

<b>TITLE</b>	<b>Annual Report on dealing with complaints by the Adults, Health and Well-being Department for 2018-2019</b>
<b>PURPOSE</b>	<b>To give an overview of the Complaints, Enquiries and Expressions of Gratitude received during 2018-19</b>
<b>AUTHOR</b>	<b>Geraint Wyn Jones Customer Care Officer (Adults) Safeguarding and Quality Assurance Unit (Adults)</b>
<b>CABINET MEMBER</b>	<b>Councillor Dafydd Meurig</b>
<b>DATE</b>	<b>01 July 2019</b>

## **1. Introduction**

- 1.1 In accordance with the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014 that came into effect on 1 August 2014, the Director of Social Services is required to produce an annual report on the way complaints are handled and investigated within the service. The report is produced by the Customer Care Officer on behalf of the Director of Social Services.
- 1.2 The purpose of this report is to provide information on the number of complaints received during the year and reasons for them, and include details of their resolutions by the Adult, Health and Well-being Department. It also includes a summary of the lessons learnt and the action taken in relation to the complaints received.

## **2. Context**

- 2.1 The Adults Customer Care Officer, as a member of the Safeguarding and Quality Assurance Unit, deals with complaints throughout the year in line with the statutory Social Services Complaints Procedure guidelines.

## **3. Access to the Complaints Procedure**

- 3.1 When a person contacts the Customer Care Officer, it relates to a dissatisfaction with the Department's service, and deciding to make a complaint is usually their last resort. The Officer concentrates on ensuring access to the Complaints Procedure so that people are aware of their right to be heard.
- 3.2 To this end, information about the Complaints Procedure receives considerable publicity and is available in a variety of formats e.g. leaflets, on-line and 'easy read' versions. All the information is available in Welsh and English so that the complainant can choose his/her preferred language. Alternative arrangements such as Braille or other languages are available. Advocacy or other support is available to the complainant in their chosen language in order to assist the progress of the Complaints Procedure. The Information Officer continuously amends and updates the information leaflets.

#### **4. Matters recorded as Enquires**

- 4.1 The aim is to respond to every complaint with fairness, impartiality and respect so that the individual is confident that his/her complaint will be handled professionally and positively, rather than negatively. Often, when the individual decides not to follow the Complaints Procedure, the matter is dealt with as an enquiry or informal complaint. Another example of this would be a letter from a Member of Parliament or local Councillor who wishes to express dissatisfaction or wants a specific answer to a question.
- 4.2 By responding positively during these initial steps, some matters can be effectively resolved without the need for the Complaints Procedure as this is an opportunity to address any misunderstandings or to respond to enquires. Without a doubt, this is the best outcome for everyone.

See Table 1 at the end of this report for an analysis of the outcome of every enquiry and the unit/service that is responsible for responding to that particular enquiry and Table 2 for more detailed examples of these enquiries.

#### **5. Stage 1 - Social Services Statutory Complaints Procedure - Local Resolution**

- 5.1 Every effort is made to resolve the complaint so that the complainant and the Service are satisfied. Obviously, a local resolution is the best resolution for everyone and this can be achieved by investing time and effort early. However, if the complainant decides to make a formal complaint, the usual procedure is to have contact over the phone, by using e-mails, or face to face with the complainant or representative in order to try to resolve the matter. Over the years, the Customer Care Officers have successfully established close working relationships with the teams, managers and legal service as a means of discussing and resolving matters, and this is reflected in the small amount of complaints that reach Stage 2 of the Complaints Procedure. See Appendix 2 for some examples of the complaints responded to at Stage 1 of the Complaints Procedure.

Tables 3 and 4 at the end of the report show a comparison of the number of complaints that followed the Complaints Procedure in 2017/18 and in 2018/2019.

#### **6. Stage 2 - Social Services Statutory Complaints Procedure - Formal Investigation**

- 6.1 By following the principle of focusing on a successful early and local resolution, and of dealing with matters quickly and effectively, the need to reach Stage 2, which is a formal investigation by an independent investigator, is unusual in Gwynedd. It is understood that Gwynedd leads all other north Wales counties in this regard. It is a clear sign of the commitment of the Customer Service Officer, through the relevant staff's ready collaboration in every individual case, to resolve every complaint in an effective and timely way.

