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# ANNUAL COMPLAINT REPORT

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Adult Social Care 2022 - 2023

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## Adult Social Care Complaints

### 1 Introduction

The handling of complaints about Adult Social Care services is directed by The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

These regulations say every council must:

- Deal with complaints efficiently
- Properly investigate each complaint
- Offer assistance to complainants to enable them to understand the procedure and obtain advice if needed.
- Respond to each complaint in a timely and appropriate way.

The regulations also direct councils to provide an annual report about adult social care complaints and make that report available to any person on request.

There are some data sets that must be included in the annual report, these are:

#### **The number of complaints:**

**Received** : This is the total of the complaints whereby a formal complaint response is requested, or it can be implied that a formal complaint response is required. Not all complaints received result in a formal complaint investigation. Where we cannot formally investigate a complaint, the complainant will be advised, and signposted, where possible, to the correct procedure.

**Upheld** : These are complaints where there has a service failure has been established. There are generally four outcomes of a complaint, these are:

Upheld – where we agree with the complainant

Partially upheld – where we agree with the complainant in part, but not fully.

Not upheld – where we do not agree that there has been a service failure

Inconclusive – where we do not have evidence to conclude the complaint one way or another.

The Council is phasing out the use of partially upheld and inconclusive outcomes in-line with advice from the Local Government and Social Care Ombudsman.

**Referred to the Local Government and Social Care Ombudsman** : Adult Social Care Complaints have a single stage, and the Council will do its utmost to resolve complaints. However, if having received a complaint response the complainant remains unsatisfied, they may refer their complaint to the Local Government and Social Care Ombudsman.

**Handling**: The council should also summarise the subject of the complaints received, how they were handled.

**Actions**: How issues identified through the complaints process have been or will be addressed in response to the findings.

This report is written to comply with The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, the expectations of the Local Government and Social Care Ombudsman and the Council's own Complaints, Comments and Compliments Policy.

## **2 Key points**

It was expected that complaints would rise, following the relaxing of restrictions put in place during the coronavirus pandemic. During the course of the restrictions some services ceased or changed the way they were delivered. There has been an increase, but complaints did not return to pre-pandemic levels seen prior to 2020.

- The number of compliments received far exceeds the number of complaints, 88 compliments were received in 2022 – 2023.
- A total of 51 Adult Social Care complaints were received, this is an increase of 22 cases compared with the previous year 2021 – 2022, when 29 cases were received. (76%)
- 61% of complaints were responded to within our target timescale of 25 working days. This is an increase on the previous year when 59% of complaints were responded to in time.
- 31 (61%) of complaints upheld or partially upheld.
- 11 complaints were escalated to the Local Government and Social Care Ombudsman
- 2 complaints were upheld by the Local Government and Social Care Ombudsman

## **3 Dealing with complaints about Adult Social Care in the London Borough of Merton**

In London Borough of Merton, Adult Social Care Complaints are managed as a function of the Complaints Team, who similarly manage and co-ordinate other types of complaint. These are corporate complaints and children's statutory complaints.

The Complaints Team are knowledgeable in the handling of complaints and operate independently of the service teams. The team acts as an impartial conduit for complainants and the Council's officers, remain available to both throughout the duration of a complaint, providing guidance throughout the process. It is the responsibility of the Service Teams to respond to complaints.

An important function of the Complaints Team is to collect and collate data from feedback received. This assists the council in preventing recurring complaints, identifying training needs and updating policies and guidance.

Unlike other types of complaint, complaints about Adult Social Care are dealt with in a single stage process. The complaints should be answered within 25 working days, but this may be extended to 65 working days where necessary. Having completed the internal process, the complaint maybe referred to the Local Government and Social Care Ombudsman if the complainant remains unsatisfied.

## 4 The number of complaints received.

The Council received 51 complaints and 48 formal complaints proceeded to investigation regarding Adult Social Care.

Three cases were withdrawn from the process before investigation as one complainant stated that they did not wish the complaint to be dealt with formally, one was dealt with outside of the complaint process, and one was not eligible.

The number of complaints has increased over the previous year and appears to be back at pre-pandemic levels.

The Learning Disability and Long-Term Support teams have seen significant increases in the number of complaints.

**Table 1: Number of complaints received by team and compared with previous years**

	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Assessment & Initial Support	2	2	0	5	2
Commissioning	4	4	1	3	2
Direct provision	1	1	0	0	0
Direct Payments & Finance monitoring	0	0	0	0	1
Financial Assessment	0	0	0	1	2
First response	0	0	0	1	4
Hospital to home	4	1	1	0	3
Learning disability	5	2	3	4	11
Long Term Support	0	0	0	8	13
Mental health	0	2	3	1	1
Occupational Therapy	0	0	0	1	1
Older People	29	23	10	0	0
Reablement	0	3	0	0	3
Residential	0	0	0	1	0
Transitions	1	1	2	1	0
Split	1	3	2	3	5
<b>Total</b>	<b>47</b>	<b>42</b>	<b>22</b>	<b>29</b>	<b>48</b>

## 5 Complaint outcomes

Of the complaints that proceeded to investigation, 31 (65%) were upheld or partially upheld and 13 (27%) were not upheld. The LGSCO no longer issue partially upheld outcomes. Therefore, the partially upheld and upheld figures have been combined. In the previous year, the combined figures for cases upheld was 18 (62%) so there has been a slight increase. Four cases were withdrawn from the process. In these cases, they were resolved outside of the complaints process.

