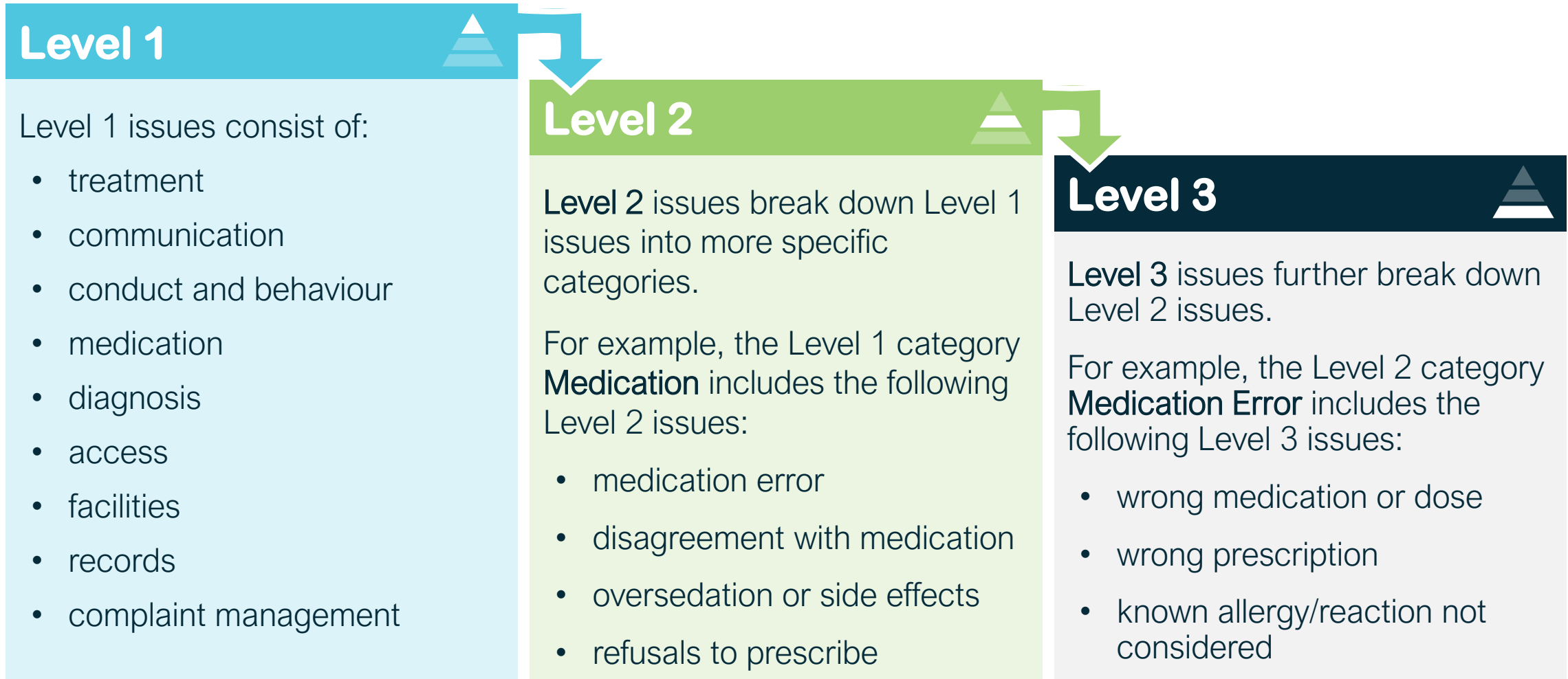
Note: this graphic does not include complaints where the complainant status was unknown.



Issues raised in complaint

How does the MHCC categorise issues?

