



**Somerset**  
Council



**A Healthy and  
Caring Somerset**

# The experience and feedback of people using our Adult Social Care service

2023 Calendar Year report

*Presented to the Practice Quality Board, 25 January 2024*



**Prevention  
and early  
help**



**Right  
support,  
right place,  
right time**



**A supported,  
skilled and  
flexible  
workforce**



**Future  
focused**

# ASC Feedback and experience of those using our services - Summary of key learning, 2023

## Stakeholder Feedback 2023:

- 80% of the 282 pieces of stakeholder feedback received by Adult Social Care in 2023 rated the overall service provided by our staff and teams as 'Good' or 'Excellent'.
- The single biggest element and influencer of both positive *and* negative feedback is communication – how clear, responsive, professional and compassionate we are.
- Our Care Provider Quality Assurance team, Sourcing Care team and Independent Living Centres receive particularly consistent levels of positive feedback during the year.
- Whilst very likely reflective of recognised assessment and review backlogs and workforce capacity challenges faced by Local Authorities across the country, the majority of poor or very poor rated feedback made clear reference poor communication and engagement from our (operational) teams/staff or waiting for care and support. *We are also now gathering additional feedback from people and their carers/representatives via our practice quality audits.*

## Complaints 2023:

- 2023 calendar year statistics evidence a 31% increase in the number of complaints received by Adult Social Care, and a 33% reduction in compliments when compared to 2022/23 data (*the reduction in compliments logged through this route likely reflects the increased usage of our stakeholder feedback form*).
- The most common primary cause for complaints relate to 'service provision' (40% of the total and up 21.2% on 2022/23); however, there has been a large rise (125% increase) in the number of complaints where the 'primary cause' was attributed to 'finance/funding' in 2023. This is reflective of recognised challenges, both locally and nationally, associated with Council finances / Adult Social Care budgets, as well as waiting lists for social care support, capacity challenges in the external care market, and workforce pressures.
- In contrast we have seen a 40% reduction in the proportion of complaints primarily caused by service quality when compared to 2022/23.
- More than three quarters (77%) of complaints received during 2023 were tasked to our operational social care locality/neighbourhood teams (a slight reduction on 2022/23 results when this figure stood at 80%). South Somerset continues to be the area most significantly impacted by complaints; this is an area with ongoing staffing challenges and vacancies.
- There has been a fall in the number of complaints received and tasked to Safeguarding to respond to (from 8 in 2022/23 to 5 in 2023), and for commissioners (from 4 to 2).
- The majority of complaints resolved in year continue to be resolved at Stage 1 of the complaints process, and overall, just under 1 in 5 (19%) of complaints were 'Upheld' in 2023. Common features of upheld complaints reflect that of our 'stakeholder feedback', including frustration at delays in allocation/assessment/review, poor follow-up/engagement, failed discharge from hospital, and challenges in sourcing/re-instating care visits.



# ASC Feedback and experience of those using our services - Summary of key learning, 2023

## Local Government & Social Care Ombudsman (LGSCO):

- Whilst overall numbers of LGSCO complaints/enquiries have grown since 2020/21 for Somerset (a pattern replicated elsewhere), Somerset's figures are below the average for county local authorities; there were 90 complaints in 2022/23 compared to an average 118 for similar Local Authorities.
- No adult social care safeguarding complaints/enquiries were received by the LGSCO in 2022/23; the average of all English single tier and county councils for the same time period was 2.
- There were 3 'Upheld' LGSCO complaints linked to adult social care / the Council in 2023. In one (Nov 2023), the Council was identified at being at fault for failing to properly assess, review and put in preventive measures to support a person with complex needs; in another (Jun 23) the Council was found at fault for a delay in carrying out adaptations and for poor communication, and in the third (May 2023), the Council was found at fault for the way it delivered care to Mr B for long periods between March and November 2021. Care visits were regularly too early, delayed or missed altogether, and – despite the Council's best efforts – for two months Mr B had no weekend care at all. Because the lack of alternatives, the Council also left Mr B in a position where he felt he had to accept a direct payment. *This reflects high levels of unmet care need / provision at this time.*

## Key messages from latest available Adult Social Care Outcomes Framework (ASCOF) surveys\*:

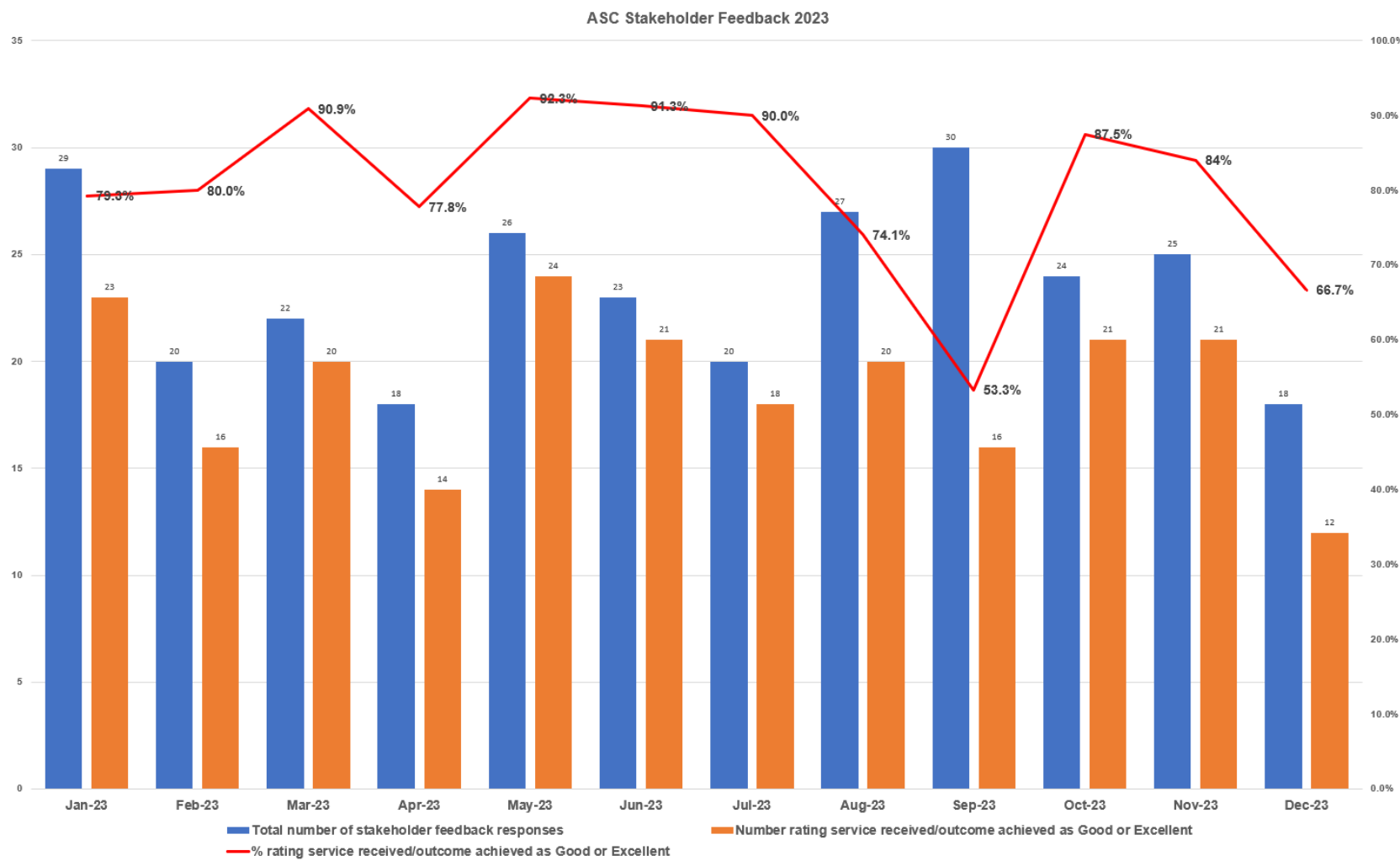
*The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people.*

- **2022/23:** The proportion of service users in Somerset who feel as safe as they would like is 65.6% (below the national 69.7% and regional average 69.9%).
- **2022/23:** The proportion of service users in Somerset whose services make them feel safe is 87.8% (above the national average 87.1% but below the regional average 88.6%).
- **2022/23:** Overall quality of life score in Somerset was 18.8 out of a maximum 24. This compares to an England average of 19 and a regional average of 19.1. **2021/22:** The Carer reported quality of life score (out of a maximum 12) is 7.1 in Somerset, in line with the regional figure and slightly below the national average of 7.3.
- **2022/23:** 41.3% of service users in Somerset have as much social contact as they would like; this compares to 44.4% nationally and 44.7% regionally.
- **2021/22:** The proportion of carers who report having as much social contact as they would like is 27.6% in Somerset (below the England average of 28% but higher than the regional average of 23.9%).
- **2022/23:** The proportion of service users who are extremely satisfied or very satisfied with their care and support in Somerset is 64.2% - this compares to 64.4% nationally and 66.6% regionally.
- **2021/22:** Overall satisfaction of carers with social services is 28.6% in Somerset – below both the national 36.3% and regional figures 37.8%.
- **2022/23:** 60% of service users in Somerset find it easy to find information about support; this compares to 67.2% nationally and 66.3% regionally.
- **2021/22:** The proportion of carers who find it easy to find information and support in Somerset is again below national and regional figures (46% compared to 57.7% nationally and 61.5% regionally).