**Table 2: Complaint outcomes by team and outcome 2022-2023**

	No of cases	Upheld or partially upheld	Not upheld	Withdrawn
Assessment & Initial Support	2	1	1	0
Commissioning	2	1	0	1
Direct provision	0	0	0	0
Direct Payments & Finance monitoring	1	0	1	0
Financial Assessment	2	1	1	0
First response	4	3	1	0
Hospital to home	3	2	1	0
Learning disability	11	9	1	1
Long Term Support	13	9	4	0
Mental health	1	1	0	0
Occupational Therapy	1	1	0	0
Older People	0	0	0	0
Reablement	3	2	1	0
Residential	0	0	0	0
Transitions	0	0	0	0
Split	5	1	2	2
<b>Total</b>	<b>48</b>	<b>31</b>	<b>13</b>	<b>4</b>

## 6 Reasons for complaint

Complaints typically fall into one or more of the following complaint types.

- **Administration:** This is a general administration complaint.
- **Assessment:** This usually refers to the application of eligibility and assessment criteria.
- **Communication:** This usually refers to a lack of response to attempts to contact a team or an action being taken (or not taken) without informing the client or representative.
- **Delivery or non-delivery of a service:** This may refer to the timeliness of service delivery, environment, location of service delivery.
- **Disputed payments or charges:** Where the service user questions an amount being charged or paid.
- **Level of Service:** This refers to the amount of support a client is receiving against their expectation – it is not necessarily based on a new decision.
- **Quality of service:** This relates to the quality of service, but not to a specific individual.
- **Staff conduct:** This relates to the behaviour of a specific employee.

- **Unwelcome or disputed decision:** This follows a decision to reduce, withdraw or change the nature of a service.

Categorising complaints is somewhat subjective, and people may have more than one complaint point. Adult social care packages vary by individual, and people describe their circumstances in different ways. The figures have been drawn together to give a representative oversight of the types of complaints received that is. Some complaints include multiple issues which means that the outcomes don't tally with the number of complaints received.

In 2022-2023 56 unique complaint points have been identified in the complaints submitted.

The majority of complaints were regarding the level of service being offered. Of the 14 complaints that specifically mentioned level of service as a complaint point, 92% (13) were upheld in full or in part. This is an increase from the previous year when eighteen complaints were submitted citing level of service as the primary reason for complaining. The combined rate of uphold/partially upheld cases was 38% or three cases.

Seven out of eight complaints regarding the quality of service were upheld in full or in part.

Almost all complaints arise out of a communication issue. However, communication was mentioned in nine complaints as the main reason to submit a complaint. 100% were upheld.

The complaints service acts as the channel for appeal for assessments. There was some concern about how many cases would come through this route. In 2022 – 2023, seven cases have been recorded. The numbers are not of concern but will continue to be monitored.

**Table 3: Complaints by reason and outcome 2022 - 2023**

Reason for complaint	Number of cases	Number of cases upheld or partially upheld	Number of cases not upheld
Administration	1	0	1
Assessment	7	4	3
Communication	9	9	0
Delivery or non-delivery of service	6	4	2
Disputed payments or charges	3	1	2
Level of service – quantity or frequency of a service	14	13	1
Quality or appropriateness of a service	8	7	1
Staff conduct	5	3	2
Unwelcome or disputed decision	3	1	2
Totals	56	42	14

## 7 Escalations to Local Government and Social Care Ombudsman (LGSCO)

A total of eleven complaints were escalated to LGSCO regarding London Borough of Merton's adult social care services. The LGSCO does not fully investigate all cases that are referred to it, as they do have exceptions based on jurisdiction and time. However, all cases are logged and assigned a reference number.

LGSCO will not be investigate cases, except in a very few circumstances, unless the complaint has completed the council's complaint process first. Premature referrals to the LGSCO can be an indication that complaints are not being answered in time.

Of the eleven cases referred to LGSCO, only three proceeded to full investigation. Of these, two were upheld.

The upheld cases are outlined below as summarised by the LGSCO, the full decisions are available on the LGSCO website [Decisions - Local Government and Social Care Ombudsman](#). The case numbers can be typed into the search facility.

LGSCO Case Ref	21 010 255
Decision	Upheld
Category (as defined by LGSCO)	Direct payments
Date of final decision	27/10/2022
Summary	
Mr X complained the Council reduced the direct payments for Ms P's care and support and took back some of the money it paid. The Council was at fault for failing to properly manage Ms P's care plan, failing to conduct timely reviews, and for providing misleading information. The Council was also at fault for allowing Ms P's direct payment fund to build and raising expectations that Ms P could use the money. The Council has agreed to provide a remedy for failing to manage the care plan, raising expectations and distress.	

LGSCO Case Ref	22 006 164
Decision	Upheld
Category (as defined by LGSCO)	Assessment and care plan
Date of final decision	23/09/2022
Summary	
Miss X complains the Council failed to complete a care assessment appropriately and ignored her parent's needs. We have upheld this complaint because the Council has agreed to resolve the complaint early by providing a proportionate remedy for the injustice caused by the likely faults.	