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



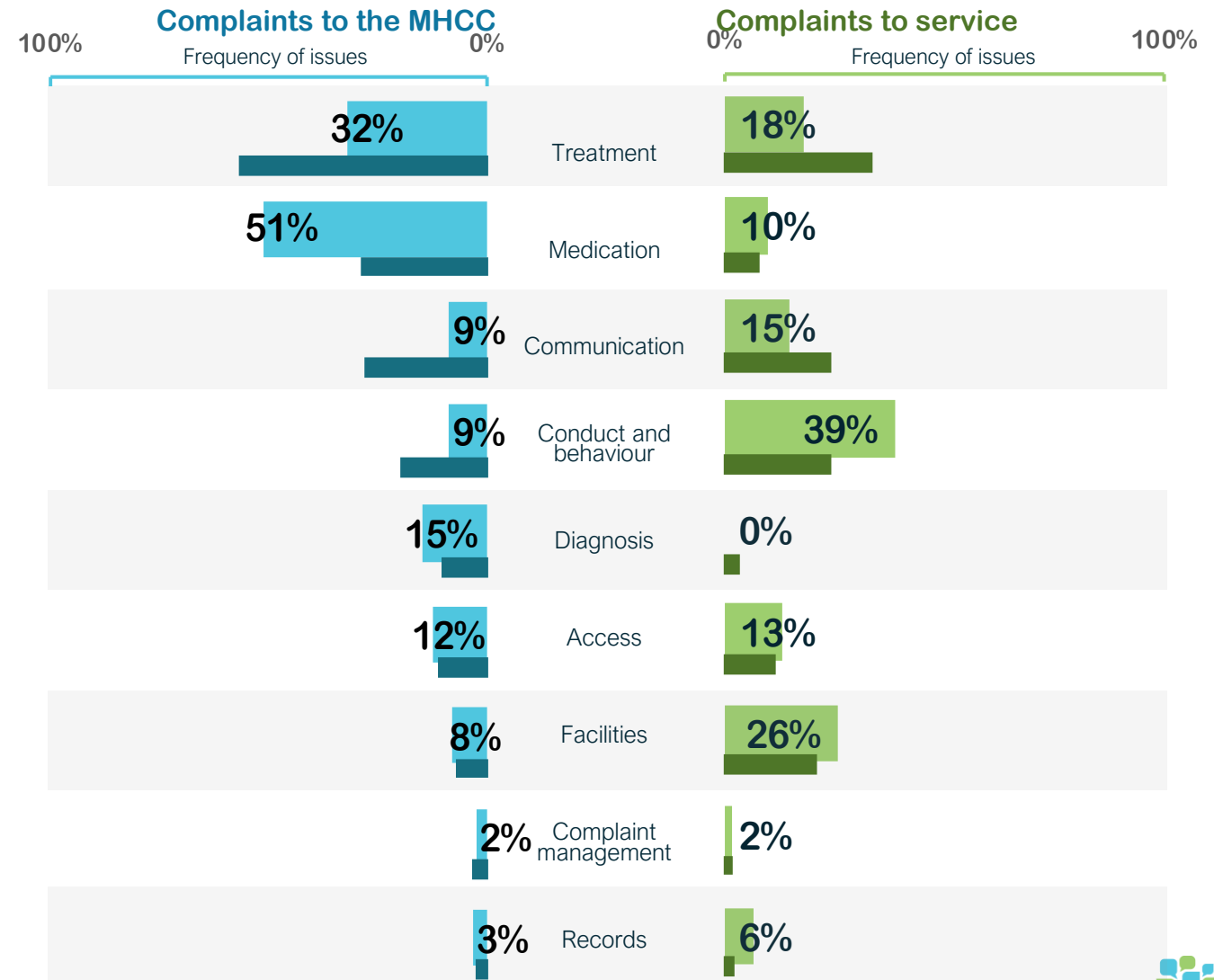
What were complaints about? 2022-23

Level 1 issues raised about Forensicare

- 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 Forensicare were slightly different to those raised in complaints to the MHCC for the sector, with Medication and Treatment being the most prevalent issues.
- Issues raised in complaints made directly to the service were also slightly inconsistent with those raised in complaints to services for the sector, with Conduct & Behaviour and Facilities being most common issues.

Complaints about Forensicare
 ● to the MHCC (n=137)
 ● to the service (n=62)

Sector-wide complaints
 ● to the MHCC (n=1442)
 ● to the service (n=1671)