During 2018/2019, four requests were received to escalate complaints from Stage 1 to Stage 2 of the Social Services Complaints procedure. Three of the investigations have ended and comprehensive responses were provided to the individual complainants. As far as we are aware, the complainants have not, so far, referred these cases to the Ombudsman.

## **7. Complaints transferred to the Public Services Ombudsman**

- 7.1 If the complaint is not resolved at the end of an investigation under Stage 2 of the Complaints Procedure, the complainant has the right to refer the case to the Public Services Ombudsman for Wales, or the Welsh Language Commissioner, or the Equality and Human Rights Commissioner, depending on the nature of the complaint.
- 7.2 The Ombudsman did not investigate any Stage 2 complaints in 2018/19. The Ombudsman requested information from a service user's file despite his having investigated a complaint by a former service user's family. We are still awaiting the outcome of the investigation and for confirmation of his ruling on the role of the Department in the issue in question and what the Department will have to respond to.

## **8. Adherence to the Statutory Complaints Procedure Response Timetable**

- 8.1 The Local Authority has a duty to provide information on the way it investigates and deals with complaints within the timetable noted in the Guidelines and Regulations. The Service managed to respond to 87% of Stage 1 complaints within this timetable during 2018/19. See Table 5 at the end of this report for further details.
- 8.2 The reasons for the late responses were related to work pressures on the relevant staff who responded to the complaint, and the absence of the Customer Service Officer due to annual leave. The timetable for providing a written response confirming the outcome of the discussion is five working days, which is very tight. Nonetheless, the majority of complainants do receive a response within the timetable or have agreed to extend the timetable.

## **9. Gwynedd Council's Complaints Procedure**

- 9.1 Some matters that are beyond the remits of the Social Services Complaints Procedure are dealt with under Gwynedd's Corporate Complaints Policy. The Department's other responsibilities is also a reason for these complaints, e.g. Housing matters. Not all complaints are brought to the attention of the Customer Care Unit, as perhaps some will have been referred directly to the service.
- 9.2 The following are examples of general complaints: - a member of the public complaining about the Housing Service's ruling that they were not eligible for social housing; spelling mistakes in an official document; a private home owner asking for advice about central heating and fixing a boiler.
- 9.3 No complaints were received this year that were dealt with under Gwynedd's Corporate Complaints Policy.

## **10. Learning Lessons and Identifying Trends**

### **10.1 Learning Lessons**

A quarterly report on dealing with complaints is presented to the Management Team of the Adults, Health and Well-being Department. This is an opportunity to analyse every complaint and to discuss and learn in order to improve the service provided to Service Users.

- 10.2 The Management Team includes the lessons learnt in its amended work plans and any training needs are identified. The current lessons to be learnt log is administrated by the Customer Care Officer. The log is regularly distributed amongst the Senior Managers in order to inform them of the lessons that have been identified. The log will be updated with any information about actions taken in connection with the lessons to be learnt. Hopefully, this will be a more effective way of identifying lessons and ensuring that improvements are implemented.

See the copy of the Lessons Log on pages 8 to 11 of this report for further information about the lessons identified during the year.

### **10.3 Complaints and Enquiries Trends - Adults, Health and Well-being Department**

- 10.3a As part of the complaints data analysis for quarterly reports, the Customer Care Officer identifies trends in the nature of the complaints and enquiries received. This is useful in identifying whether similar problems frequently arise in specific fields that lead to several complaints about that problem.
- 10.3b A theme that arose in 2016/17 and 2017-18 was the complaints stemming from the difficulties experienced in providing a sufficient level of domiciliary care hours, especially in rural areas of Gwynedd. 10 complaints were received and these were addressed under Stage 1 of the Complaints Procedure in 2017-18.
- 10.3c The number of complaints and enquiries around this theme fell to five during 2018-19, which suggests that the problem is improving gradually. Members of Parliament sent three complaints and two enquiries on this subject during the year. No complaints or enquiries were recorded during quarter 4 of 2018-19 (January to March 2019) - the first time this has happened in any quarter since 2015-16.
- 10.3d During quarter 3 this year, changes were made to the taxi service for transporting service users back and forth to day care settings in the Caernarfon and Bangor area. This included changes to the way this service is commissioned and changes were seen in the taxi company that provides the service. The possibility that minor problems would arise during this time of change was anticipated and families of two service users got in touch (through the Caernarfon Adults Team) to report problems. In one case, the taxi was

late and in the other case it had not turned up. No further problems have been reported to the Customer Care Officer, since these two problems were brought up.

