

Jewish Care annual complaints performance and service improvement report

The table shows the compliments to complaints ratios between April 2024 - March 2025

	2024-25	2023-24	2022-23	2021-22
Organisational total	12.07 to 1 1183 compliments 98 complaints	13 to 1 742 compliments 57 complaints	10.65 to 1 714 compliments 67 complaints	8.66 to 1 667 compliments 77 complaints
Homes & Regulated Services*	7.04 to 1 479 compliments 68 complaints	6.9 to 1 271 compliments 39 complaints	4.75 to 1 247 compliments 52 complaints	4.57 to 1 261 compliments 57 complaints
Community services**	26.7 to 1 348 compliments 13 complaints	20.7 to 1 207 compliments 10 complaints	34.4 to 1 241 compliments 7 complaints	16.4 to 1 246 compliments 15 complaints
Jami Mental Health Services	2.22 to 1 20 compliments 9 complaints			

*Homes, Independent Living, Home Care

**Day & Dementia centres, Connect@, CSSW, Helpline, Support & Social groups, MOW

The data overview:

Between April 2024 and March 2025, the ratio of compliments to complaints was 12.07 to 1. This means we have received 12 compliments to one complaint. This is the highest number of compliments we received since lockdown and the highest number of complaints since before lockdown. This is good, it shows that clients know how to give feedback, and we are receiving more feedback now than previous years.

At Regulated Services, the ratio is 7 to 1, this is the best it has been in three years. This is due to the nice increase in compliments both at Retirement Living and care homes.

The ratio at Community Services is 26.7 to 1, which is higher than last year. There is an increase in compliments at day and dementia centres. This increase is due to activities and special events.

For Jami services, the ratio is 2.22 to 1, this is the first time we have calculated the annual ratio for Jami, since the merge.

Types of complaints

This year, similarly, to previous years, the most frequent complaints we received were about care practice, customer experience (communication, for example emails not being answered, etc), food quality, variety and presentation, and repairs.

The care practice type of complaints come from care home relatives, and these complaints are about care related issues, for example falls or waiting times to call bells, personal care. About 30% of these complaints were upheld.

We had a slight increase in complaints this year about repairs, these complaints were about older Jewish Care buildings, that are now awaiting refurbishments.

Looking at Jami, out of the 9 complaints, 4 was about customer experience, 4 about housing/property, and 1 about volunteering experience at one of the hubs.

Things we have learnt from complaints and what we do better now:

Care Practice

The Quarterly Home Review Meetings are designed to address all areas of the business with each care home quarterly (Hospitality, Finance, Property, Complaints & Compliments and Surveys, Safeguarding, H&S, training issues, HR issues).

We predict that this will decrease the number of care home complaints, including care practice related complaints, going forward.

Hospitality

Last year: Jewish Care rolled out the Elevating Hospitality project across all resources to ensure we consistently deliver high quality food. We have predicted to see a difference in the food quality.

This year: The food related formal complaints at Retirement Living decreased (from 33% to 12%). The Elevating Hospitality project is ongoing, and we predict further reduction of these complaints across all services, this year.

Customer Experience

Last year: a Customer Experience training was rolled out to care home managers (Registered Managers, Deputy and Care Managers, and TLs). The training was put together to increase customer service, and better handling of complaints locally.

This year: The customer experience related complaints at care homes have reduced by almost half since last year. We are looking into putting together a Customer Experience training for all managers, to reduce customer experience complaints across all services, not just care homes.

Themes in compliments in 2024/2025:

- We have received 340 compliments this year about customer experience. The most complimented services this year were care homes (100), the social worker team (97), Retirement Living (35) and day centres (35).

- We received 159 compliments about activities this year. Most of these are day and dementia centres (78) and care homes (47), almost half of these (20) from Sunridge Court.
- We have received 165 compliments this year about various fundraising events at different resources, outings and special events.
- Hospitality has received 103 compliments, the majority of these compliments (62) came from care homes, especially the BALC homes (40).
- 78 compliments were received about care practice this year, most of these were from Sunridge Court (15), Selig Court (12), Otto Schiff (10) and Kun Mor & George Kiss (10).
- We have received 69 compliments this year about the admission process, and the helpfulness and support from the staff at the Admissions Team and the Social Work Team.
- Volunteers this year received 113 compliments, more than half of these (62) were about individual volunteers or specific events, 20 compliments were about volunteers helping out at care homes, and 20 about volunteers at day and dementia centres.
- We have received 15 compliments about the mental health support Jami provides to clients via counselling and mental health hubs.

AOB

We have received 98 complaints in the financial year of 2024/2025. We have almost even number of complaints that were found to be not upheld (33 out of 98), partially upheld (33 out of 98), and upheld (32 out of 98).

We resolved these complaints in an average of 10 working days. Three of these complaints were taken to the second and final stage of our internal complaints process and were reviewed by a Director. All these complaints were found to be partially upheld.

We have made about twenty-five service improvements throughout the year following an investigation (for example food/catering services, communication, care practice, invoicing and administration, noise control, escalating incidents/accidents, and housing/repair processes).

Looking at Jami, we had 9 complaints in the financial year of 2024/25. Out of these 9, 6 were not upheld, 1 was upheld and 2 were partially upheld. All complaints were resolved within the 10 working days timeframe.

We had one complaint which was taken to the second and final stage of our internal complaint process and was reviewed by a Director. This complaint was partially upheld and resolved within the 10 working days timeframe.

Jami has made service improvements around the complaint handling process and the repair/housing process following the merge with Jewish Care. Most of these complaints were resolved swiftly and the number of complaints reduced once these processes were implemented, following the merge.