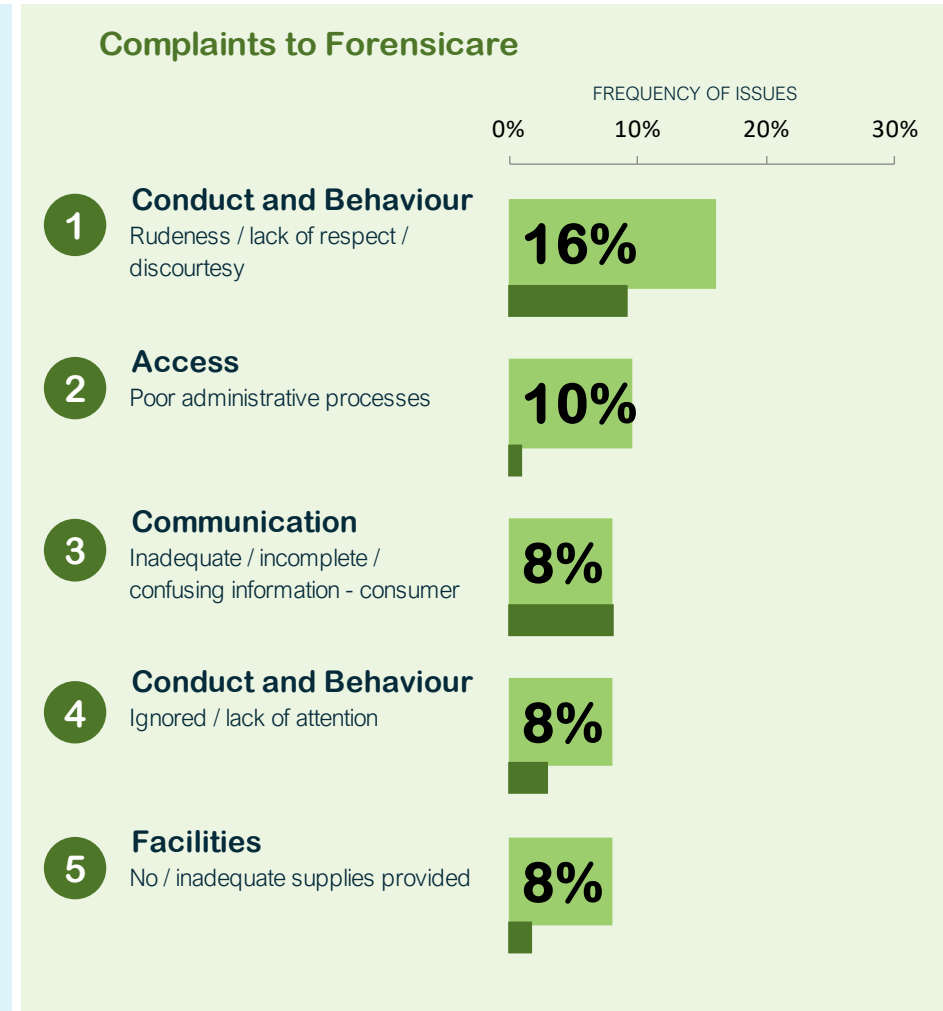
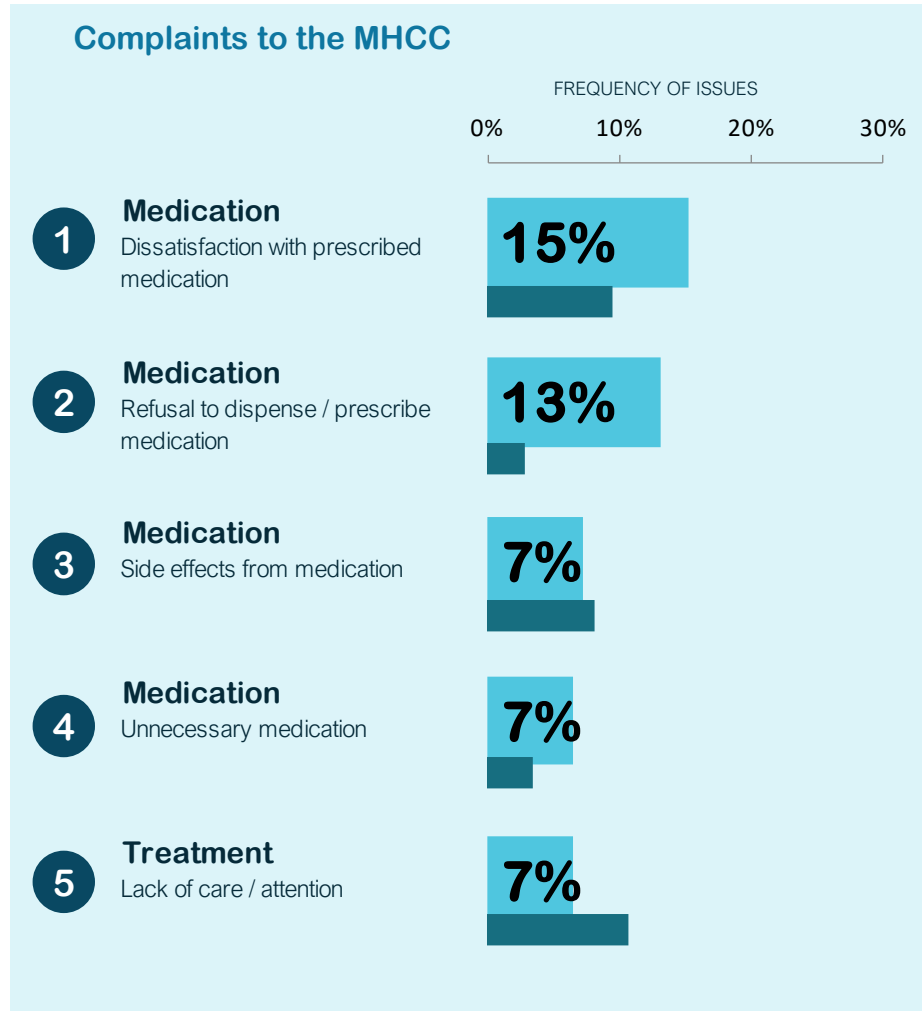


What were complaints about? 2022-23

Most frequent Level 3 issues raised about Forensicare

Complaints about Forensicare ● to the MHCC (n=137) ● to the service (n=62)	Sector-wide complaints ● to the MHCC (n=1442) ● to the service (n=1671)
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- The most common issues raised in complaints to MHCC about Forensicare were all medication related, including dissatisfaction with prescribed medication, and refusal to dispense / prescribe medication.
- Rudeness / lack of respect / discourtesy and poor administrative processes were the most common issues raised in complaints directly to Forensicare.