10.3e During quarter 3 of this year, a period of consultation began with the Telecare service users. Since this included changes such as an increase in the number of people who pay for the service and a price rise in the service for others, it was decided to monitor the number of complaints and enquiries about this subject that could be brought to the attention of the Customer Care Officer. Only one comment was received by a service user who disagreed with the aim of the consultation process and there were no official complaints about this subject.

10.3f During the final quarter of 2018/19, four enquiries were received about the future of the Encil y Coed and Blaenau Ffestiniog day centres - two from members of the public who were relatives of services users, one from a Local Member and one from a Member of Parliament. Every enquiry was given a full response explaining the situation and the plans for the future of both centres. No further enquiries/complaints about this subject have so far been submitted.

## **11. Training and Staff Awareness of the Complaints Procedure**

11.1 Providing training to staff about the Complaints Procedure is an important aspect of Customer Care, so that staff members are fully aware of the procedure and are confident of their role within it. In order to ensure that every staff member receives training, it is intended that the provision will move from the traditional workshop session to an e-Learning module. This should facilitate things and reduce the costs related to conducting traditional sessions.

11.2 Welsh Government is currently in consultation to create a new complaints procedure which better corresponds to the principles of the Social Services and Well-being (Wales) Act 2014. The North Wales Customer Care Officers' group, to which the Gwynedd Customer Care Officer belongs, has contributed to the engagement process by preparing a series of suggested changes to the procedure.

11.3 As a new complaints procedure is in the pipeline for the next 12 to 18 months, there are no plans to provide full training for staff on the complaints procedure in the near future as it is likely that training will have to be held again on any new procedure that comes into force. Once the Government has approved the new guidance, we will then provide training for staff on the new rules. In the meantime, the Customer Care Officer is available at all times to provide answers to any questions from staff about any aspects of the Complaints Procedure.

## **12. Other Duties**

12.1 The Customer Care Officer (Adults) is a member of the Disabled Parking Spaces Panel which is responsible for coordinating the process of assessing applications from the public for special disabled parking spaces outside their

property. A Panel meeting is held every three months. The Officer is responsible for ensuring that application forms are up-to-date and correct, and is responsible for receiving enquires over the phone, by letter and e-mail. The Officer assists the Panel's Administrative Assistant to communicate application results by letter after every Panel meeting.

### **13. Expressions of Gratitude**

13.1 As well as responding to concerns, complains and other comments from service users, their families, and members of the public, it is also crucial that we acknowledge and record the expressions of gratitude we receive from our service users, families, members of the public and from staff from other agencies.

The number of expressions of gratitude have increased this year as the Customer Care Officer has carried out work, with the aid of team leaders and managers across the Department, to promote staff awareness in general about the need to record any 'expressions of gratitude' they receive for their hard work.

See analysis of the number of expressions of gratitude in Table 6 and examples of expressions of gratitude in Table 7 at the end of the report.

### **14. 2019/20 Work Programme**

14.1 Continue to respond to concerns, enquiries and complaints by adhering to the Welsh Government Social Services Complaints Procedure, ensuring that the lessons to be learnt from every case are addressed by the Departmental Management Team regularly and timely. Continue to monitor actions that take place to develop the service.

14.2 The Customer Service Officer will chair the North Wales Customer Care Officers Group (NWCOG) for the coming year. Meetings are held every three months.

### **15. Statistics on the use of Welsh and English when responding to complaints and enquiries**

15.1 The Customer Care Officer responds to enquiries and complaints in the chosen language of the enquirer or complainant.

See the relevant figures on the use of both languages in Table 8 at the end of this report.

### **16. A summary of the actions to respond to the main trends, and lessons learnt from complaints received in 2017/18.**

16.1 The actions that respond to the lessons and trends identified when dealing with complaints and enquiries are already in force, and improvements to the service have already become evident.