**Table 4: Ombudsman referrals by outcome compared with previous years**

Outcome	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Out of jurisdiction	0	0	0	0	0
Closed after initial enquiries	1	0	0	1	3
Referred back for local resolution	0	0	0	0	5
Not upheld	1	1	1	1	1
Upheld	7	2	1	2	2
Postponed due to covid	0	0	0	0	0
Total cases	9	3	2	4	11

## **8 Compliance with LGSCO recommendations**

Once a service failure is established, it is expected that organisations will learn from their mistakes and put the complainant back into the position they would have been in had their failure not occurred.

Recommended actions usually consist of one or more of the following:

- An apology
- Conciliation and mediation
- Re-assessment
- Practical action specific to the particular complaint
- A review of practice
- Financial redress.

Remedial actions, as recommended by LGSCO were carried out, in one of the cases they were carried out late.



**Table 5: Compliance with LGSCO recommended actions 2022 - 2023**

Case number	Decided	Remedy	Remedy target date	Remedy achieved date	Satisfaction
21 010 255	26/10/2022	Apology Financial redress: Avoidable distress Time and trouble Financial redress: Quantifiable loss Provide information/advice to person affected	25/11/2022	26/03/2023	Completed late
22 006 164	22/09/2022	Reassessment	21/10/2022	20/10/2022	Complete and satisfied.

## 9 Complaints Handling

Adult Social Care are dealt with in a single stage process. The complaints should be answered within 25 working days, but this may be extended to 65 working days where necessary. The 25 days is a corporate target, and it is expected that at least 90% of cases be responded to within this timeframe.

In 2022 – 2023, 58% of complaints were responded to within 25 working days. The respond in time rates have decreased over the past 4 years.

**Table 6: Complaints answered within timeframe – comparison with previous years**

Year	Answered within 25 days	Delayed response
2019-2020	72%	28%
2020-2021	75%	25%
2021-2022	59%	41%
2022-2023	58%	42%

It is recognised that complaints regarding adult social care can be complex. Most complaints are responded to within the target timescale, but the proportion of complaints responded in time could be improved. Untimely responses increase the frustration and anxiety of complainants, risking further escalation.

Frontline teams are encouraged to prioritise complaints and seek support from the Complaints Team at the earliest opportunity. [Complaints@merton.gov.uk](mailto:Complaints@merton.gov.uk)

**Table 7: Responding in time to complaints by team**

	<b>No of cases</b>	<b>Responded to within 25 days</b>	<b>Responded to within 65 days</b>	<b>% responded to in time</b>
Assessment & Initial Support	2	2	2	100
Commissioning	2	2	2	100
Direct provision	0	N/A	N/A	N/A
Direct Payments & Finance monitoring	1	0	1	100
Financial Assessment	2	0	1	50
First response	4	4	4	100
Hospital to home	3	0	3	100
Learning disability	11	7	11	100
Long Term Support	13	8	13	100
Mental health	1	0	1	100
Occupational Therapy	1	1	1	100
Older People	0	N/A	N/A	N/A
Reablement	3	1	3	100
Residential	0	N/A	N/A	N/A
Transitions	0	N/A	N/A	N/A
Split	5	3	1	50
<b>Total</b>	<b>48</b>	<b>28</b>	<b>43</b>	<b>89%</b>

## 10 Learning from complaints

London Borough of Merton welcomes feedback about its services and will use feedback to improve services. Complaints provide an opportunity to learn from service users. Whenever a complaint is upheld, service teams are encouraged to review cases to see if improvements can be made. Below is a list of learning and service improvements carried out in response to complaints received in 2022-2023.

<b>Team</b>	<b>Learning and service improvements</b>
<b>Assessment &amp; Initial Support</b>	
Staff training	Training arranged to ensure staff understand: <ul style="list-style-type: none"> <li>• Customer charter</li> <li>• Timelines for assessments</li> <li>• Timelines for reviews</li> </ul> Training to be included as part of social care induction and within social care training courses offered.
<b>Commissioning</b>	
Working with providers to ensure compliance	Commissioned service to complete an action plan to ensure compliance including: <ul style="list-style-type: none"> <li>• Staffing (including rotas and recruitment processes).</li> <li>• Training undertaken by carers.</li> <li>• Communication to customers and/or their families when the carers are delayed.</li> <li>• Accurate recording of visits undertaken using their electronic care monitoring system.</li> <li>• Health and Safety updates (including PPE).</li> </ul>
<b>First response</b>	
Staff training	Training arranged with staff to:

	<ul style="list-style-type: none"> <li>• Arrangements are confirmed in writing.</li> <li>• Timelines for actions to be carried out are clear.</li> <li>• Service users are informed about any waiting list and realistic timescales are given.</li> <li>• Communications to be written in plain English.</li> </ul>
Staff shadowing	Staff to be offered opportunities to shadow experienced staff to improve practice.
Refresher training	Refresher training offered to staff to ensure: <ul style="list-style-type: none"> <li>• Understanding of Care Act eligibility criteria</li> </ul>
System update	Recording systems to be updated to ensure that information and advice given at the 'front door' is recorded. Assessments are given as appropriate.
<b>Hospital to home</b>	
Outlook training	Staff to engage in outlook training to understand: <ul style="list-style-type: none"> <li>• How to set out of office notifications</li> <li>• Update voicemail messages</li> <li>• Ensure alternative contact details are made available to service users.</li> </ul>
<b>Learning disability</b>	
Cross-team working	To improve working across teams to ensure important information is shared with agenda updates and regular meetings.
Staff reminder	Staff advised to diarise regular updates to maintain contact with service users and their families during lengthy processes.
<b>Long Term Support</b>	
Staff reminder	All staff reminded that calls should only be made during office hours (9.00 – 18.00) unless extenuating circumstances apply.
Staff reminder	Staff advised to diarise regular updates to maintain contact with service users and their families.
Staff training	Training arranged with staff to ensure: <ul style="list-style-type: none"> <li>• Arrangements are confirmed in writing.</li> <li>• Timelines for actions to be carried out are clear.</li> <li>• Respond to correspondence within corporate timescales (15 working days).</li> <li>• Communications to be written in plain English.</li> </ul>
Staff refresher	Update staff on respite care provision in the borough.
Improve information to service users	Written information should be sent to customers when an NHS Continuing Health Care Assessment is requested clearly setting out the process, responsibilities, and timeframes.
<b>Reablement</b>	
Information update	Information for service users updated to include: <ul style="list-style-type: none"> <li>• Purpose of the reablement team</li> <li>• Process map for reablement services</li> </ul>

## 11 Compliments

As well as complaints, the Complaints Team receive compliments to its mailbox [compliments@merton.gov.uk](mailto:compliments@merton.gov.uk). These are welcomed and shared with relevant service managers. The full list of compliments received to the compliment's mailbox is shared in the appendices and are reflective of the positive difference Adult Social Care makes to people's lives.

The Adult Social Care Team consistently receive far more compliments than complaints. In the year 2022-2023, 88 compliments were received, compared to 51 complaints.

**Table 8: Compliments v Complaints comparison by year**

	2019-2020	2020 - 2021	2021 - 2022	2022 - 2023
Compliments	90	112	61	88
Complaints	46	24	29	51

## 12 A review of the effectiveness of the complaint's procedure.

In the 2021-2022, five high level recommendations were made to improve the effectiveness of the complaint procedures across all complaint streams.

They were:

1. A revision of the Complaints, Comments and Compliments Policy should be carried out.
2. Improve access to the complaints service.
3. Introduce a case management system.
4. Provide Additional staff resource for the Complaints Team
5. Support culture change in attitudes to complaints

Specifically, regarding the Adult Social Care complaint process, timekeeping and ensuring the process is accessible to those who may require it, were identified as key areas for improvements.

- 1. A revision of the Complaints, Comments and Compliments Policy should be carried out.**

Performance indicators show that statutory timelines are not being adhered to. Although this may be attributable to conflicting work pressures and lack of available resource - it is clear that staff need to develop confidence in using the complaints procedure. Those responding to complaints are encouraged to contact the Complaints Team to work through complaints. Complaints Officers are available in person or on Teams to provide support and can be contacted at [complaints@merton.gov.uk](mailto:complaints@merton.gov.uk)

- 2. Improve access to the complaints service.**

Work has begun on improving access to the complaints service. A new webform has been developed and will become available for use on the Council's website in Spring

2023. The form ensures that information required is captured at first contact. The form will be available across a range of electronic devices such as mobiles, tablets  
In Autumn 2023, it is expected that the Complaints Team telephone line will open for longer and will have an improved call data and voicemail facility.

Moving forwards, the Complaints Team will work with social care teams, communications team to promote the complaint service through website and other publications.

### **3. Introduce a case management system.**

During 2022 – 2023 the Complaints Team has carried out a huge amount of work to develop a case management system for complaints. The Microsoft Dynamics system will work with an app to allow service teams to easily see and respond to complaints. The system will allow service managers to review reports and will send out automated reminders. It is hoped that along with training, this will prevent complaints from going overtime, and in cases where a complaint cannot be responded to, an extension request would need to be requested from a manager which will also prompt an update to be sent to the complainant.

### **4. Additional staff resource for the Complaints Team**

For much of the year 2022- 2023, the Complaints Team has been under-resourced. There was difficulty recruiting following the unexpected departure of a member of staff from the team and another member of staff who went on maternity leave. The issue was compounded by additional work to develop the case management system. As a statutory process, Adult Social Care complaints were prioritised, but at times it was necessary to prioritise other complaints based on impact to the complainant.

### **5. Support culture change in attitudes to complaints**

The Complaints Team continues to work closely with other teams within the council. As part of the development of the case management system most service teams have been invited to give their requirements for the new system and review procedures to make the procedure more efficient.

The system has been developed to include customer feedback to aid service development. The system also includes recording of lessons learned from complaints and tracking of remedial actions. The system should support staff in improvement of service delivery.

## **13 Conclusion**

Whilst there have been complaints against the service, there has also been a lot of positive feedback. The number of compliments far exceeds the number of complaints – reflective of excellent practice.