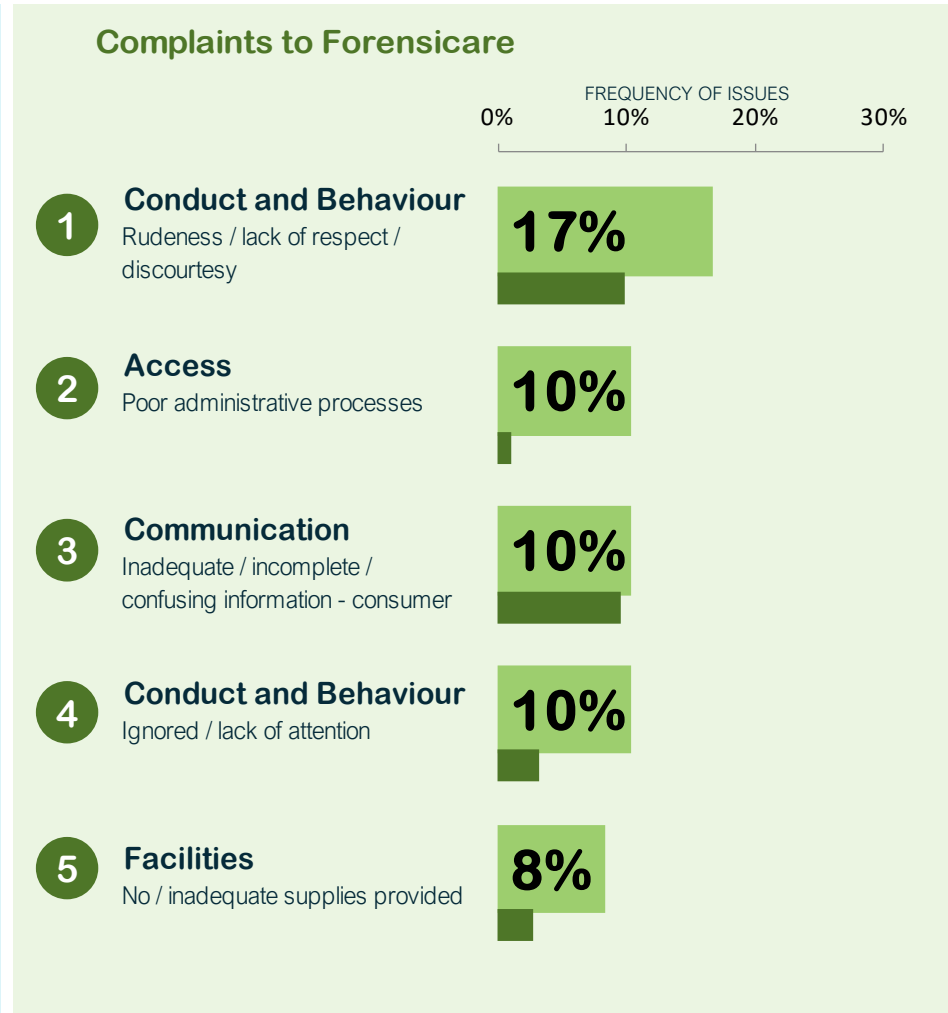
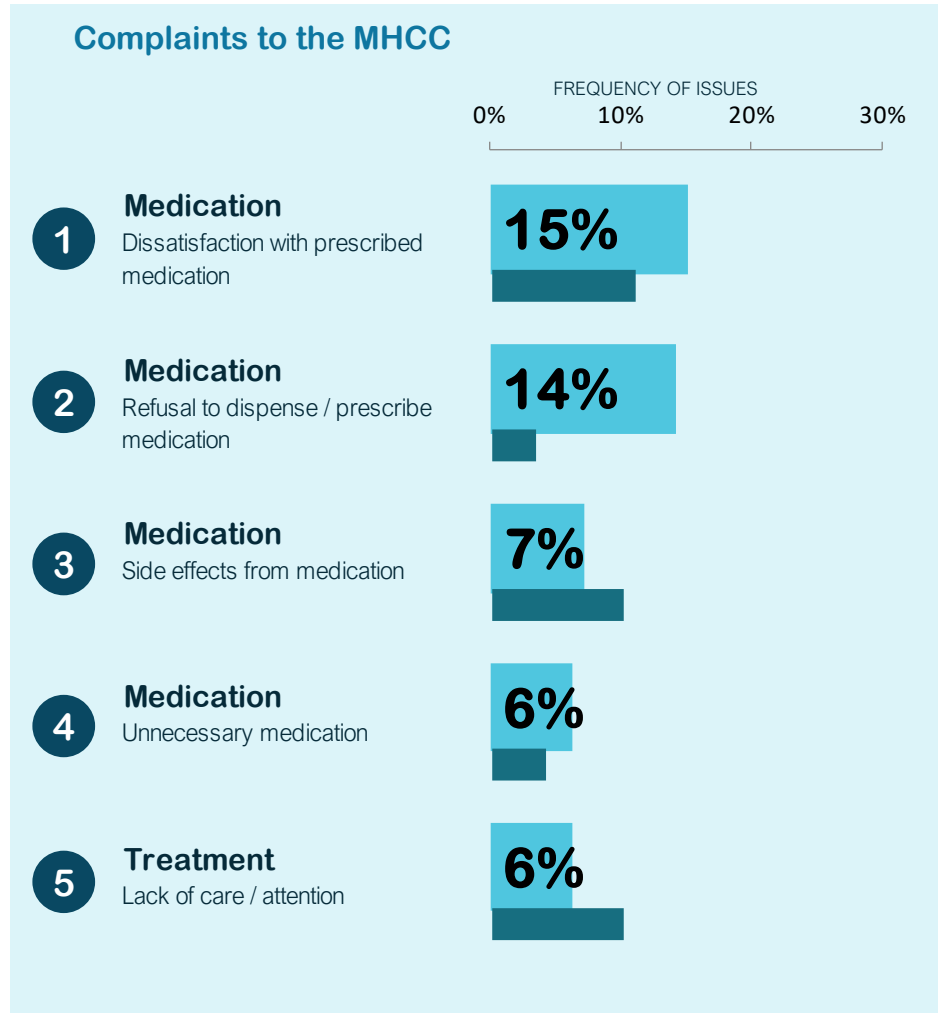