16.2 Addressing problems associated with providing domiciliary care

The main trend identified during the year (and during 2016/17 and 2017/18) was problems arising because of our inability, in some cases, to ensure a sufficient supply of home care hours/calls for Gwynedd residents, especially in some rural areas.

16.3 In order to respond to this main trend, a project between Gwynedd Council and Betsi Cadwaladr Health Board to commission joint care packages started in 2017. The intention is to establish a system where providers become part of the wider health and care team, and receive contracts to operate in specific areas rather than buying a per hour service from them.

16.4 An experimental phase began in the Bethesda area in July 2017, and a consultation session with service users, families and Local Members was held in November 2017. The session was very valuable in gaining a greater understanding of service users' expectations and the way we can address needs in a way that improves the quality of life of those using it. The Project Team will continue to experiment and draw up a detailed work programme to deliver the joint-commissioning model from 2019/20 onwards.

16.5 See copy of the Lessons to be Learnt Log 2017/18, on pages 7 to 10 of this report, for further information about further actions completed in relation to some of the other lessons learnt in 2017/18.

**LESSONS LOG STEMMING FROM COMPLAINTS AND ENQUIRIES - ADULTS, HEALTH AND WELL-BEING DEPARTMENT - 2018/19**

Reference and date received	Brief description of the complaint	Lesson identified	Relevant Manager/Staff	Responsible Senior Manager	Target Date for Action	Date of Discussion for the Adults Management Team	Comments of the Management Team	Outcome of the action
<b>GC/4639-18</b> <b>26/04/2018</b>	The relative of a service user wants to complain about the financial procedures for paying for residential care through direct debit. The forms have been completed but no payments have been arranged for two months. Misunderstanding between departments.	The staff of the Income and Welfare Department and Finance staff to work together more closely to ensure information is passed on effectively in order to establish timely direct debit payments.	Staff of the Income and Welfare Unit and Finance staff	Rhion Glyn (Senior Business Manager)	31/08/2018	12/09/2018		Discussions have taken place with finance staff in order to raise awareness that information and forms must be passed on for processing as soon as possible upon receipt.

**LESSONS LOG STEMMING FROM COMPLAINTS AND ENQUIRIES - ADULTS, HEALTH AND WELL-BEING DEPARTMENT - 2018/19**

Reference and date received	Brief description of the complaint	Lesson identified	Relevant Manager/Staff	Responsible Senior Manager	Target Date for Action	Date of Discussion for the Adults Management Team	Comments of the Management Team	Outcome of the action
GC/4648-18 03/05/2018	Relative raised concerns about several aspect relating to her son's care at a Council-run residential home. The reference mainly related to the 'rhubarb crumble' he had mistakenly been given.	Staff need to be reminded of the protocol when there is a dysphagia plan in place. Consider further training for staff at every home on dysphagia.	Council Residential Home Staff and Managers (Learning Disabilities)	Learning Disabilities Senior Management	31/08/2018	12/09/2018		The staff at the home received training from a Dysphagia nurse from BCUHB in June 2018. Another session was arranged for October 2018 to reinforce the training

**LESSONS LOG STEMMING FROM COMPLAINTS AND ENQUIRIES - ADULTS, HEALTH AND WELL-BEING DEPARTMENT - 2018/19**

Reference and date received	Brief description of the complaint	Lesson identified	Relevant Manager/Staff	Responsible Senior Manager	Target Date for Action	Date of Discussion for the Adults Management Team	Comments of the Management Team	Outcome of the action
<b>GC/4715-18</b> <b>08/06/2018</b>	Mrs J's son received an invoice dated 4 May for domiciliary care dating back to January. Mrs J has been in Plas Ogwen since March. Not happy that the invoice had gone out so late and asked for an explanation.	An external home care company was always late sending confirmation to the Council of the hours they had provided. This created a situation where invoices were incorrect and/or late being sent out to service users.	Staff of the Income and Welfare Unit and Finance staff	Senior Business Manager	31/08/2018	12/09/2018		The Department has committed to emphasise to external providers that providing information about the hours provided by them is very important in order to ensure invoices are sent to users in good time.
<b>GC/05026-18</b> <b>28/08/2018</b>	A service user's relative was worried that medication records at a Council care home were being signed by staff without full awareness of whether the medication had been distributed or not	Staff to ensure that medication forms are signed in the right places on the recording form.	Council Residential Home Staff and Managers (Learning Disabilities)	Learning Disabilities Senior Management	31/10/2018	07/12/2018		This subject was observed as an area for improvement after CIW inspected the home on 21/08/18. The CIW report was published in October 2018. Following the inspection, staff awareness