\* The Adult Social Care survey seeks the opinions of service users aged 18 and over in receipt of long-term support services funded or managed by social services and is designed to help the adult social care sector understand more about how services are affecting lives to enable choice and for informing service development. The survey of Adult Carers is undertaken every 2 years.



# Adult Social Care Stakeholder Feedback, 2023



The Adult Social Care service launched a new stakeholder feedback form approach in January 2022 designed to generate more frequent opportunities to log and learn from feedback for our teams and functions beyond the more formal compliments/complaints approach in place corporately. We have been delighted to see this approach embed and increasingly add value since its implementation, with staff actively promoting the link within email signatures, in documents and through discussion.

**During 2023, a total of 282 responses were submitted from a wide range of those we support; the majority of these stemmed directly from people receiving care and support, or their relatives/carers (51.4%).** Care provider feedback accounted for an additional 19.1% of responses, with the remainder of feedback stemming from Local Authority or NHS colleagues/staff, and voluntary/community sector representatives.

**226 (80%) rated the overall service received from our staff as either ‘Good’ or ‘Excellent’ during the calendar year.** This is a slight reduction on 2022/23 financial year performance (83% Good or Excellent), but a pleasing outcome given the demand, workforce and financial pressures on our service and the wider health and sector, and testament to the hard work and commitment of our staff teams.





# Adult Social Care Stakeholder Feedback, 2023

The feedback continues to offer us valuable insights into the experience of service users and carers, our partner colleagues and other key stakeholders, providing opportunities for learning or improvement, reducing risks of complaints escalating, and enabling monthly 'staff shoutouts' and greater recognition based on independent feedback.

Analysis shows that the single biggest element and influencer of both positive *and* negative feedback is communication – how clear, responsive, professional and compassionate we are in our respective job roles makes a fundamental difference to the experience of those we engage with and support. **Keeping in touch with people goes a long way, even if to only explain a situation or delay, and helps prevent more time-intensive activity further down the line.**

*"From the moment I was first referred, I have never felt so cared for and treated as if I mattered. So much has come from the first meeting, problems I have put up with for years are now being resolved. I am truly grateful for the help and support"*

*"At a very difficult time Sarah was absolutely superb; my Father had a stroke 8 years ago and although he presents well, she saw through this to understand his true vulnerability. She cut through a lot of issues taking pressure from me and my siblings allowing us to focus on caring for our mother who has just been diagnosed with stage 4 cancer."*

*"I honestly cannot fault the care, communication and hard work provided to help assess my father's dementia needs. I have been kept informed every step of the way with very well explained emails & phone calls. It is so refreshing to have someone who really cares about the welfare of all concerned"*

*"Tabitha was fantastic from first to last contact. She was always very caring and attentive and was great with my dad. She always explained everything very clearly and I always felt like she cared about my dad and his family. That must be very hard when I'm sure you are all very busy"*

*"Prior to the stroke my father was completely independent and living a fulfilled life- even going for a cycle ride at 6.00am on the morning of his stroke which has been life changing. The adjustment for my father has been enormous- physically, mentally and emotionally and for family also. Heather has been amazing. Calm, professional, positive, understanding, fantastic listening skills, and very person centred. My dad felt supported and that he was important. Heather did everything she could to help. Thank you, Heather, and thank you adult social care for all you do."*

*I do not think it is recognised enough how social work can make such a difference in people's lives".*

*"Before you came into our lives I was physically and mentally a mess; no-one to talk to; no-one to help, no future. I got to the stage where I was tempted to end it all. It wasn't till I spoke to you that I started to think maybe there is possibly hope. Over the months I have spoken to you the problems we faced are not so big. I could say thank you a million times, but it would never repay you".*



# Adult Social Care Stakeholder Feedback, 2023

We received particularly consistent levels of positive feedback for the work of our **Sourcing Care team** (89.5% Good or Excellent during 2023) and **Care Provider Quality & Contracts Team** (93.3% Good or Excellent during 2023). Our **Independent Living Centres** also generate great feedback:

Sourcing Care feedback examples	Quality/Contracts feedback examples	SILC feedback examples
"Communication is always very good"	"This was an unannounced visit to the Care Home. The team that visited showed understanding and shared very useful links and resources to support the service. They had a job to do and they did this with fairness and respect."	"Everyone involved today were professional but so caring and thoughtful. Excellent all the way through. Fantastic service"
"When we started our business, you helped us to grow and develop. We are very grateful and much obliged for all your unconditional support over the years. Few years ago, when we started, we were only providing a single run in Taunton area, then we were able to make 3 runs in Taunton itself and later we were able to extend our services to other parts of Somerset including Wellington, Bridgewater, Minehead, Watchet etc. We would not have gone this far without your invaluable support"	"Always going above and beyond with her support and paying attention to the small details. Sharing her skills and knowledge openly and sign posting to the right services and professionals when needed. She has been invaluable during the quality improvement"	"What an interesting and enlightening appointment with Sophie. We had attended for an assessment for my elderly mother to see what help would be available to her to enable her to stay in her own home. Sophie was compassionate, sympathetic, and explained very clearly all the wonderful things that would make life much easier for mum. The future looks much more positive for her now."
"Any request or issue are very seriously and responsibly treated by Sourcing Care"	"Christine has been hugely supportive of Baobab Care, and has been flexible with our needs and changes too and giving us strong advice and guidance on compliance including giving us advice on how to do competencies with specific subject matters"	"SILC appointment came quickly, we were seen on time, we were treated professionally and with care. Communication since the appointment has been brilliant via email and phone. The service is 10/10 and a gold star should be awarded".
"Charlie was really helpful when I called for support for an urgent placement. The whole team is very responsive and helpful in emergency situations"	"The assessment/meeting was conducted in a professional manner. The conversation flowed and we certainly learnt a lot which will benefit our service. Both were available to answer any questions or queries. We felt the meeting was invaluable and welcome more in the future"	"What can I say? Sophie was our knight in shining armour. She came into our home at a time where we were feeling very overwhelmed with processes, Sophie came in and explained them in simple terms and made us feel so much more reassured. Sophie is going to arrange for our bathroom to be adapted which is going to make a huge difference to my partner's life and enable her to stay living at home for the rest of her life as she is desperate to"
"Charlie and Shaunna have both gone over and above to support me in sourcing a placement for an individual who is a Somerset resident but currently a patient in a community hospital out of area. I am very grateful for their support in working towards achieving the right outcome of the individual and their family"	"Kelly gave us a courtesy call today following our CQC inspection and was compassionate and supportive towards us, we didn't feel ashamed and felt listened to. We will most definitely be making the most of her support"	"We and I (my wife with memory loss becoming more severe- now reflected in her lack of mobility) had been told about SILC. Access into the bath has become a huge problem. The visit to the SILC at Shepton Mallet has shown me a solution to the problem, and Helen was most courteous and helpful"

# Adult Social Care Stakeholder Feedback, 2023

**Responsiveness is a key area for the service to continue to monitor and address.** Whilst very likely reflective of recognised assessment and review backlogs and workforce capacity challenges faced by Local Authorities across the country, the overwhelming majority of poor/very poor rated feedback made clear reference poor communication and engagement from our (operational) teams/staff, or waiting for care and support:

*"It is very difficult to get information or reach anyone"*

*"I have received no reply to my complaint regarding this social worker and the time it has taken for a Care Act assessment to be finalised for my son, and a care and support plan put in place as well as a carer's assessment for myself."*

*"No reply to numerous emails and phone calls regarding assessment. Complete lack of courtesy."*

*"I made contact with the team on behalf of an individual we support in respect of changing a day service day from one provider to another in June 2023. It is now almost November and after 8 chasing emails / calls no contact has been made concerning this matter. I am told a full review is required in order to look at this request and that the wait for such a review was 9/10 weeks. This deadline has been and gone - still nothing".*

*"I have been trying to get some help regarding my elderly aunt's funding since 22 June 2023. I have received emails saying that the case has been forwarded to the relevant team but have received nothing from that team. She has been self-funding her care since January 2022, but now she needs help you seem to be completely ignoring us. Can you advise please before I take this further. Thank you"*

*"The social worker and discharge team had received full written and verbal information about my father from me and had been advised from the medical staff caring for my father, about his physical vulnerabilities, dementia and nursing needs and decided, after only a short conversation with him, that he had capacity and so sent him home. This was against our wishes and the advice found in his notes on the ward. This was an unsafe discharge and in under a week, as predicted, he was found collapsed at home and returned to Yeovil Hospital. The decision to send him home with carers has greatly reduced his quality of life and our family (and the occupational therapist on his ward) see this as totally reckless..*



# Adult Social Care Practice Quality Audit Feedback

Our Adult Social Care workforce completed over 490 Practice Quality audits in the autumn of 2023 focused on the following areas:

- *Sept 2023: Working with people*
- *Oct 2023: Case recording*
- *Nov 2023: Strengths-based assessments.*

Themes and learning arising from audits are shared at our monthly Practice Quality Board and have also been promoted in our Staff Highlight Reports. We actively encourage auditors to seek feedback from the person or their representative wherever possible to inform the audit process; examples of feedback received during 2023 are as follows:

Example of positive feedback from service users / carers	Examples of feedback where there is room for improvement or a learning opportunity
<ul style="list-style-type: none"><li>• "Good to meet a new social worker, felt listened to and empathy was acknowledged . Responded quickly following a telephone conversation with reference to a review, and enabled me to have an assessment for myself as a carer"</li><li>• "You have been amazing and have changed our lives for the better. We as a family were struggling to see the light at the end of the tunnel and feel like that has completely changed since you have been involved. You have kept us up to speed every step of the way and have ensured that Derek's needs are met. We can't thank you enough"</li><li>• 'Excellent - all through the journey you have been there, explaining everything which was needed, you've always been on the ball and ticked all the boxes. Everything you've put forward to me has always made sense and showed good insight and willingness to work together. Even though we have had a lot of problems with delays caused by other services-to do with the adaptations-you've never dropped the ball and always been there. I can't believe how much support I've had.'</li><li>• "We can honestly say that you have always fulfilled the elements of what people expect and what Somerset people want to a very high standard, and we are very grateful to you. Over more than a year you have replied to our concerns very quickly and any action required has been very prompt and you have foreseen useful solutions well in advance which have been subsequently actioned after discussions with us. You have been a very kind and caring person to us during this time".</li><li>• "Owen stated that he would rate Mark's support as a "solid 10". He explained that he and his mother felt very supported throughout both hospital admissions".</li></ul>	<ul style="list-style-type: none"><li>• "The service user's financial representative was concerned that Adult Social Care took time to respond to these request as she said she applied for capital drop last year and got allocated this year in August. I explained that we are short-staffed which she indicated that she understood".</li><li>• "The husband said that he had difficulty in understanding the social worker and the grasp of the difference in the English language. The SW and the husband come from 2 different backgrounds and countries. He felt the best had been done but sometimes it was a bit muddled which caused frustration. It was a difficult time for the family as there was limited choice if the care homes as it was a period when 2 care homes in the area where closing"</li><li>• "Client felt that it took a long time for me to identify her needs correctly and felt progress (major home adaptations) was not made quickly enough, making her feel frustrated and not listened to. I realise a lot of information was provided in my visits to her as well as later on, which has caused her additional anxiety on top of her already fragile mental health. As a result, I have made some changes to my practice. I have created a visual flow chart plus photographs to explain to clients the process and role of the occupational therapist for getting major adaptations made to their home"</li><li>• "She would have appreciated social care support to undertake an assessment to support in planning for discharge and giving a steer on the support he needed, but when the worker found out he was self-funding they declined to be involved. By then Mr X was moved to Yeovil hospital and information did not go with him"</li><li>• "The service user's son with LPOA stated that he has a hard time to get updates from named Social Worker, including being referred from one person to the other"</li></ul>





# Customer Experience: Complaints & Compliments

Customer Experience Team data is usually produced annually based on financial year outturns for Somerset Council’s services. However, an early look specifically at 2023 calendar year statistics evidence a **31% increase in the number of complaints received by Adult Social Care, and a 33% reduction in compliments** when compared to 2022/23 data:

Feedback Type	2020/21 FY	2021/22 FY	2022/23 FY	2023 CY
ASC Complaints	122	164	193	253
ASC Compliments	88	79	88	59
ASC Comments	4	3	4	3
ASC Member Enquiries	11	19	26	19
Total ASC Feedback	225	265	311	334

Primary Cause	2022/23 %	2023 %
Service Provision	33%	40%
Service Quality	25%	15%
Communication	19%	15%
Finance	4%	9%
Information	10%	7%
Staff Conduct	6%	7%
Policy & Procedures	3%	4%
Other	-	3%
	100%	100%

There has been a **particular rise (125%) in the number of complaints where the ‘primary cause’ for complaint was attributed to ‘finance’**, and also the number of complaints where the ‘primary cause’ was associated with **service provision** (21.2% increase) in 2023. This is reflective of recognised and known challenges, both locally and nationally, associated with Council finances / Adult Social Care budgets, as well as waiting lists for social care support, capacity challenges in the external care market, and workforce pressures. In contrast we have seen a 40% reduction in the proportion of complaints primarily caused by service quality when compared to 2022/23.



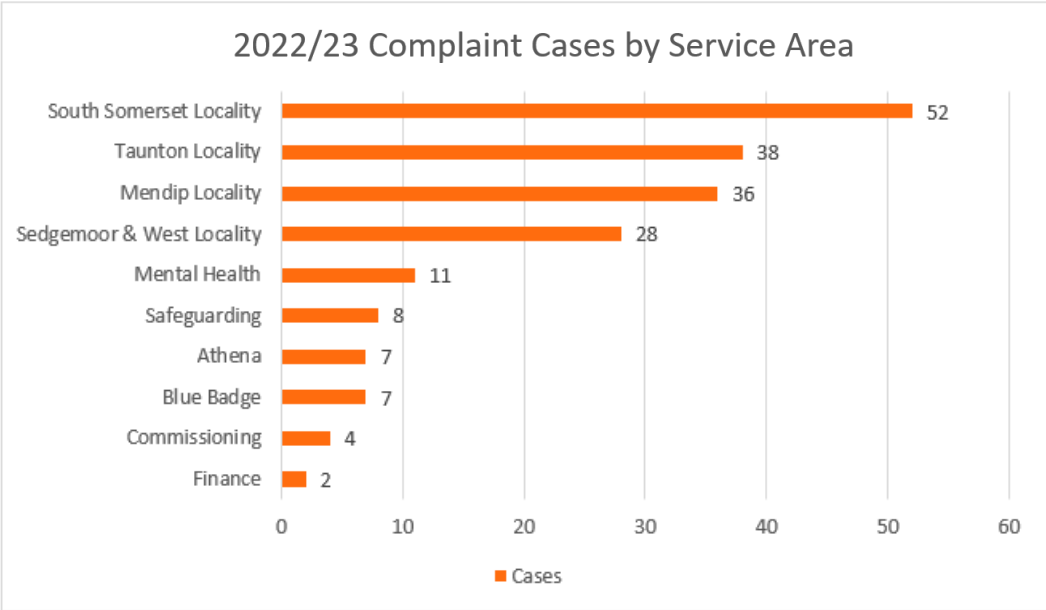
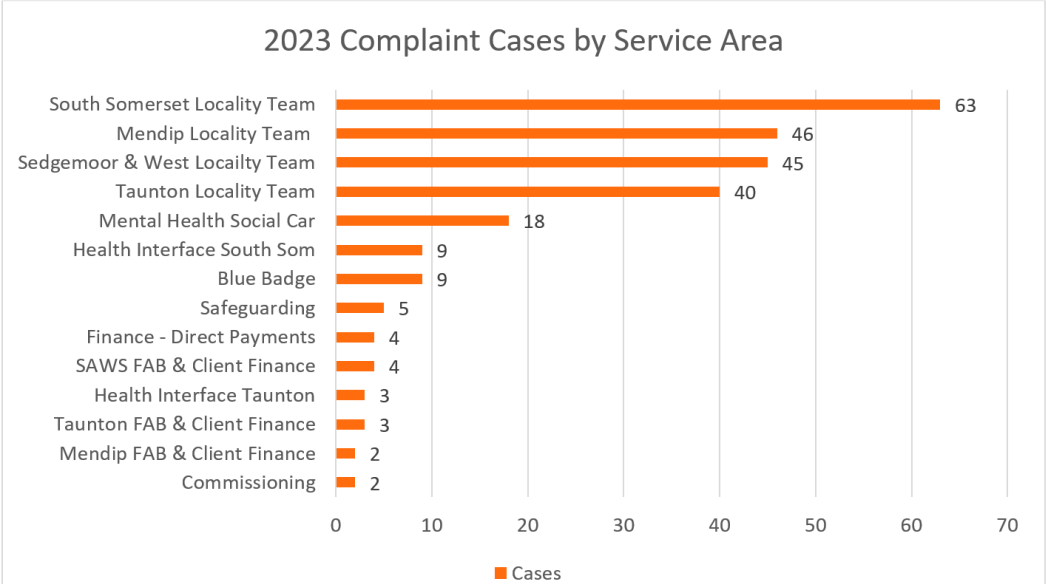
# Customer Experience: Complaints & Compliments

## Complaints by Service Area (2023)

77% of complaints received during 2023 were tasked to our operational social care locality/neighbourhood teams (a slight reduction on 2022/23 results when this figure stood at 80%, though overall numbers of complaints increased for all these teams).

South Somerset continues to be the area most significantly impacted by complaints; this is an area with ongoing staffing challenges and vacancies.

There has been a fall in the number of complaints received and tasked to Safeguarding to respond to (from 8 in 2022/23 to 5 in 2023), and for commissioners (from 4 to 2).



# Customer Experience: Complaints & Compliments

253 Adult Social Care complaints were received during 2023. The table below shows the in-year resolution status of these complaints, revealing that the majority of complaints resolved in year continue to be resolved at Stage 1 of the complaints process, although there has been a 33.3% rise in the number of Stage 1 complaints still open at end of year when compared to 2022/23 outturns. In-year Stage 2 complaint resolution rates have improved.