Issues raised by consumers 2022-23

Most frequent Level 3 issues raised about Forensicare

Complaints about Forensicare	Sector-wide complaints
● to the MHCC (n=126)	● to the MHCC (n=1074)
● to the service (n=48)	● to the service (n=1039)

- The most frequently occurring issues among complaints made by consumers to MHCC about Forensicare were medication related, including dissatisfaction with prescribed medication, and refusal to dispense / prescribe medication.
- Rudeness / lack of respect / discourtesy and poor administrative processes were the most frequently occurring issues in complaints made by consumers directly to Forensicare.



Issues raised by carers 2022-23

Most frequent Level 3 issues raised about Forensicare

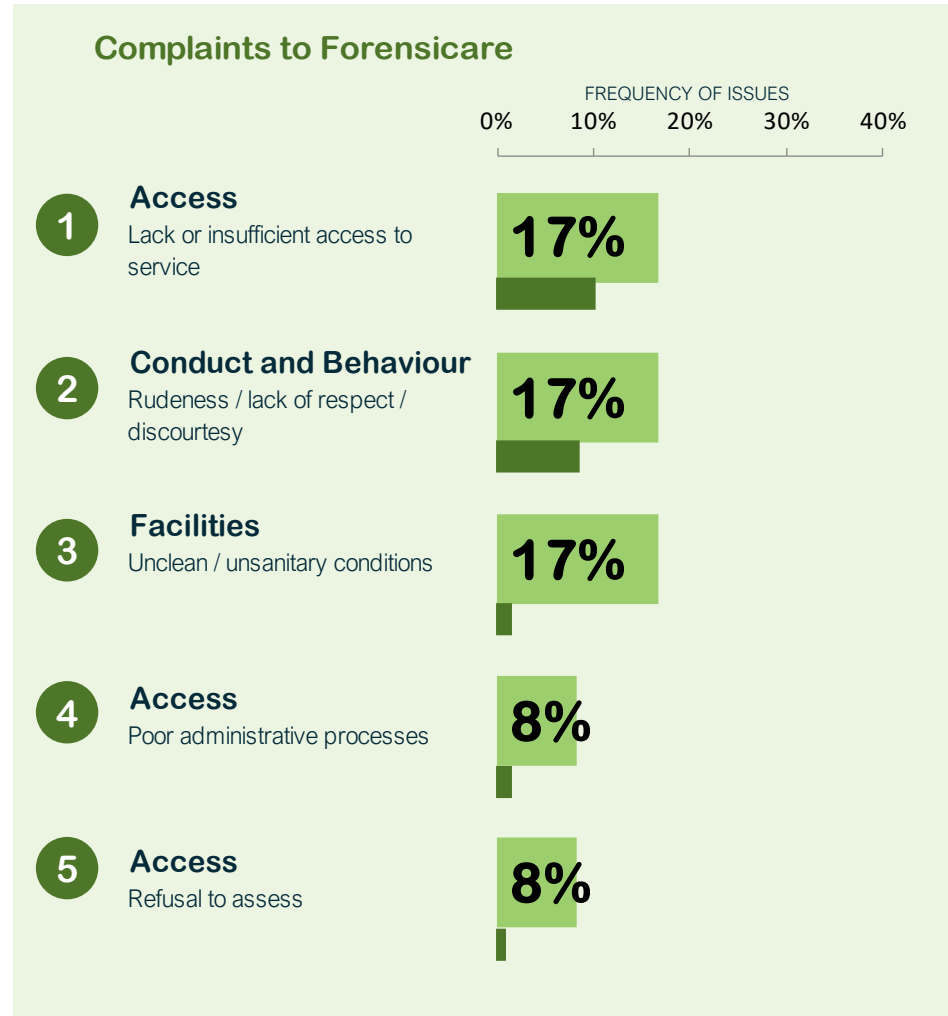
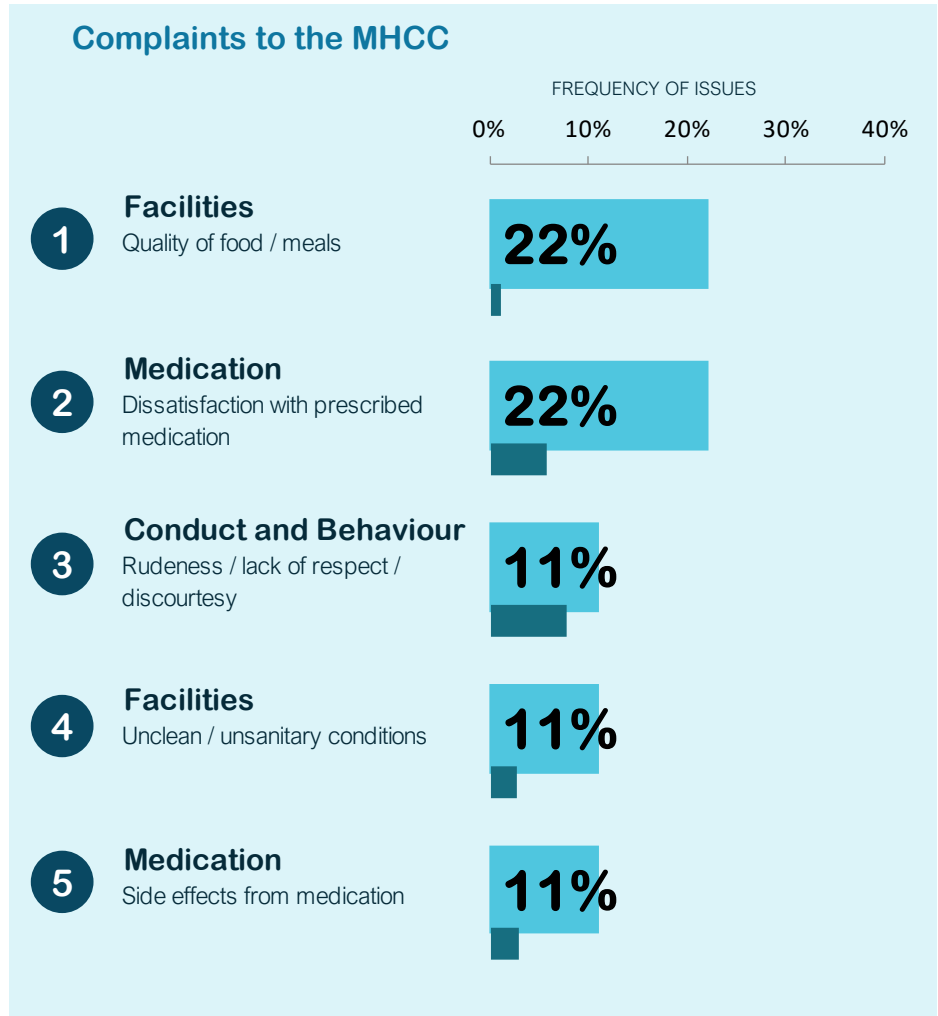
- The most frequently raised issues among complaints made by carers to MHCC about Forensicare included Quality of food / meals, and dissatisfaction with prescribed medication.
- The most frequently raised issues among complaints made by carers directly to the service were a lack / insufficient access to the service, rudeness / lack of respect / discourtesy, and unclean / unsanitary conditions.

Complaints about Forensicare

- to the MHCC (n=9)
- to the service (n=12)

Sector-wide complaints

- to the MHCC (n=320)
- to the service (n=380)