**LESSONS LOG STEMMING FROM COMPLAINTS AND ENQUIRIES - ADULTS, HEALTH AND WELL-BEING DEPARTMENT - 2018/19**

Reference and date received	Brief description of the complaint	Lesson identified	Relevant Manager/Staff	Responsible Senior Manager	Target Date for Action	Date of Discussion for the Adults Management Team	Comments of the Management Team	Outcome of the action
								sessions were held to emphasise the importance of completing these forms correctly. The manager also committed to ensuring that recording forms were regularly monitored to ensure they were being completed accurately. This practice to be rolled out across the Council's homes.
<b>GC/05057-18</b> <b>03/09/2018</b>	A service user's relative had made an official complaint about staff not adhering closely enough to a dysphagia plan. Desire to establish a training and monitoring plan for this at a high level	Ensure care staff at residential homes are given full training in dysphagia and are trained in first aid. Staff to be aware that individuals have dysphagia plans in place at all	Council Residential Home Staff and Managers (Learning Disabilities)	Learning Disabilities Senior Management	31/10/2018	07/12/2018	Training already arranged after similar concerns were raised earlier in 2018. More sessions to come in October 2018	The staff at the home received training from a Dysphagia Nurse from BCUHB in June 2018. Another session was arranged for October 2018 to reinforce the training

**LESSONS LOG STEMMING FROM COMPLAINTS AND ENQUIRIES - ADULTS, HEALTH AND WELL-BEING DEPARTMENT - 2018/19**

Reference and date received	Brief description of the complaint	Lesson identified	Relevant Manager/Staff	Responsible Senior Manager	Target Date for Action	Date of Discussion for the Adults Management Team	Comments of the Management Team	Outcome of the action
		times and treat this as a priority.						
<b>GC/05985-18</b> <b>20/02/2019</b>	The relative of a service user complained that the Department had charged for three weeks of contributions toward the costs of respite care, although the service user had only been cared for for 13 nights. Claimed that this had not been clearly explained and that the person was unaware that the financial week began on Mondays.	The service user's relative claimed that the charging policy for Council respite care had not been correctly explained. Need to ensure that every user receives a copy of the charging form and signs that he/she has read it and understands the content before receiving respite care	Senior Business Manager, Income and Well-being Unit Staff and Finance staff	Rhion Glyn (Senior Business Manager)	31/05/2019			Adults Team Leaders to ensure a sufficient supply of forms explaining the charging procedure for Social Workers' services in order to distribute them to users and their families.

<b>TABLE 1: Informal Enquires and Complaints received 2018-2019</b>							
	<i>Adults</i>	<i>Internal Provision</i>	<i>Business</i>	<i>Housing</i>	<i>External Provider</i>	<i>Cross-service</i>	<b>Total</b>
<i>Solicitors</i>	4						4
<i>Ombudsman</i>							
<i>Local members</i>	5		1				6
<i>Members of Parliament or Assembly Members</i>	15		1		1		17
<i>Users</i>	6						6
<i>Relative and/or Carer</i>	8	7	3		1		19
<i>The Public</i>	4			1			5
<i>Advocate</i>	1						1
<i>Other Agent</i>							
<i>Issues with Disabled Parking Spaces</i>						1	1
<i>Other Counties</i>							
<i>Social Worker</i>							
<i>Older People Commissioner</i>							
<i>Welsh Language Commissioner</i>							
<i>Gwynedd Council Staff (other department)</i>	1						1
<i>CIW</i>							
<i>Health Board Staff</i>	1						1
<b>TOTAL</b>	<b>45</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>60</b>