Resolution	2023 Number	2023 %	2022/23 Number	2022/23 %
Stage 1 – resolved in year	190	75%	149	77%
Stage 1 – Still open at end of year	50	20%	30	15%
Stage 2 – resolved in year	8	3%	7	4%
Stage 2 – Still open at end of year	0	0%	4	2%
LGO – resolved in year	4	1.5%	1	1%
LGO – Still open at end of year	1	0.5%	2	1%
	253			



# Customer Experience: Complaints & Compliments

The following table shows the outcomes for adult social care complaints in 2023. The majority (25%) of complaints are ‘Not Upheld’ with a further 23% ‘Partly Upheld’. Just under 1 in 5 (19%) were ‘Upheld’ in 2023.

Outcomes	2023	
	Cases	%
Awaiting Stage 1 Outcome	43	17%
Upheld	47	19%
Not Upheld	62	25%
Partly Upheld	59	23%
Resolved Upon Receipt	12	4%
Closed After Initial Enquiries (LGSCO)	4	2%
Suspended	2	1%
Withdrawn	11	4%
Rejected	13	5%
	253	100%





# Customer Experience: Features of upheld complaints 2023

Common features of upheld complaints include:

- Frustration at extent of chaser calls, delays and responses for worker allocation for assessment/financial assessment, care plans, reviews or direct payments (*eg Complaints 13374733, 12898809, 12604681, 12353241, 12095549*)
- Lack of communication / promised follow up and feeling 'let down/abandoned' (*eg 12546165, 10899313*)
- Challenges in sourcing or re-instating care visits/care packages (*eg 10134462*)
- Discharge to Assess approaches/lack of allocated Social Worker (*eg 13206742*)



# Number of complaints and enquiries received by the LGSCO in Somerset, 2022/23

This is the total number of complaints and enquiries received by the Local Government & Social Care Ombudsman (LGSCO), formerly the Local Government Ombudsman (LGO), about Somerset in 2022/23. The LGSCO can look at individual complaints about councils, all adult social care providers (including care homes and home care agencies) and some other organisations providing local public services.

**Whilst numbers of complaints/enquiries have grown since 2020/21 for Somerset (a pattern replicated elsewhere), Somerset’s figures are below the average for county local authorities as evidenced in the table below – there were 90 complaints in 2022/23 compared to an average 118.**

Number of complaints and enquiries received by the Local Government & Social Care Ombudsman (from 2017/18 to 2022/23) for Somerset (former authority)

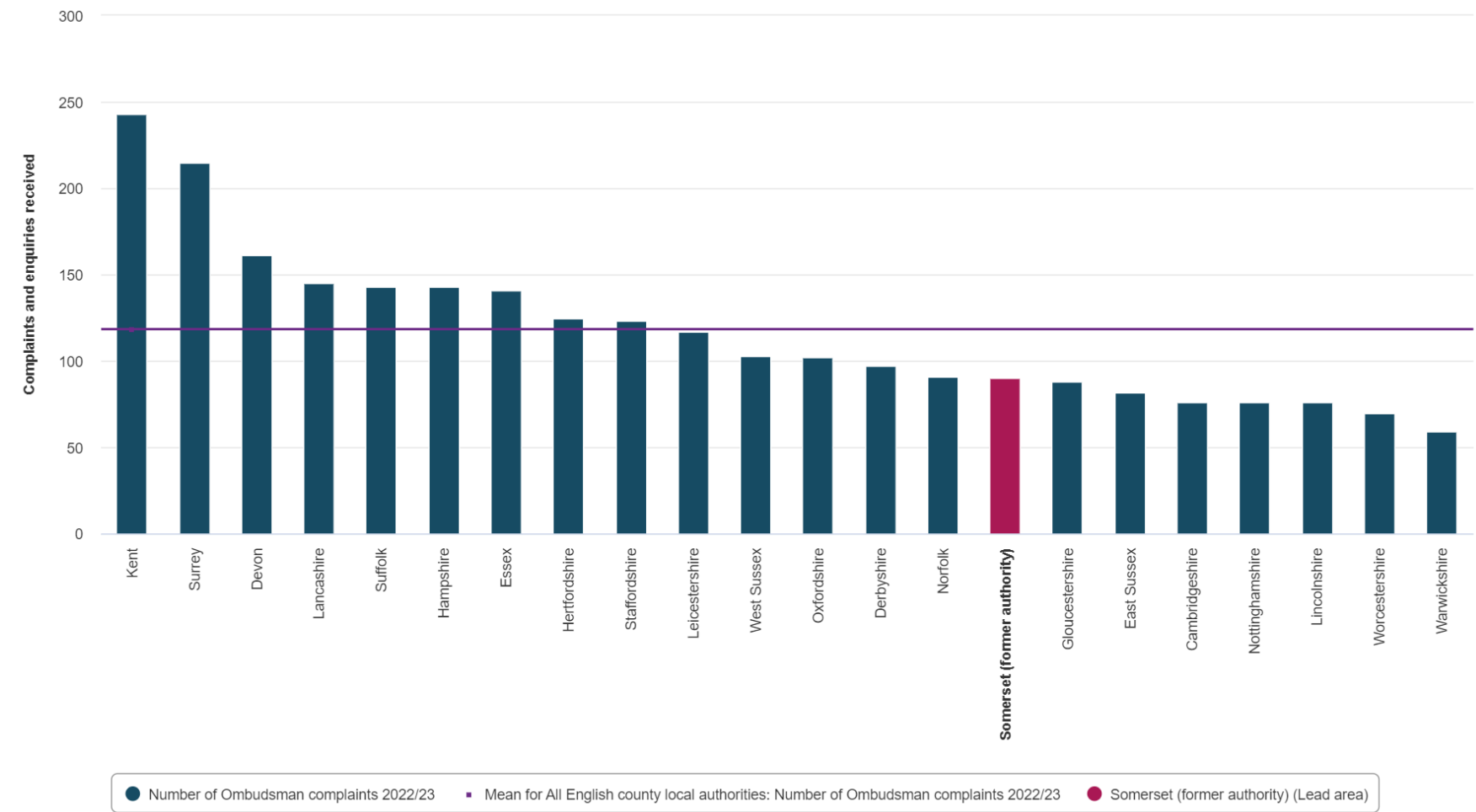
Period	Number of Ombudsman complaints			
	Complaints			
	Somerset (former authority)	Minimum for All English county local authorities	Mean for All English county local authorities	Maximum for All English county local authorities
2017/18	81	39	105	205
2018/19	76	53	112	198
2019/20	74	47	120	285
2020/21	36	32	82	156
2021/22	70	54	111	221
2022/23	90	59	118	243

Source:  
Local Government & Social Care Ombudsman



# Number of complaints and enquiries received by the LGSCO in Somerset, 2022/23

Number of complaints and enquiries received by the Local Government & Social Care Ombudsman (2022/23) for Somerset (former authority) & All English county local authorities



# Number of Ombudsman complaints - adult social care safeguarding

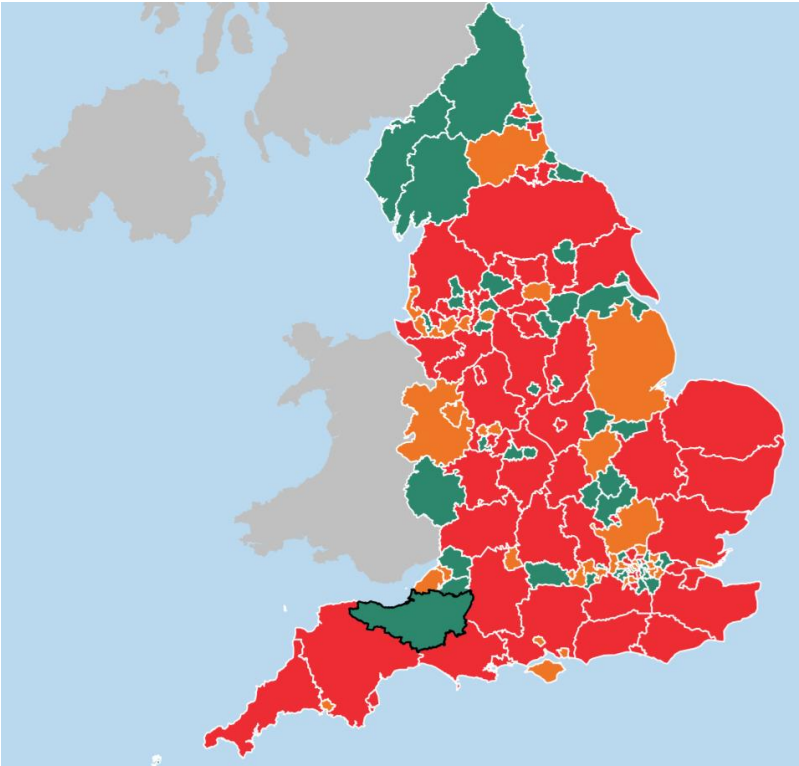
This is the number of complaints and enquiries received by the Local Government & Social Care Ombudsman (LGSCO), formerly the Local Government Ombudsman (LGO), about the given authority in relation to safeguarding within adult social care services. The LGSCO can look at individual complaints about councils, all adult social care providers (including care homes and home care agencies) and someother organisations providing local public services.