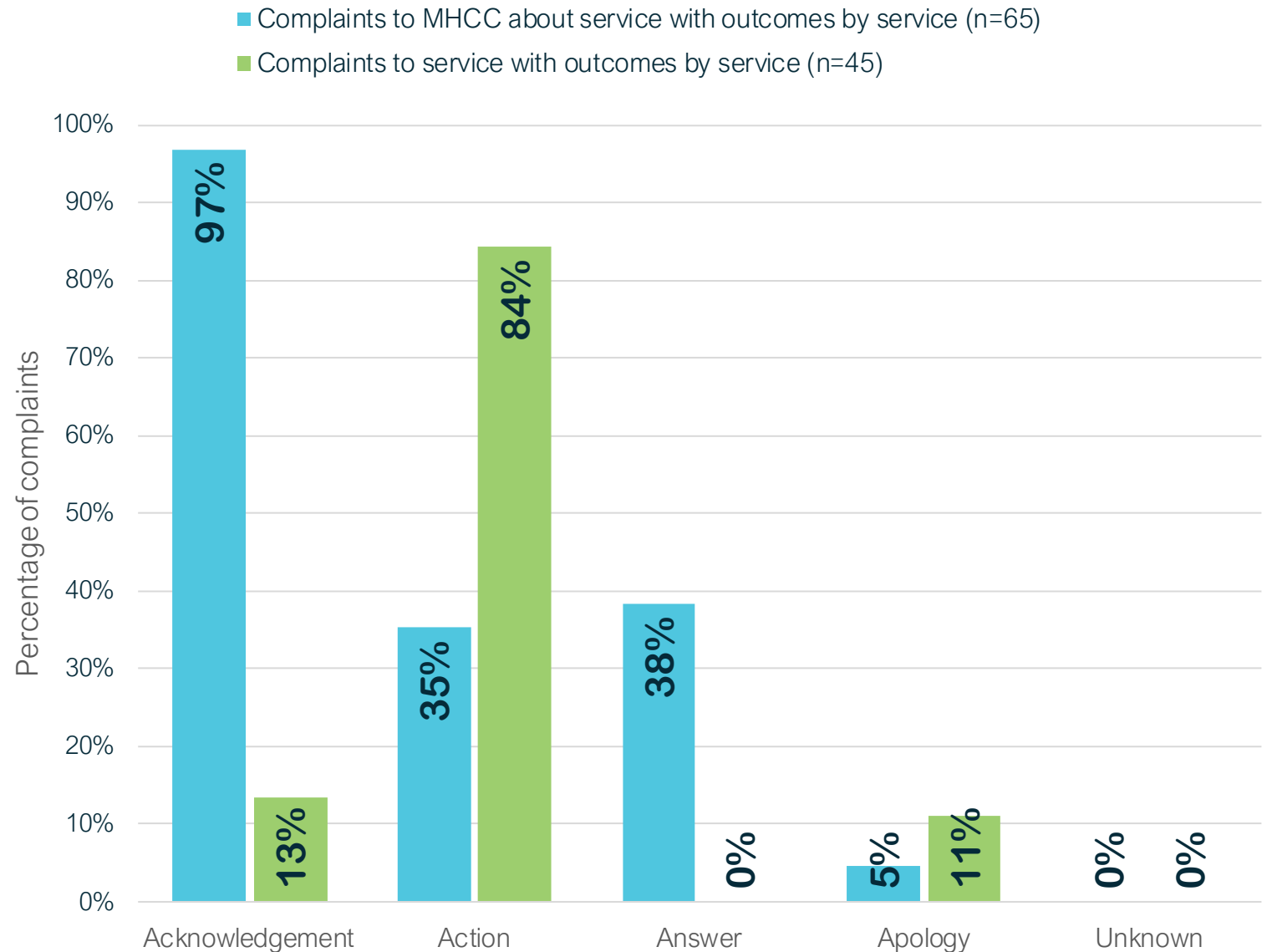


Outcomes of complaints

What were the outcomes of complaints? 2022-23

Closed complaints about Forensicare

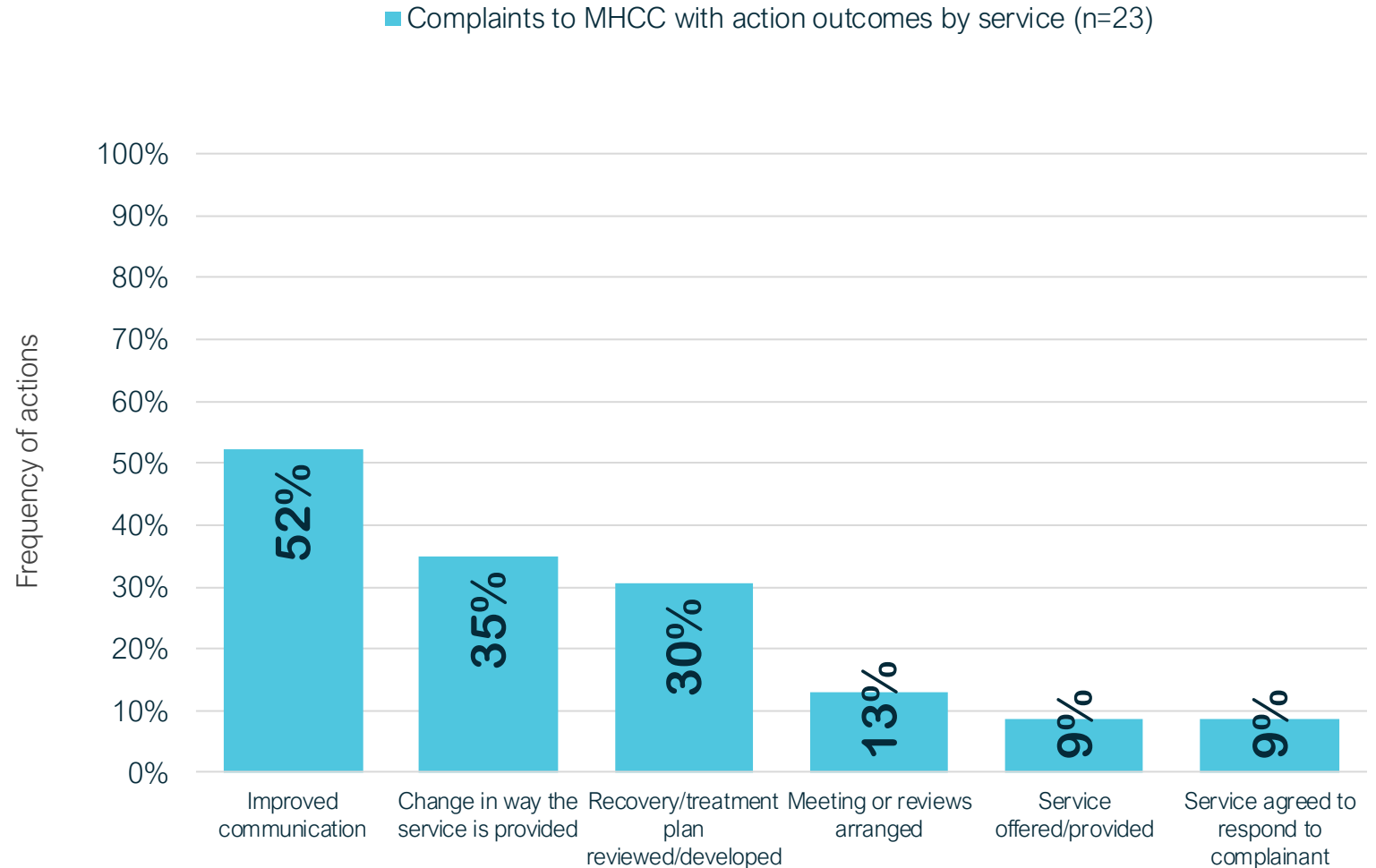
- Outcomes of complaints are framed in terms of the '4 A's' of complaint resolution - acknowledgement, action, answers and apology.
- This chart only includes complaints to the MHCC about Forensicare that were assessed as being in scope for resolution and/or having a known service outcome. The most common outcome for these complaints was acknowledgement of the issue(s) raised by the complainant followed by an answer in response to a complaint and responsive action.
- By far the most common outcome of complaints made directly to Forensicare was 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 Forensicare in response to complaints to the MHCC included:
 - improved communication
 - changing in the way the service is provided
 - recovery / treatment plan reviewed or developed