**TABLE 2: Examples of Complaints and Enquiries 2018/2019 - ADULTS**

Ref.	Brief Description	Category	Stage	Uned / Team	Outcomes
GC/4638-18	Shortage of domiciliary care in Meirionnydd. Local Councillor complaining that there are not enough domiciliary carers available for local people who are discharged from hospital and need home care.	Complaint	Stage 1	Adults Service (Adults)	The service has responded and has apologised for the delay and has explained that every effort is made to find a domiciliary care provider.
GC/4715-18	The relative of a service user received an invoice for care costs in May for care received in January. Seeks an explanation why the invoice was sent late.	Complaint	Stage 1	Income and Welfare Unit (Business)	Full apology made for the delay in sending the invoice and a pledge made to send invoices more promptly in future.
GC/5057-18	Letter received from a relative of a service user worried that residential care staff were not adhering to the dysphagia plan that is in place. Asking for closer monitoring and training for staff.	Complaint	Stage 1	Residential and Day Care (Internal)	A review of the care plan was held and assurance that staff would be further trained and educated about dysphagia. Training has since been provided.
GC/05365-18	Service user unhappy with the quality of the support given by the Mental Health Team.	Complaint	Stage 1	Mental Health Service	Full response provided along with a full apology. Complaint escalated to Stage 2 in February 2019. Awaiting the outcome of the independent investigation.
GC/4298-18	Request by a Local Member on behalf of a service user for an Occupational Therapy assessment in order to ensure the kitchen was safe for her to use.	Enquiry		Adults Service (Caernarfon)	Service request forwarded to the Adults Team to be implemented promptly
GC/05040-18	Member of the Health Board staff enquiring about benefits and assessment services for a Gwynedd patient.	Enquiry		Adults Service (Bangor)	Advice provided to contact Age Cymru in order to assess benefits. Offer also made to refer the individual to the Adults Team to see whether further assistance was required by the Department on health and care matters.
GC/04686-18	A service user's relative concerned about the smell of gas at a Council-run residential home. Concerned about the home's ability to deal with a similar emergency	Enquiry		Residential and Day Care (Internal Provision)	Buildings and Health and Safety Team conducted a full investigation. No gas had escaped the building. It was ensured that staff at the home were aware of 'evacuation' arrangements if a similar incident were to happen in future.
GC/05985-18	A service user's relative disagreed with the policy of charging weekly for respite care rather than per day.	Complaint	Stage 1	Income and Welfare Unit (Business)	Full explanation provided in a letter. The total payable was reduced as a full explanation of the policy had not been provided. It is intended to

	Claimed that this had not been explained to him in advance.				remind staff to ensure that information sheets about the charging policy are circulated before periods of respite care.
GC/05776-18	Letter from a the family of a service user at Blaenau Ffestiniog Day Centre worried about the future of the service as changes to the provision were pending.	Enquiry		Internal Provider (Adults)	The Department confirmed via letter that there were no plans to close the Centre. An explanation was given about the intention to work jointly with third sector partners to maintain the service in future.

**TABLE 3: Social Services Statutory Complaints Procedure 2017-2018**

	Adults	Internal Provision	Business	Housing	External Provider	Cross-service	Total
Stage 1	26	5	3		3		37
Stage 2	2						2
Ombudsman							
<b>Total</b>	<b>28</b>	<b>5</b>	<b>3</b>		<b>3</b>		<b>39</b>

**TABLE 4: Social Services Statutory Complaints Procedure 2018-2019**

	Adults	Internal Provision	Business	Housing	External Provider	Cross-service	Total
Stage 1	8	4	2		1		15
Stage 2	4						4
Ombudsman	1						1
<b>Total</b>	<b>13</b>	<b>4</b>	<b>2</b>		<b>1</b>		<b>20</b>

**TABLE 5: ADHERENCE TO THE STAGE I COMPLAINTS PROCEDURE TIMETABLE - ADULTS**

Complaints received 12 months after the incident	Acknowledged within 2 days	Discussion to resolve within 10 days	Decision announced within 5 days after the discussion	Response time extended	Average number of days extended
0	13	13	13	2	10

**TABLE 6: NUMBER OF EXPRESSIONS OF GRATITUDE DURING 2018/2019 - ADULTS**

Adults	Internal Provider (Home care and residential)	Business	Housing	External Provider	Cross-service	Total
22	73	1	0	0	0	<b>96</b>