**Somerset performs well in relation to this measure. No adult social care safeguarding complaints/enquiries were received by the LGSCO in 2022/23; the average of all English single tier and county councils for the same time period was 2.**

Number of complaints and enquiries received by the Local Government & Social Care Ombudsman relating to adult social care safeguarding (from 2017/18 to 2022/23) for Somerset

Period	Number of Ombudsman complaints - adult social care safeguarding			
	Complaints			
	Somerset	Minimum for All English single tier and county councils	Mean for All English single tier and county councils	Maximum for All English single tier and county councils
2017/18	1	0	2	11
2018/19	2	0	1	7
2019/20	1	0	2	13
2020/21	2	0	1	7
2021/22	1	0	2	9
2022/23	0	0	2	7

Source:  
Local Government & Social Care Ombudsman



Quartiles for All English single tier and county councils





# LGSCO Decisions 2023

Link / Reference	Date	Outcome	Summary
<a href="https://www.lgo.org.uk/decisions/adult-care-services/domiciliary-care/22-010-348">https://www.lgo.org.uk/decisions/adult-care-services/domiciliary-care/22-010-348</a>	15/11/23	Upheld	The Council is at fault for failing to properly assess, review and put in preventive measures to support a person with complex needs. To remedy the complaint the Council has agreed to apologise to Mr C and make a symbolic payment to reflect the service failure, distress and uncertainty caused by the Council's faults. It will also work with Mr C to assess and plan future services for him, review procedures and remind staff about the importance of assessment and support planning.
<a href="https://www.lgo.org.uk/decisions/adult-care-services/other/23-006-932">https://www.lgo.org.uk/decisions/adult-care-services/other/23-006-932</a>	01/10/23	Closed after initial enquiries	We will not investigate Miss X's complaint about the actions of a day centre owner and about the Council's response to her concerns about him. This is because there is no sign of fault by the Council and there is nothing further we could add to the response the Council has already provided via its own investigation.
<a href="https://www.lgo.org.uk/decisions/adult-care-services/residential-care/23-000-115">https://www.lgo.org.uk/decisions/adult-care-services/residential-care/23-000-115</a>	25/06/23	Closed after initial enquiries	Mr C complains about the care provided to his father when blood tests showed his blood was clotting too slowly. We will not investigate Mr C's complaint. It is unlikely we could add to the information the organisations have already shared with Mr C. An investigation is also unlikely to find the organisations actions caused a significant injustice.
<a href="https://www.lgo.org.uk/decisions/adult-care-services/disabled-facilities-grants/22-001-872">https://www.lgo.org.uk/decisions/adult-care-services/disabled-facilities-grants/22-001-872</a>	15/06/23	Upheld (Disabled Facilities Grants)	Mr X complained the Council delayed carrying out adaptations required by his mother, Ms Y, to meet her care needs. The Council was at fault for the delay in carrying out the adaptations and for poor communication. It has agreed to apologise to Mrs Y and pay her £3850 to acknowledge the distress, frustration and impact upon Mrs Y's dignity this caused. It has also agreed to review its procedures.



# LGSCO Decisions - 2023


Link / Reference	Date	Outcome	Summary
<a href="https://www.lgo.org.uk/decisions/adult-care-services/assessment-and-care-plan/21-016-864">https://www.lgo.org.uk/decisions/adult-care-services/assessment-and-care-plan/21-016-864</a>	14/05/23	Upheld Assessment and care plan	The Council was at fault for the way it delivered care to Mr B for long periods between March and November 2021. Care visits were regularly too early, delayed or missed altogether, and – despite the Council’s best efforts – for two months Mr B had no weekend care at all. Because the lack of alternatives, the Council also left Mr B in a position where he felt he had to accept a direct payment. It has agreed to apologise and to make a symbolic payment to recognise Mr B’s injustice.
<a href="https://www.lgo.org.uk/decisions/adult-care-services/assessment-and-care-plan/22-017-155">https://www.lgo.org.uk/decisions/adult-care-services/assessment-and-care-plan/22-017-155</a>	04/04/23	Closed after initial enquiries Assessment and care plan	We will not investigate Mr X’s complaint about the Council’s decision his mother Mrs Y’s 2021 payments to him and his sister amounted to a deprivation of assets to fund Mrs Y’s care fees, or its delay in dealing with his complaint. There is not enough evidence of fault in the Council’s decision-making process or the decision itself to warrant investigation. We do not investigate councils’ complaint-handling where we are not investigating the core issue which gave rise to the complaint.



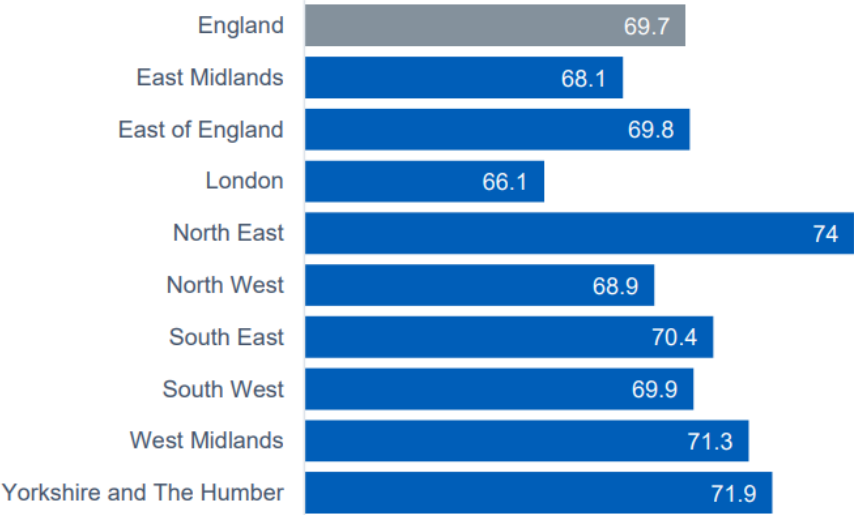
# Adult Social Care Outcomes Framework (2022/23)

## Feelings of safety

Measure 4A

	The proportion of service users who feel as safe as they would like:	England	69.7%
		South West	69.9%
		Somerset	65.6%

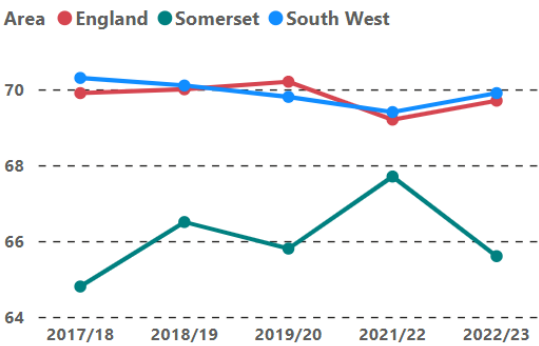
The proportion of service users who feel as safe as they would like is highest in the North East Region, and the lowest in the London region.



4A. % of people who use service



4A. % of people who use services who feel safe



A higher proportion of males – nationally, regionally and locally - say they feel as safe as they would like compared to females. **In Somerset, 69.4% of males report feeling safe, compared to 63.1% of females.**

18-64


65+

Service users aged 18-64 are less likely to say they feel as safe as they would like than service users aged 65+ and over. This is a pattern seen nationally, regionally and locally. **In Somerset, 63.5% of under 65s say they feel as safe as they would like, compared to 67.1% of over 65s.**

# Adult Social Care Outcomes Framework (2022/23)

## Service users whose services make them feel safe

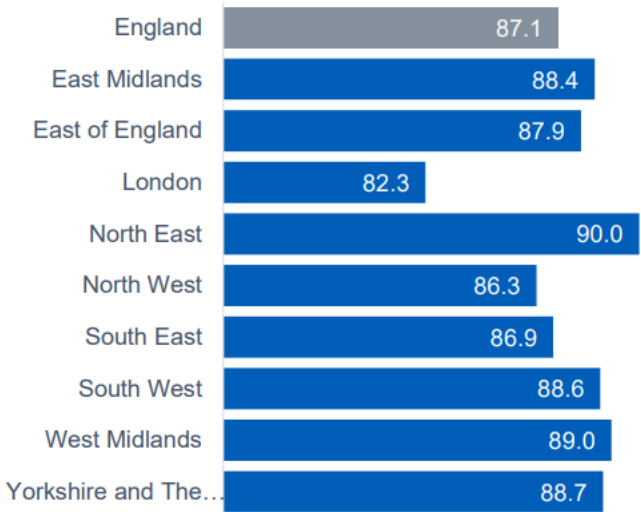
Measure 4B



The proportion of service users whose services help them to feel safe:

England	87.1%
South West	88.6%
Somerset	87.8%

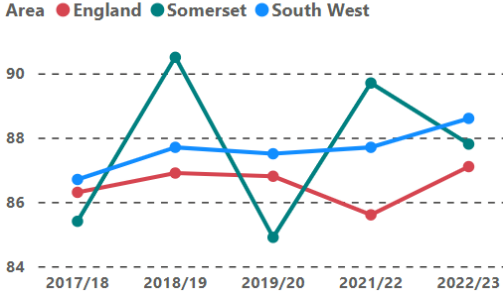
The proportion of service users whose services help them to feel safe is highest in the North East region, and the lowest in the London region.