However, eleven service users felt the need to escalate their complaints to Local Government and Social Care Ombudsman. This is 22% of the complaints submitted which is high compared with the referral rate for other areas of the organisation. The LGSCO referral rate for corporate complaints is 4%.

Although only two complaints were upheld, it does indicate a need for more robust and timely responses at stage 1.

Those responding to complaints are encouraged to hold face to face meetings, video calls or telephone calls with the complainant to properly understand the complaint before responding. This is one of the most effective ways to prevent escalation.

# Appendices

## Appendix 1 -Compliments received.

Compliment Reference	Team	Compliment
CHC22001	Learning Dis	<p>██████ has read through your email and we have gone through the whole book with him. It is really well done.</p> <p>He is really happy with his book and has been showing ██████ what you worked through with him.</p> <p>Thank you for all your help and support in getting this very valuable resource off the ground. It is going to make a big difference to him managing his condition.”</p>
CHC22002	Older People	<p>Just to place on record my thanks to you and ██████ for the help which I received on Tuesday.</p> <p>██████ skillfully assembled the overbed table with wheels which had been delivered to me unassembled.</p> <p>It will now be very useful to me.</p>
CHC22004	Direct Pay	<p>I am moved to write to say what an outstanding member of staff you have in the Financial Assessment team in ██████</p> <p>I have been involved in the 12 week Disregard Process that has helped with covering some costs for care home fees while we were in process of selling my Mum’s house.</p> <p>I think I have spoken to ██████ 4 times in as many months - at every stage she has been helpful, kind, patient yet fun, compassionate yet realistic and even remembers Mums name - to me this is the very face you don’t hear about when people talk about Social Services and housing. It is apparent that she is very busy, yet as she says ‘I’ll quickly bash out an email explaining what is happening for you’ .... And she does it ... with correct, up to date details. I feel sure she stays after hours so that she knows she has sorted it.</p> <p>She seems a bit of a legend in her own life time and clearly is someone who knows how and what is happening as the Social workers and also Transactional Services when they can’t be clear what is happening says call ██████ .... To me this is a lot to expect of one person...</p> <p>Anyway, I really can’t praise and thank ██████ enough -</p>

		she seems to be a great asset to the client facing side of the council.
CHC22005	MASCOT	<p>I would like to take this opportunity to thank the service for attending the property recently in order to remove all equipment, since the passing of mum.</p> <p>I wish to thank everyone at Merton Mascot for all there support given to our mum, over the years. Attending the property to help her up when she had fallen, to all support given to me in regards to her, we very much appreciated it.</p>
CHC22006	MASCOT	<p>I was just so impressed with the service provided last night.</p> <p>I was so relieved when your van arrived with the two reassuring ladies.</p>
CHC22008	MASCOT	<p>I just want to express my thanks for the help I received this morning. After my phone call asking for help, [REDACTED] arrived to the rescue! PLEASE PASS ON MY THANKS to him for doing the job needed so efficiently and kindly.</p> <p>It really made my day after being so worried.</p>



CHC22009	Supp Living	<p>Finally I want to express my sincere thanks to [REDACTED] for her support guidance and advice in what was a very challenging time for [REDACTED] and in particular to me as the person who provided round the clock care for over 3 weeks after [REDACTED]'s discharge. [REDACTED] was always prompt in getting back to me, listened to both [REDACTED] and my views, perspective and acted to fill in gaps in [REDACTED] care. I found her practice to be very grounded in social work values, she treated us both with respect and dignity. Her knowledge base was sound and she was able to point me in the direction of other services plus making additional referrals. Her communication skills was excellent she actively listened to what my experiences were in caring for [REDACTED]. She took onboard emerging identified needs and acted on these. I felt very supported during my interactions with [REDACTED] For this and so much more I thank [REDACTED] and commend on on her excellent practice.</p>
CHC22011	Residential	<p>Thank you very much for the invaluable efforts you are making to help my Son, the follow-up you are doing and the fulfillments of the promises that you have done has changed a lot in improving [REDACTED]'s day to day life and the life of [REDACTED]'s family, it left a very good impact on all of us.</p> <p>Thank you very much again for the support.</p>
CHC22013	OT	<p>The OT was very helpful and thorough. It was a pleasure dealing with her to help with my grandmother's needs. [REDACTED] informed us the whole way through and tried her best. Need more people like this in the world.</p>
CHC22015	MASCOT	<p>I recently had the pleasure of using the handyman services supplied through your Mascot department. I am 86 years of age, living alone, and required some pictures to be hung on my wall after the decorators had finished, and some furniture moving, and as it turned out, one piece of furniture needed a repair. The handyman called [REDACTED] was a true gentleman, and really helped me not only physically with all the jobs, but mentally as well. Knowing that this service is available, gives me immense relief, as all these little jobs can be causes of great worry, when you are living alone. Please thank the whole team at Mascot on my behalf, and long may it remain.</p>

