

Jewish Care annual complaints performance and service improvement report

The table shows the compliments to complaints ratios between April 2025 - March 2026

	2025/26	2024-25	2023-24	2022-23
Organisational total	12 to 1 1338 compliments 112 complaints	12 to 1 1184 compliments 98 complaints	13.05 to 1 744 compliments 57 complaints	10.90 to 1 720 compliments 66 complaints
Homes & Regulated Services*	6 to 1 483 compliments 80 complaints	7.03 to 1 478 compliments 68 complaints	6.9 to 1 271 compliments 39 complaints	4.8 to 1 247 compliments 51 complaints
Community services**	28 to 1 310 compliments 11 complaints	26.77 to 1 348 compliments 13 complaints	25.87 to 1 207 compliments 8 complaints	48.2 to 1 241 compliments 5 complaints
Jami Mental Health Services	13.75 to 1 55 compliments 4 complaints	2.22 to 1 20 compliments 9 complaints		
Support services (central services)	28.82 to 1 490 compliments 17 complaints	42.25 to 1 338 compliments 8 complaints	26.6 to 1 266 compliments 10 complaints	23.2 to 1 232 compliments 10 complaints

*Homes, Retirement Living, Home Care

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

The data overview:

Between April 2025 and March 2026, the ratio of compliments to complaints was **12:1**. This means we received 12 compliments for every one complaint. This is the highest number of compliments and complaints we have received in the past four years. This is positive, as it shows that clients know how to give feedback, and we are receiving more feedback than in previous years.

At Regulated Services, the ratio is **6:1**, which is slightly lower than last year. This is due to an increase in complaints at care homes and a slight drop in feedback at Retirement Living.

The ratio at Community Services is **28:1**, which is higher than last year. There has been a slight drop in feedback about entertainment at the centres due to some service changes; however, we predict that the numbers will increase again next year.

For Jami Services, the ratio is **14:1**. This is the second year we have calculated an annual ratio for Jami since the merger, and the numbers are improving.

Support Services include central departments such as HR, Property, Marketing, Hospitality, Volunteers, and Digital Services. There has been a positive increase in compliments, mainly relating to the fundraising events we held this year.

Types of complaints:

Communication and expectation setting:

As we predicted last year, we are seeing a decrease in complaints about customer experience. This year, most customer experience complaints were the result of staff avoiding complicated discussions and not having challenging conversations to set expectations or boundaries. As a result, issues became formal complaints. This was seen across a variety of services, including care homes, community services, and volunteers.

Care practice:

For example, falls management, the frequency of care interventions, concerns about staffing ratios, and insensitive communication during bereavement.

Documentation and evidencing being incomplete or insufficient:

Even where support was appropriate, complaints escalated and were upheld due to poor recording of care delivery and conversations with families.

Billing and confusion around debt:

A number of complaints were received this year from families alleging that certain aspects of the payment process had not been explained clearly to them.

What we have learned from complaints and how we have improved

Customer Experience:

Complaint-handling training is being rolled out across all services to address the challenges each department is facing in resolving concerns and enquiries locally.

Care practice:

The Quarterly Home Review Meetings continue to review all areas of the business, including complaints, and oversee learning and action plans to ensure continuous improvement.

Trauma-informed communication training:

This training is being delivered to care home staff to help them provide support to relatives during a resident's end-of-life care.

Process improvements:

For example, better management of outstanding fees (debt recovery), stronger recording standards for care interventions, and improved documentation of conversations with clients.

Themes in compliments:

Customer experience: We are seeing a slight drop compared with last year; however, we are seeing an increase in compliments about leadership, which is a new compliment category.

Care practice: Compliments about care practice have almost doubled since last year. Compliments about end-of-life care (both the care provided and the emotional support given to families) have tripled.

Mental Health support: Compliments about mental health support (Jami services) have doubled since last year.

Activities and entertainment: There has been a drop in compliments about entertainment due to service changes, but compliments about activities remain high, especially at day centres and care homes.

Social Work and Admissions Team: The Social Work and Admissions Team continues to receive a high number of compliments for the support provided to clients and families during stressful times.

AOB

We received 112 complaints during the financial year. The majority of these complaints (36%) were upheld. A further 33% were partially upheld, and 30% were not upheld.

We resolved these complaints within an average of 10 working days. Seven of these complaints were escalated to the second and final stage of our internal complaints process and were reviewed by a Director. Six of these complaints were found to be partially upheld, while one remained not upheld.

We made approximately 28 service improvements throughout the year following complaint investigations (for example, improvements to communication, care practice, invoicing and administration, noise control, parking arrangements, laundry systems, phone systems, inventory systems, and room checks before admission).

Looking at Jami, we received four complaints during the financial year. Of these, two were not upheld, one was upheld, and one was partially upheld. All complaints were resolved within the 10-working-day timeframe.

One complaint was escalated to the second and final stage of our internal complaints process and was reviewed by a Director. This complaint was not upheld and was resolved within the 10-working-day timeframe.

Jami has made service improvements relating to better documentation of follow-ups with clients who are in crisis, and improved matching of befrienders with clients who have complex needs. These complaints were resolved swiftly.