**Jewish Care annual complaints performance and service improvement report**

The table shows the compliments to complaints ratios between April 2023 - March 2024

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|  | **April 2023-**  **March 2024** | **April 2022-**  **March 2023** | **April 2021-**  **March 2022** | **April 2020-**  **March 2021** |
| Organisational total | **13 to 1**  742 compliments  57 complaints | **10.65 to 1**  714 compliments  67 complaints | **8.66 to 1**  667 compliments  77 complaints | **35.79 to 1**  1396 Compliments  39 Complaints |
| Care Homes & Retirement Living\* | **6.9 to 1**  271 compliments  39 complaints | **4.75 to 1**  247 compliments  52 complaints | **4.57 to 1**  261 compliments  57 complaints | **19.16 to1**  594 Compliments  31 Complaints |
| Community services\*\* | **25.6 to 1**  205 compliments  8 complaints | **47 to 1**  235 compliments  5 complaints | **19.66 to 1**  236 compliments  12 complaints | **322 to 1**  322 Compliments  1 Complaints |

\*Care Homes & Retirement living

\*\*Community Centres, Day & Dementia centres, Connect@, Social Work & Community Support, Jewish Care Direct Helpline, Support & Social groups

The data overview:

In April 2023 – March 2024the Organisational ratio is 13 to 1 of compliments to complaints and this has improved over previous years.

Within Care Homes & Retirement Living, the ratio is 6.9 to 1, which is the best it has been in the last 3 years. There had been a number of complaints in two Homes in previous years and these have been satisfactorily resolved. The feedback about these two homes has improved over the year and improved the overall ratio for care homes.

There has been a reduction in compliments at Retirement Living, due to some issues with the repair process at the beginning of the year, as well as some concerns about the food service in one of our onsite Restaurants These concerns were addressed through food forums with the tenants and resolved.

The ratio within Community Services is 26 to 1, which is positive. Although this is a decrease compared to last year, this is due to the reduction in feedback this year at day and dementia centres and online social groups. Many of the compliments in 22/23 were related to the reopening of services following the pandemic. These services are now embedded back into their communities.

Other observations about the data:

* This year we have received fewer complaints about customer experience compared to last year, and we have received more compliments relating to communication. This demonstrates that Jewish Care is improving customer engagement and meeting the needs of our customers.
* This year we can see an increase in compliments regarding Hospitality, Activities and entertainers, however there is a slight reduction in compliments relating to online & social activities, as we have returned to a programme that is more centred on in person activity.

Things we have learnt from complaints in 2023/24:

Repair process at Retirement Living:

* An action plan was put in place last year to improve the repair process. Our annual survey demonstrates that there is an 80% satisfaction with the repair process now. This is a testament that positive changes were made throughout the year.

Improvement in customer experience at care homes:

* We have provided frontline Customer Experience training to Team Leaders, to improve their complaint management skills and to specify their roles and duties.
* . The Senior Leadership Team within Care Services are continuously supporting managers to improve communication. This particularly relates to the prompt answering of telephones as well as responding to emails.

Improvements to the ‘Jewish in Jewish Care’

* We have received constructive feedback at one of our Retirement Living restaurants asking us to improve on the environment to reflect a better Jewish atmosphere and menu. We are creating improvements by meeting regularly with Tenants and staff.
* The Jewish Faith and Culture Manager visits the resources frequently to seek feedback from clients and works closely with the Activities Coordinators to monitor the programming and ensure that the activities are culturally suitable.

Themes in compliments in 2023/2024:

* We have received compliments about activities across all services, mostly about events, entertainments, and outings.
* Our admission process continues to receive compliments, regarding the *Living with Jewish Care* team together with Social Workers, for their assistance & compassion supporting clients and their families during difficult & stressful times such as care home admissions.
* Customer experience compliments are the most frequently received compliments. The carers are praised for their kindness, care and support.
* Fundraising received a record number of compliments this year, mostly about special events, such as entertainments, organised events, celebrity visits, and lots of compliments came in through donations.
* We received lots of compliments in relation to the way we support people and their families at the end of their lives. Staff are praised for providing excellent care to people at the end of their life, showing compassion and providing emotional support to families.
* We receive many compliments relating to the food and hospitality services that we provide to our clients. This includes the delicious food prepared for special events, as well as the day-to-day menus, and the dedication and support of the catering staff.
* Our volunteer Befrienders received lots of compliments too this year for their ongoing and selfless support to the community.

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We have received 57 complaints in the financial year of 2023/2024. 14 of these complaints were found to be not upheld (not substantiated), 24 of these were partially upheld (some of the allegations were substantiated), and 19 of them were found to be upheld (complaints were substantiated).

We resolved these complaints in an average of 15 working days. Two of these complaints were taken to the second and final stage of our internal complaints process and were reviewed by a Director. One of these complaints was found to be upheld, the other one was not upheld, and it took an average of 12 working days to resolve them.

We have made about twelve service improvements throughout the year following an investigation (for example food, activities, communication, care practice, operational changes, billing, administration, assessments, and noise control).