CHC22016	Learning Dis	Thank you for your call this morning. I just wanted to thank you for making such a difference to the support [REDACTED] has received over the last few months.
CHC22017	Safeguarding	Thank you for all your thought and effort and essentially your good heart in securing the decision for [REDACTED].
CHC22018	MASCOT	Please may I thank Mascot's [REDACTED] for his response at 6 in the morning. His response enabled me to get help to move up my bed as I am bedbound, in order to empty my stomach pouch myself. My son who stays here overnight then gave me the help I needed.
CHC22019		Really wanted to let someone know that [REDACTED] has been fantastic over the last 2weeks dealing with almost daily phone calls from myself regarding my Aunt in law . From the moment we were allocated [REDACTED] prior to discharge she has shown professionalism care understanding and always returns calls which seems rare these days !
CHC22020	Supp Living	I wanted to write to you both/your team to thank you on behalf of my family and myself for everything you have done for us since my brother came out of hospital. My mum wanted to expressly send her personal thanks for the support you have given her with your approachable manner. We were so very desperate and tired by the time [REDACTED] went into hospital, to say we were at breaking point is an understatement. Without your help there is a real possibility that my mum would have ended up in hospital herself and [REDACTED] would have ended up needing a care home placement.

CHC22021	MASCOT	<p>“ both the ladies were kind, responsive and treated her as an individual...”</p> <p>████████ continued by also saying, “ although my ankle was very painful, using the Mascot service was almost a pleasure!”</p>
CHC22022		<p>I just want to take this opportunity on behalf of myself and my brother to say a massive thank you for all the support and kindness that you have shown my mother. At the same time, I also want to acknowledge how you have been a brilliant support system for both myself and my brother throughout this difficult time.</p> <p>Your clear communication and quick action has meant that my mum was constantly receiving the best possible care whether at home, at hospital or in the care home.</p> <p>We are so very grateful for all your support and understanding. You have listened to our concerns and if required raised any issues promptly. At the same time, you have also have been the voice of reason when needed.</p> <p>You are brilliant at what you do and we are so grateful that you were our mum's social worker.</p>
CHC22023	Older People	<p>Thank you for caring for ██████ so wonderfully all these years and for helping me finally piece my life together. You are one in a million. Forever in your debt.</p>

CHC22026	Reablement	<p>While my father could reasonably expect to receive his care needs met, I would like to draw to your attention the exceptional care that my father received from your team. As I live 50 miles from my father I only met two of the team in person. However, we have cameras in the house and both my brother and I were able to monitor my father and the carers from time to time. Everyone from your team who dealt with my father was incredibly kind, caring and considerate to him. They were very patient with him and they all had a lovely attitude towards him. My father is generally a very easy going and compliant person but one evening he was being difficult and my brother observed [REDACTED] being incredibly patient and kind to my father</p> <p>I felt that your team went above and beyond what was required of them and made the transition home easier for my father and the family.</p>
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CHC22027	MASCOT	I rang Mascot as my telephone line was out of order with a BT fault I am sorry I now cannot remember the lady's name (I hope you have a record). She was brilliant, she came over to see if she could fix it replaced a battery that I didn't know was there and also replaced a light bulb. Very impressive.
CHC22029	MASCOT	I am thoroughly satisfied with your service, you have contacted me a couple of times when a pan has boiled dry and set off the alarm and I've been most impressed. The fire brigade turned up.
CHC22030	Direct Pay	Thank you for your Immediate reply without any delay . Even during your leave, you have a very responsible answering system . Not many offices got this auto reply system and even give information about emergency arrangement.
CHC22031	Reablement	When I had a power cut a week ago (I think it was 2:20 to 4:20 in the middle of the night) MASCOT rang me to see if I was OK and said did I want any help. I was well, and to hear another voice was lovely. MASCOT carers are lovely to talk to.
CHC22032	MASCOT	Dad was coming to the end of his life. I myself had to use the service in the middle of the night. The staff are always amazing on the phone and they care. Don't change a thing please.  The staff that come out are amazing too. I rest easy when I am at work knowing mum has this service.
CHC22033	MASCOT	Thank you very much for your support and assistance. Professional team and service
CHC22034	MASCOT	On the few occasions I have spoke to staff I have found them very helpful and polite .Also the engineers that have called to check equipment . I cannot think of anything that could be improved.

CHC22035	Learning Dis	<p>Thank you both for all your help, can't tell you how grateful I am to both of you and [REDACTED] of course.</p> <p>Thank you for all your help and thank you for being so lovely</p>
CHC22036	MASCOT	<p>I just want to pass on my thanks to the team that came out last Thursday evening (30th June) to assist my mum.</p> <p>Please do pass on my thanks to the two team members who assisted for their professionalism and help.</p>
CHC22037	OT	<p>[REDACTED] OT has been wonderful and more than helpful we appreciate everything she has done. Has helped us so very much so understanding and very thoughtful. Nothing was too much trouble.</p>
CHC22038	MASCOT	<p>A huge thank you to the mascot team who attended my husband last Saturday. They were so kind in such difficult circumstances. Just to update them, the ambulance did take him to hospital as he had a very slow heart rate. He is still in hospital having a pacemaker fitted. Thank you so very much.</p>
CHC22039	MASCOT	<p>MASCOT do a fantastic job I'm so pleased that we have this service.</p> <p>The team are absolutely fantastically friendly and professional. Thank you so much.</p>

CHC22040	Older People	Thank's ever so much for you support with Mum's case. It's been a real help for us.
CHC22043	MASCOT	Absolutely Brilliant. Such peace of mind to have them. This service has helped and saved me many a time. Even called me on my birthday; so kind. I wouldn't be without them.
CHC22045	MASCOT	I have used the help of THE TWO HANDYMEN, which is a great help for odd jobs which I cannot do myself or have anyone to contact for such jobs. The main reason I have MASCOT is for PEACE OF MIND.
CHC22046	MASCOT	Although never using the pendant in an emergency – having screamed when the cord on the plug to my iron ignited, the call came from MASCOT . My scream must have activated the pendant; I hadn't used it, but the lady was very kind and I say Thank you very much.