4B. % of those people who use services who say that those services have made them feel safe and secure



4B. % of those people who use services who say that those services have made them feel safe and secure



A higher proportion of males – nationally, regionally and locally – say that their care and support services help them to feel safe, compared to females. **In Somerset, 88.3% of males report feeling safe, compared to 87.4% of females.**

18-64  
65+


Service users aged 65 plus are more likely to report that their services help them to feel safe, in contrast to the regional and national picture. **In Somerset, 88.2% of people aged 65+ say they feel as safe as they would like, compared to 87.2% of under 65s.**

National: Over 65s – 86.3%; 18-64s – 88.3%  
Regional: Over 65s – 87.6%; 18-64s – 89.9%



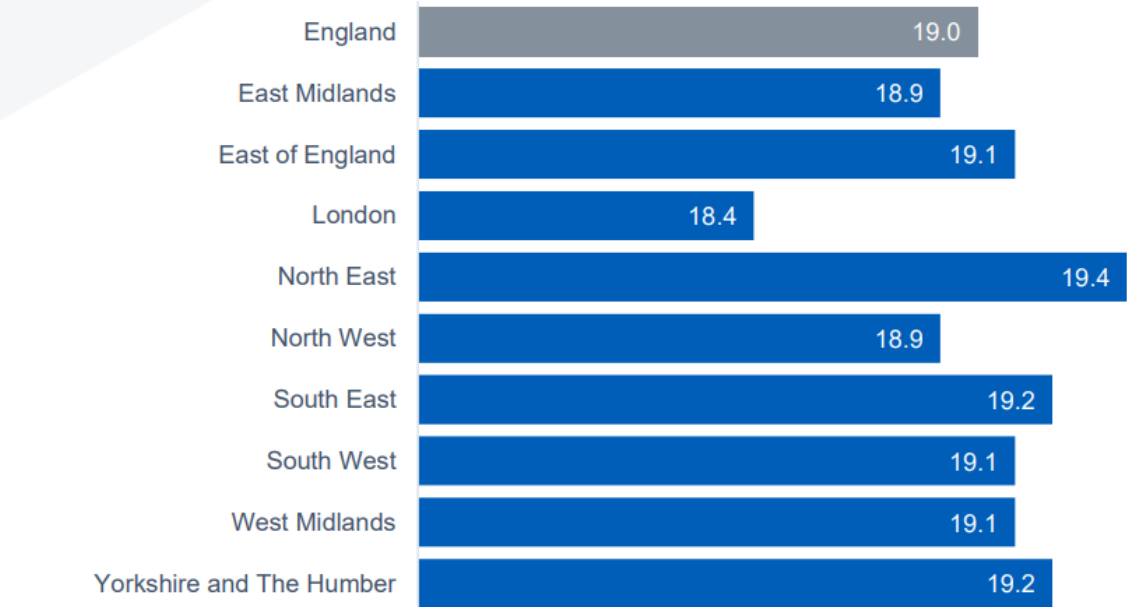
# Adult Social Care Outcomes Framework 2022/23

## 1A. Social Care related Quality of Life.

 Overall quality of life score for England (maximum score is 24):

England	19.0
South West	19.1
Somerset	18.8

Quality of life score is highest in the North East region and lowest in London.



1A. Social care related quality of life

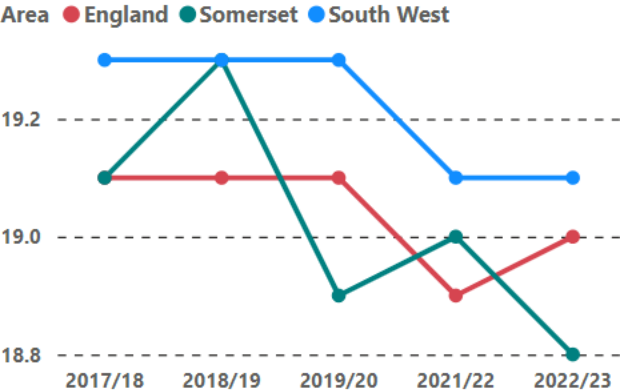


Males:  
19.3



Females:  
18.8

1A. Social care related quality of life



The overall quality of life score is higher for males than females. The difference is statistically significant.


**In Somerset, Males: 19.3. Females: 18.5.**

Service users aged 18-64 have a higher quality of life score than those aged 65+. The difference is statistically significant.

Nationally 18-64: 19.5. 65+: 18.6

**In Somerset, 18-64: 19.4. 65+ 18.4.**

# 1D. Carer reported Quality of Life score. (2021/22)

 Overall quality of life score for England (maximum score is 12):

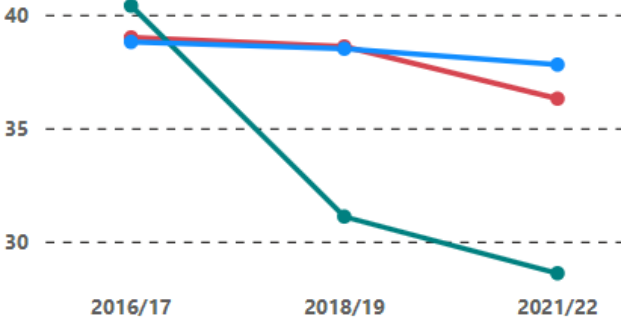
England	7.3
South West	7.1
Somerset	7.1

1D. Carers Quality of Life score

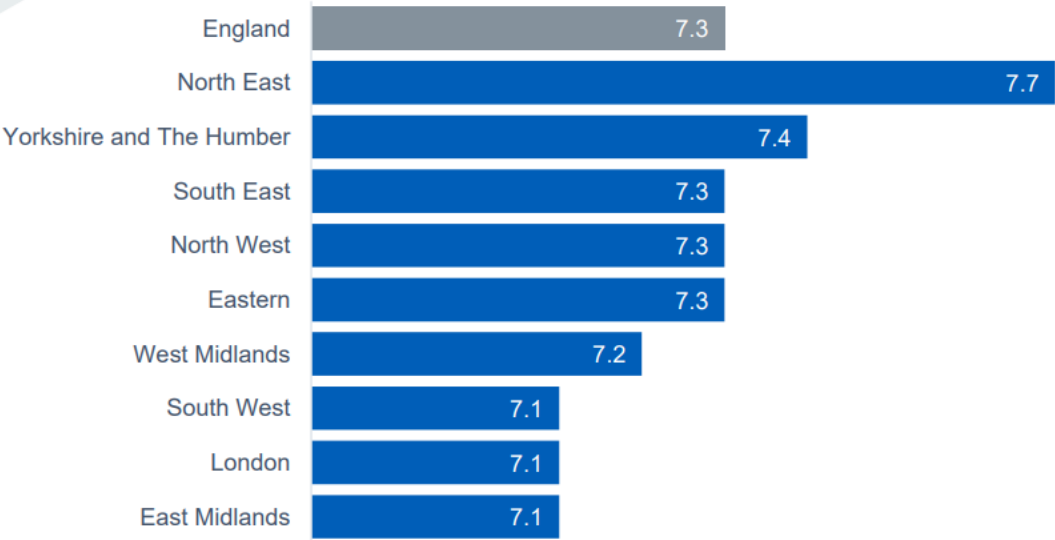


1D. Carers Quality of Life score

Area ● England ● Somerset ● South West



Overall quality of life score is highest in the North East region, and lowest in the South West, London and East Midlands regions.



Males:  
7.5



Females:  
7.2

Males on average have a statistically higher quality of life score than females.

**In Somerset, Males: 7.6. Females: 6.9.**

More people aged 65+ report a higher quality of life than people aged 18-64. The difference is statistically significant.

Nationally 18-64: 7.0. 65+: 7.5

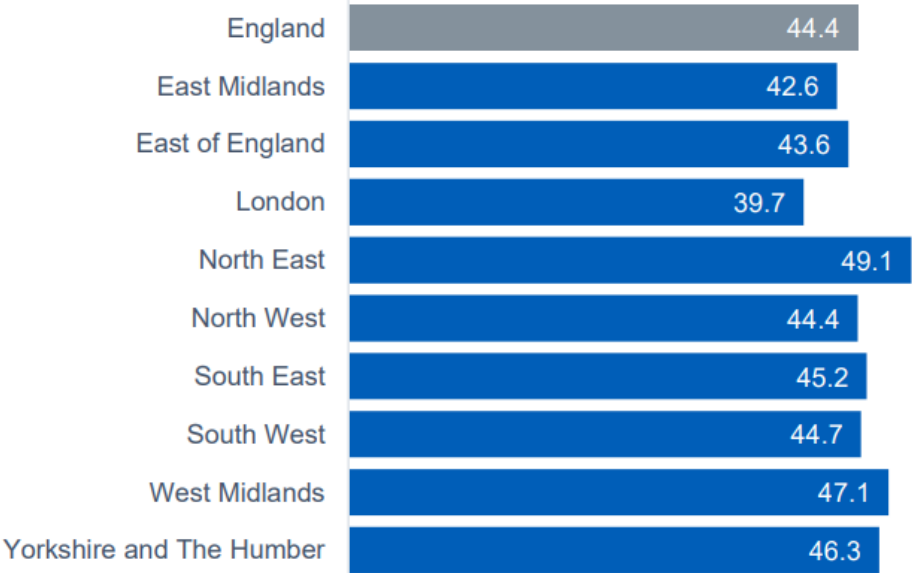
**In Somerset, 18-64: 7.2. 65+: 7.0**

# 111. Levels of Social Contact

Proportion of service users who have as much social contact as they would like:

England	44.4%
South West	44.7%
Somerset	41.3%

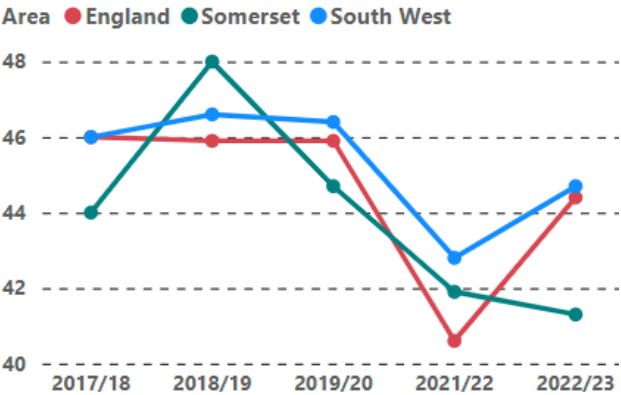
Proportion of service users who have as much social contact as they would like is highest in the North East region, and the lowest in the London region.