**TABLE 7: EXPRESSIONS OF GRATITUDE AND APPRECIATION (ADULTS)  
2018/2019 EXAMPLES**

GC/05195-18	<p>[Thanks for the care from staff at Plas Gwilyn care home]          "You were her extended family, and our debt to you as her blood relatives is great.          As I had requested, you let me know when the end was approaching for *** so that I could be with her during her final moments, and the care home staff were at hand, which made the process far easier to deal with.</p> <p>In an age where finding fault with everyone and everything is almost part of everyday life for us, I take this opportunity to share this brief word of thanks to every one of you for the cleaning, the cooking, the washing, the dressing and undressing, the fun and friendship, so that you understand that your hard work is very greatly appreciated. I referred to you above as a team, and although it is an appropriate word, I feel that you are more than that. You may not realise this in the midst of the hubbub and busyness of life, but you are one family in Plas Gwilym. This means a great deal more. May you continue with this special work, as we are very fortunate to have you."</p>	Thank you	Residential and Day Care (Internal Provision)
GC/05295-18	<p>"I spoke to Mr E's son on the phone this morning and he wanted to thank everyone concerned in ensuring his father's safety yesterday, when his mother was admitted unexpectedly to hospital. He was very grateful for the timely and professional intervention. I agreed to pass on his gratitude to all concerned."</p>	Thank you	Adults Service (Adults)
GC/05406-18	<p>Mr B praised all the carers for their work, especially as Mrs B was very ill and was now given care in her bed. He saw all the carers as friends and some would go the extra mile and do little things like wash the dishes, tie his shoe laces when they saw him struggle - "It's the little things like this that helps, even though they're not here to care for me. I feel that my wife</p>	Thank you	Domiciliary Care (Adults, Internal Provision)

	could not stay at home without them”		
GC/05410-18	“Even though I only received the enablement care for two weeks it was just enough to see me through, I know I could have had the care free for up to 6 weeks, there was no need, someone else could do with the help like I did”	Thank you	Domiciliary Care (Adults, Internal Provision)
GC/4272-17	“I would also like to take this opportunity to thank all of your team, for pulling everything together, to enable my father to be able to return to his own home. We as a family are very happy and very relieved that this is now going to happen! I would especially like to thank my father’s Social Worker Nia Owen, for being so understanding, and sympathetic towards my parents and so understanding of my father’s needs and desires. Thank you once again.”	Thank you	Domiciliary Care (Adults, Internal Provision)
GC/4388-17	“Just a few words of thanks for all your support, advice and understanding of our situation here in Tywyn. I would have been completely lost without your input. In a time of cuts in public services I find it amazing that you have always been available and have been so professional with everything you have done. Many thanks”	Thank you	Residential and Day Care (Internal Provision, Adults)
GC/4480-17	“*** extended a thank you to the whole team for supporting her over the years, especially Dr B and KLR (Social Worker) who has worked with her most recently. *** reported that she has learnt many skills and that she has now "got more in the toolbox" to deal with things. She reported doing yoga and mindfulness regularly and these are the methods that work for her. *** reported that she has been well now for some time and hopes she will not need a service in the near future but is confident that she can access help if she needs as the team have been there for her over the last few years.	Thank you	Mental Health Service (Adults)

	She is grateful to the CMHT and CAEDS for supporting her and sends best wishes.”		
GC/4545-17	<p>““The Head of the Service, Aled Davies, has made me aware of the recognition received about members of the Team going the extra mile to support users during the recent severe weather.</p> <p>As you will be aware, more so than I, that some of the users are entirely dependent on you to enable them to stay at home according to their wishes. It gave me the greatest pleasure to hear about your efforts and I would like to take this opportunity to thank every one of you for your efforts and to assure you that it is appreciated.” [Councillor W G Roberts]</p>	Thank you	Domiciliary Care (Adults, Internal Provision)

**TABLE 8: Complainants' chosen language when making an enquiry/complaint during 2017/18 (ADULTS)**

	Welsh	English	Total
<i>Informal Enquiries and Complaints</i>	33	30	<b>63</b>
<i>Stage 1</i>	10	10	<b>20</b>
<i>Stage 2</i>	0	2	<b>2</b>
<i>Ombudsman</i>	0	1	<b>1</b>