CHC22047	Older People	<p>I would like to say how grateful I am for your support and assistance with my aunt. I really felt that you listened, understood and responded promptly to my concerns; it was due to your support and persistence (with the GP) that my aunt was finally admitted to hospital where she has now been assessed. The hospital has agreed that the best place for her is to be discharged to a nursing home (where this will be I do not know at present). This is a huge relief, knowing that my aunt will be cared for and monitored more closely, with prompt action should the need arise.</p> <p>You have a very difficult and demanding job but you always made time for me. Despite your heavy caseload, it felt like we had your complete attention, such is your professionalism. I cannot express enough how wonderful you have been. You are a star! Thank you so very, very much.</p>
CHC22076	MASCOT	<p>Telephone call received from Mr [REDACTED]'s daughter Angela, wishing to thank [REDACTED] for his help, kindness and care when collecting her father's equipment today.</p>
CHC22079	OT	<p>The service I received is extremely satisfying. The consultant [REDACTED] is a full credit to your team.</p>
CHC22082	Older People	<p>This is fantastic news... I have arranged for my dad to be moved tomorrow midday. I want to say a big thank you for all that you have done for us You have been a star.</p>
CHC22083	Older People	<p>Telephone call received from [REDACTED] wishing to thank [REDACTED] for helping with a technical query.</p> <p>She appreciated the time he took to explain the issue, and offered her services as his tech assistant if ever needed! :3)</p>
CHC22085	MASCOT	<p>Mr [REDACTED]'s daughter rang to pass on her thanks for [REDACTED] &amp; [REDACTED] who attended her dad when he fell getting out of the bath.</p> <p>Unfortunately he has now passed away, but she was very grateful for their help and wanted them to know.</p>



CHC22086	Direct Pay	Thank you! I couldn't have done this without you.
CHC22087	MASCOT	Thank you most sincerely for all your help and advice since I started with you so many years ago. I've now moved to a retirement flat in Wimbledon with its own helpline so sadly will not need you anymore, but you won't be forgotten and I shall miss your phone calls to me on my birthday.
CHC22088	Older People	I just want to thank [REDACTED] for all his help during the assessment, he was really professional and caring, very compassionate.
CHC22089	Direct Pay	Many thanks indeed to you both for all your help and prompt assistance. We're enormously grateful and I appreciate the kindness with which your whole team assisted over the phone.
CHC22090	Reablement	Good morning to you all I visited [REDACTED] and her son last week and just wanted to let you know how happy they were with your support when she came out of hospital. Son advised that the Carers were absolute stars and his mother only recovered as well as she did because of their help.
CHC22091		When I told [REDACTED] you were leaving he shouted 'nooooooooooooo'. We will all echo us sentiments. You've done so much for us as a family and been the only consistent and reliable professional we have had involved with us so far and I cannot thank you enough for all you have done.
CHC22093	Older People	[REDACTED]'s daughter called to say a HUGE thank you for your kindness and support whilst assisting her mother this morning; she is extremely impressed!
CHC22094	First response	Thank you so much for your help.
CHC22095	OT	Thank you so much for everything you have done for us. You have been amazing.

CHC22096	OT	Can I finish by saying how grateful and impressed I am by the service provided by Merton OT department. Everyone I have spoken to has been so very helpful and responsive.
CHC22100	MASCOT	████████ rang to say how grateful she was for ██████ and ██████ who attended to do a handyman job on Monday. They were both wonderful, and she really appreciated what they did for her.
CHC22101	Learning Dis	Over the past few months I have held several care reviews for individuals from all different local authorities and ██████ is by far the best care manager I have had the pleasure of working with and meeting. He was very friendly and interacted amazingly with the resident that he came to see. ██████ was very professional and friendly and worked in one of the best person centred approaches I have seen from any care manager. It was really nice to have a care review with someone who projected genuine care and compassion.
CHC22102	Older People	Huge thanks for all your time, help and support with helping getting mum into the care home, such a relief to know she is warm and safe. It means so much to us all.
CHC22103	Older People	What a wonderful service you provide.
CHC22104	Older People	Thank you so much for your help, support and speedy response to my dad's needs, we are very grateful.
CHC22105	MASCOT	the patient wants to pass on her thanks for 2 staff for saving her life.
CHC22106	MASCOT	Please pass on mine and my wife's thanks to all concerned in organising the installation of her personal alarm.
CHC22107	MASCOT	Telephone call received from ██████'s niece, wishing to thank Paul for his kindness and professionalism whilst assisting her aunt following a fall.
CHC22108	MASCOT	Thank you for the excellent and efficient way in which the whole procedure was carried out. Every member of staff we spoke to was so professional and kind.