111. Levels of social contact



111. Levels of social contact



Males:  
45.9%



Females:  
43.3%

A higher proportion of males report that they have as much social contact as they would like than females. The difference is statistically significant.


**In Somerset, Males: 43.9%. Females: 39.6%**

A higher proportion of service users aged 18-64 report that they have as much social contact as they would like than those aged 65 and over. The difference is statistically significant.

Nationally 18-64: 48.5%. 65+: 41.5%

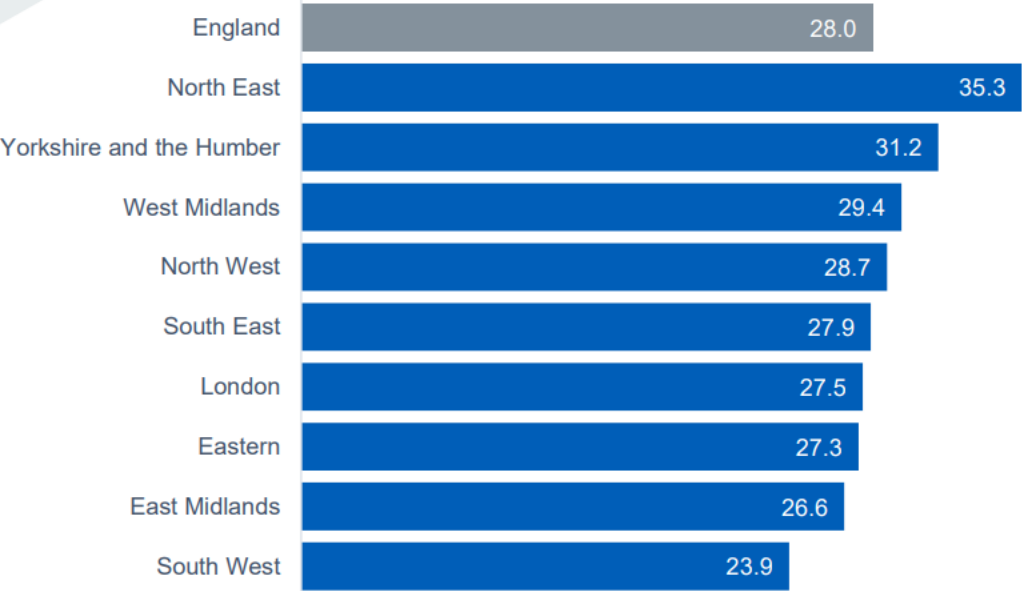
**In Somerset, 18-64: 44.2%. 65+ 39.2%**

## 112. Carers. Levels of Social Contact (2021/22)

 Proportion of carers who reported that they had as much social contact as they would like

England	28%
South West	23.9%
Somerset	27.6%

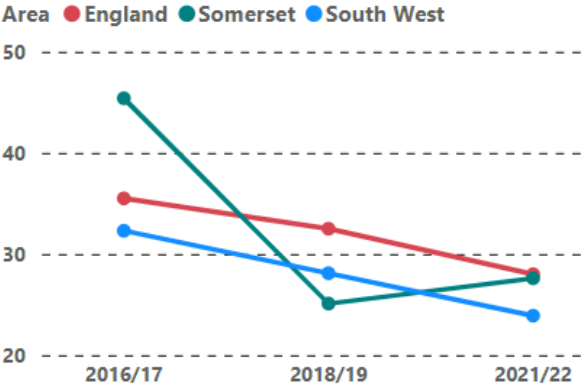
Proportion of carers who reported that they had as much social contact as they would like is highest in the North East Region, and the lowest in the South West region.



112. Carers. Levels of Social Contact



112. Carers. Levels of Social Contact



Males:  
30.3%



Females:  
27.0%

The overall social contact for male carers is significantly higher than that of females.


**In Somerset, Males: 31.9%. Females: 25.9%**

More people aged 65+ report more social contact than people aged 18-64. The difference is statistically significant.

Nationally 18-64: 26.6%. 65+: 28.8%  
**In Somerset, 18-64: 31.5%. 65+: 24.6%**

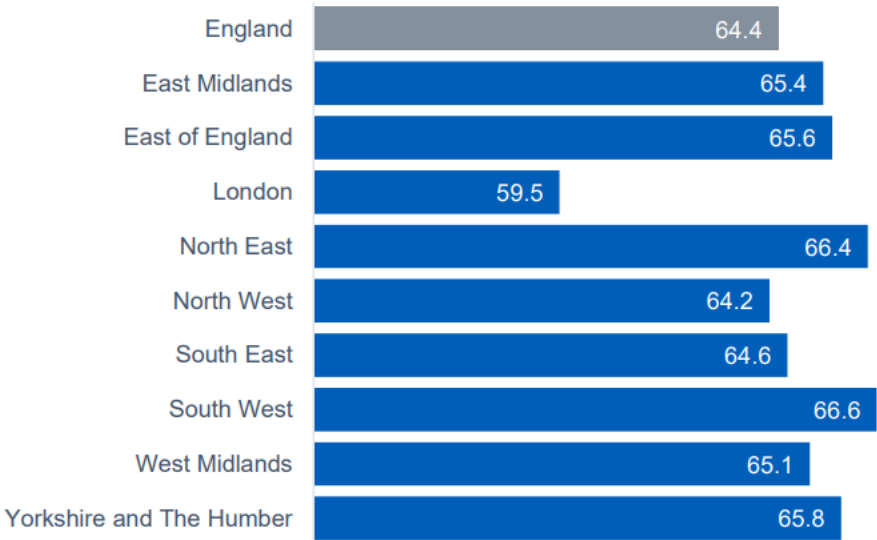


### 3A. Overall satisfaction of people who use services with their care and support

 Proportion of service users who are extremely satisfied or very satisfied with their care and support:

England	64.4%
South West	66.6%
Somerset	64.2%

Proportion of service users who are extremely satisfied or very satisfied with their care and support score is highest in the South West Region, and the lowest in the London region.



3A. Overall satisfaction of people who use services with their care and support



Males:  
65.8%



Females:  
63.5%

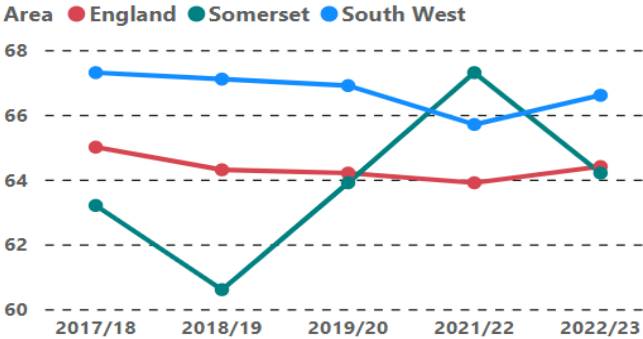
There is a significant difference between the proportion of males and females who are extremely satisfied or very satisfied with their care and support .

**In Somerset, 70.2% for Males and 60.4% for Females**

More service users aged 18-64 (68%) are extremely satisfied or very satisfied with their care and support than service users aged 65+ (61.9%). The difference is statistically significant.

**In Somerset, 66.4% of people under 65+ are extremely satisfied or very satisfied compared to 62.6% of those aged 65+**

3A. % of service users who have control over their daily lives.