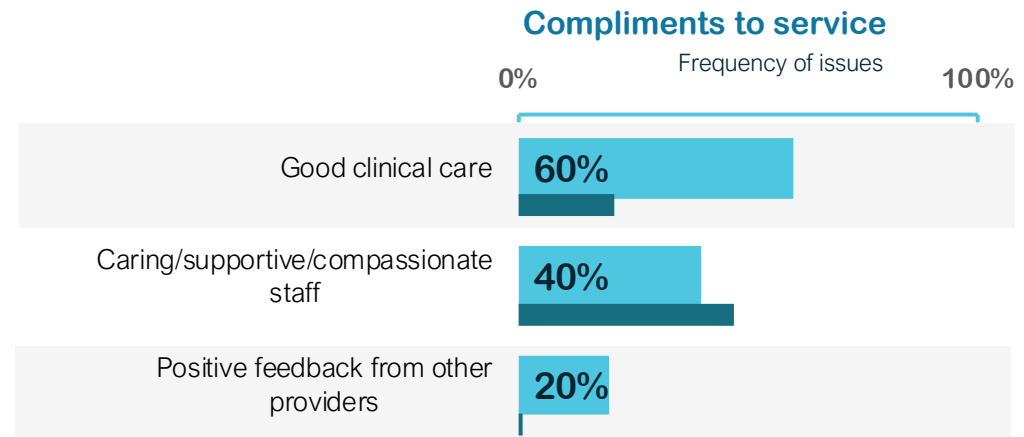
Themes in compliments

What were compliments about? 2022-23

● Compliments to Forensicare (n=5) ● Compliments to services sector-wide (n=1041)

Issues raised in compliments about Forensicare

- Among the 5 compliments received by Forensicare, the most frequently raised compliment was about good clinical care.
- Other notable compliment topics were caring / supportive / compassionate staff (40%) and positive feedback from other providers (20%).
- A considerable level of detail was provided by Forensicare about their compliments data that enabled the MHCC to identify more specific themes.



Key points to consider



Complaint numbers

- The number of complaints made to MHCC about Forensicare in 2022-23 was more than double the total of the previous year, whilst the number of complaints made directly to the service increased marginally.
- Similar to previous years, the number of complaints made to MHCC about Forensicare was larger than the number of complaints made directly to the service in 2022-23.
- Consumers made the majority of complaints to the MHCC about Forensicare and complaints to the service itself.



Issues raised

- Issues raised in complaints to the MHCC about Forensicare were slightly different to those raised in complaints to the MHCC for the sector, with Medication and Treatment being the most prevalent issues.
- Issues raised in complaints made directly to the service were also slightly inconsistent with those raised in complaints to services for the sector, with Conduct & Behaviour and Facilities being most common issues.



Outcomes

- The most common outcome for complaints to the MHCC was acknowledgement of the issue(s) raised by the complainant followed by an answer in response to a complaint and responsive action.
- By far the most common outcome of complaints made directly to Forensicare was responsive action.
- The most common action undertaken by Forensicare in response to complaints to the MHCC was improving communication.