CHC22109	Older People	██████ has worked incredibly hard to support ██████ to move to a new care home that is close to her family. ██████'s hard work and dedication has been recognised by the family and she received a lovely bunch of flowers and a beautiful card.
CHC22110	Older People	██████, thank you for all your hard work and support you have given to my mum and me. The best thing about you is that you listen and take a holistic approach.
CHC22111	Older People	Mrs ██████'s daughter, stated that if Mascot had not attended and kept putting pressure on the ambulance service to attend. Mrs ██████'s daughter, believes her mother would not still be here.
CHC22112	Older People	Thank you very much for arranging this. I appreciate your and your team's efforts to arrange everything so quickly.
CHC22113	Older People	██████ and I would like to express our thanks to all the staff involved in caring for ██████ the past two weeks. It is difficult to name everyone who has visited and cared from all the workers however I can assure you that all have been appreciated for their care and kindness. Thank you
CHC22114	Older People	██████ called to day to thank us for such a quick and effective response and said she was very surprised that ██████ had been so successful in persuading him [to go to hospital] as she couldn't.
CHC22115	MASCOT	I wanted to say thank-you for helping my mother when she had a bad fall in her bedroom at 3am on 20th December. Despite having sustained a bad head wound, she managed to activate her Mascot alarm, and two wonderful women came to her house, rang 999 and then alerted me, so that I

		could rush to Ma's house. We can't thank them enough. Without them and the Mascot alarm system, my mother wouldn't be alive today.
CHC22116	Older People	<p>We are very grateful to your council and the team of staff of your department for supporting to keep our aunty alive for the last three years.</p> <p>In December 2019 My aunty was moved to this care home which is having the full language support to my Aunty with the Tamil speaking staff . With their help other staff also managed to looked after my Aunty.</p> <p>We thank you sincerely for arranging this care facility for our aunty.</p>
CHC22117	MASCOT	I called Mascot at lunchtime as my mother's pendant alarm was not working and spoke to a lovely man , who I think was called [REDACTED]. He could not have been kinder or more helpful.
CHC22118	MASCOT	<p>I just wanted to drop a note of thanks to you for always being there at the end of the line for my mum over the last year.</p> <p>We have twice had to call out the mascot service and on both occasions you were completely brilliant, very reassuring and acted in a speedy, professional and caring way.</p>
CHC22119	OT	Poppy was very attentive and patient with me. She took the time to address all my concerns and I felt very well cared for throughout the assessment. [REDACTED] was most kind, considerate and helpful
CHC22120	MASCOT	<p>My mother, has asked me to contact you with regards to recognising two of the staff members of the Mascot Team for a Civil Award of some sort.</p> <p>She says they went above and beyond when she needed help, and feels it shouldn't go unrecognised.</p>

CHC22121	Older People	<p>We strongly believe that you are is a true representative of a what a good Social Worker should be. You have had made the meeting so comfortable, explaining the reality of the situation yet offering hope at the time of uncertainty. When challenges seemed heavy and burdensome, you were truly there, present and steadfast.</p> <p>This demonstrates passion for an effective and efficient service provision for our client, you do this with professionalism and natural ease.</p>
CHC22122	Older People	<p>I would like to express my gratitude for your compassion, dedication and such a great service. Its amazing that Social Workers like you are there to support our clients in such difficult times of grief and bereavement.</p>
CHC22126	OT	<p>“██████████ it sounds like you and your team do an amazing job and cover so much!!!!!! If you have a service spec for your team or anything that you would be happy to share I would love to see it - I would love for our nurses to be doing what yours are”</p> <p>“██████████’s team are great. Great leadership and supported.”</p>
CHC22127	Supp Living	<p>Thankyou so much for letting me know, and for all your help and support with ██████████ over the last few years. We are so happy he’s not finally settled and stable at ██████████, which we have you to thank for, finding that place has literally changed ██████████ day to day life.</p>
CHC22128	MASCOT	<p>Want to tell you how grateful I am to your colleague who came to adjust my television for me today. Unfortunately, unless I write down the name it goes out of my mind very quickly. The problem was a very stubborn one but dealt with so efficiently. Thank you very much.</p>
CHC22129	OT	<p>I'd like put forward my sincere appreciation from a member of your team.</p> <p>██████████ has handled my case with great respect and speed. She has, within a week, completed my request, she has kept me updated, were needed.</p>
CHC22132	Direct Pay	<p>I would like to say thank you so much for all your help regarding our daughter ██████████’s financial assessment. I was very concerned but you were so kind and helpful.</p>

CHC22134	MASCOT	She wanted to thank them for being so good, and polite and wanted to say what a credit they were to Mascot
CHC22135	Learning Dis	<p>██████ and I both want to thank you so much for all the work you have done on behalf of our family. You were kind, friendly and efficient from the start, and took charge of ██████'s move to a new placement. We feel very fortunate to have had you as her social worker.</p>
CHC22136	Older People	<p>I cannot thank ██████ enough he was excellent I was included in everything. ██████ made sure I was always treated with the greatest respect. ██████ as always was very polite and friendly and explained things has he went. I can say that I'm a very satisfied customer.</p>