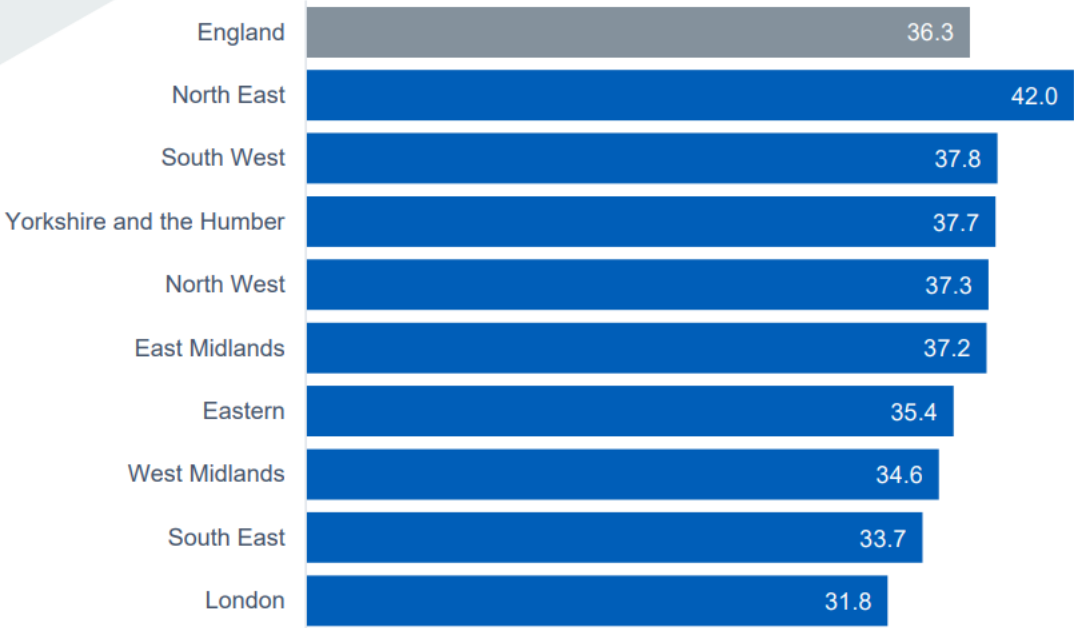
### 3B. Overall satisfaction of Carers with Social Services. (2021/22)



Overall satisfaction of carers with social services

England	36.3%
South West	37.8%
Somerset	28.6%

Overall satisfaction of carers with social services score is highest in the North East Region, and the lowest in the London region.



3B. Overall satisfaction of carers with social services.



Males:  
38.3%



Females:  
35.3%

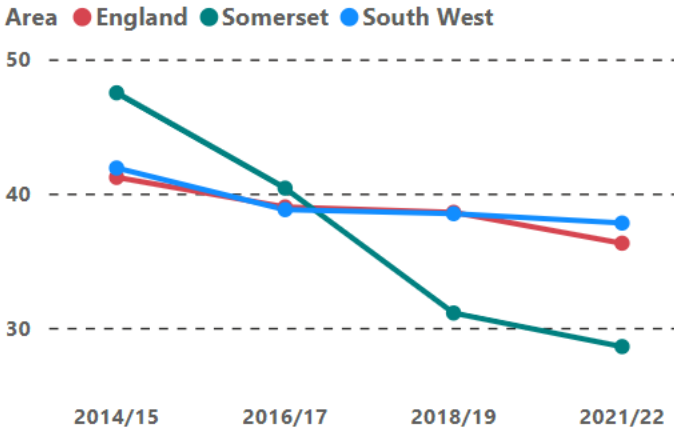
Male carers on average are more satisfied with social services than females. The difference is statistically significant.

**In Somerset, 33.7% for Males and 26.2% for Females**


More carers aged 65+ (38.7%) are report a higher quality of life than carers aged 18-64 (33.4%). The difference is statistically significant..

**In Somerset, 37.9 % of people under 65+ are extremely satisfied or very satisfied compared to 24.1% of those aged 65+**

3B. Overall satisfaction of carers with social services.



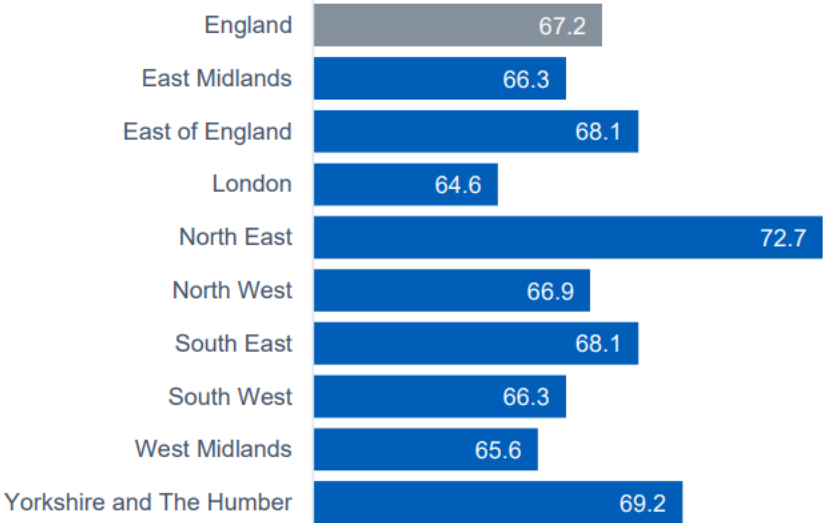
3D(1). Information and Advice



Proportion of service users who find it easy to find information about support

England	67.2%
South West	66.3%
Somerset	60%

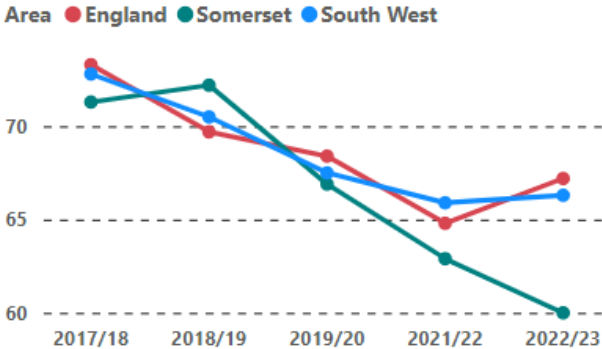
Proportion of service users who find it easy to find information is highest in the North East Region, and the lowest in the London region.



3D(1). % service users who find it easy to find info about support



3D(1). % service users who find it easy to find info about support.



Males:  
68.5%



Females:  
66.2%

Male service users on average find it easier to find information about support than females do. The difference is statistically significant.


**In Somerset, Males: 53.4%. Females: 64.3%**

More service users aged 65 and over find it easier to find information about support than those aged 18-64. The difference is statistically significant.

Nationally 18-64: 65.2%. 65+: 68.6%

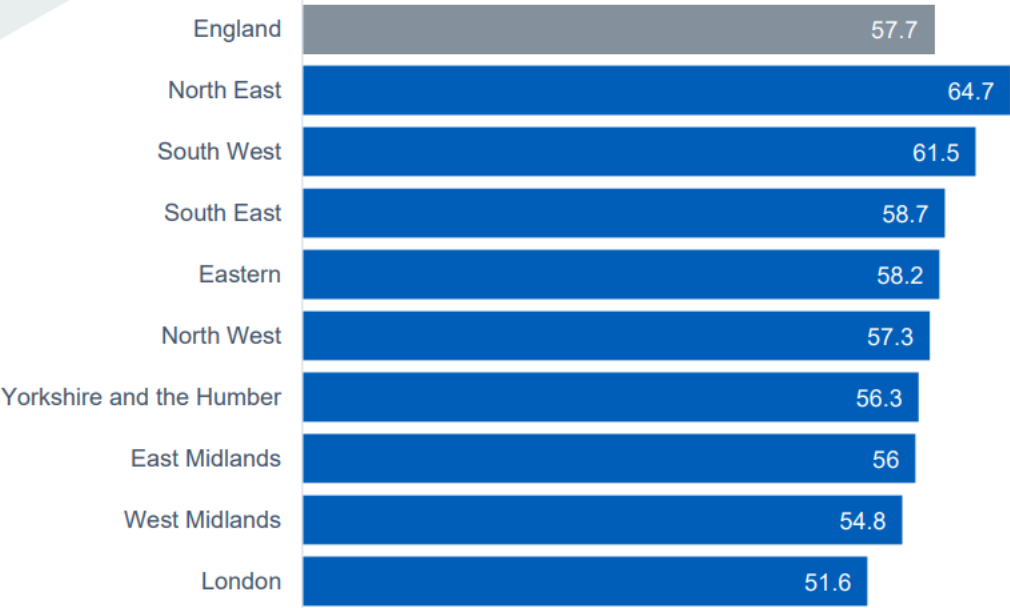
**In Somerset, 18-64: 61.6%. 65+: 58.9%**

## 3D(2). Carers. Information and Advice

 Proportion carers who find it easy to find information about support

England	57.7%
South West	61.5%
Somerset	46%

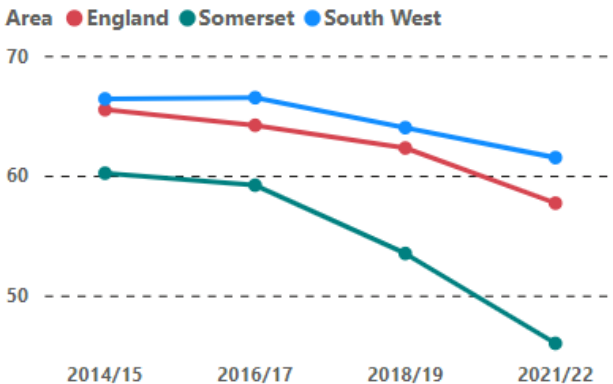
Proportion carers who find it easy to find information about support score is highest in the North East Region, and lowest in the London region.



3D(2). % Carers who find it easy to find info about support



3D(2). % Carers who find it easy to find info about support



Males:  
59.5%



Females:  
57.0%

Male carers on average find it easier to find information about support than females do. This difference is not statistically significant.

**In Somerset, Males: 47.3%. Females: 45.6%**

Carers aged 65+ find it easier to find information about support than those aged 18-64. The difference is statistically significant

Nationally 18-64: 53.9%. 65+: 61.1%

**In Somerset, 18-64: 45.4%. 65+: 46.6%**