Complaints about care services in Scotland, 2019/20 to 2022/23

A statistical bulletin

Published August 2023

HAPPY TO **TRANSLATE**

Executive summary

This statistical bulletin is the latest in our series on complaints about care services registered with the Care Inspectorate in Scotland. The report includes complaints received and investigated between April 2019 to March 2023, the four years over which our current complaints procedure and data collection system have been operating. The report focuses in particular on the most recent year 1 April 2022 to 31 March 2023.

The statistics reflect how the Care Inspectorate actioned every concern or complaint that it received, using our risk-based assessment process to resolve complaints as quickly as possible for complainants.

Summary of main points

- We received 5,910 complaints in 2022/23, a continuation of the long-term increasing trend in concerns/complaints received.

- We assess all complaints received to ensure that they are within the remit of the Care Inspectorate to investigate, to ensure we have sufficient information about the complaint and to ensure that the complainant wishes to proceed. If we cannot proceed, then these concerns are revoked. In 2022/23, we revoked 23% of concerns received, an increase from 21% in 2021/22.

- A total of 4,495 complaints were resolved using our four resolution pathways. In 52% of these, the information given to us by the complainant was provided to the inspector for that service to be used to inform and focus future scrutiny activity: 19% were resolved quickly by the service directly; 9% were investigated by the service using their own complaints procedure where we required the provider to investigate; 19% were deemed high risk and were investigated by the Care Inspectorate.

- We upheld 76% of the complaints where the Care Inspectorate conducted an investigation in 2022/23.

- As reported in previous years, we continue to receive and uphold more complaints about care homes for older people than for any other type of service – 28% of care homes for older people had at least one complaint upheld during 2022/23. As with previous years, specific healthcare issues such as nutrition, medication, hydration, tissue viability, continence care and inadequate care and treatment were the most frequent types of complaints upheld about care homes for older people this year.

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1. Introduction

This statistical bulletin is the latest in our series on complaints about care services in Scotland. It presents data about complaints received and investigated over a four-year period between April 2019 to March 2023, focusing on the year 1 April 2022 to 31 March 2023.

Care services operating in Scotland must be registered with the Care Inspectorate and there are currently around 11,300 services on our register. The largest groups of care services in Scotland are childminders, children's daycare (for example nurseries), care homes, care at home and housing support services.

We register, inspect and provide quality improvement support across these care services, aiming to ensure that the standard of care provided is high. Where standards fall below acceptable levels, we take enforcement action. Anyone who has concerns or is unhappy about a care service can complain directly to the Care Inspectorate. We have a complaints procedure that sets out how we handle each complaint raised with us.

External factors impacting on these statistics

We introduced our new digital complaints system in March 2019. This significant change has improved the statistics we can present but has disrupted longer-term trends. For this reason, we have limited the time period of this report to the last four years where we can make meaningful longer-term comparisons.

How we deal with complaints

Our complaints handling procedure is available on our website.

https://www.careinspectorate.com/images/How_we_deal_with_concerns_and_complaints.pdf

In summary, our complaints procedure is designed to be open, transparent, risk-based and focused on peoples' experiences. We aim to resolve simple matters quickly and focus our attention on more serious issues. This approach is based on complaint handling guidance from the Scottish Public Services Ombudsman, in its Model Complaints Handling Procedure. The aim of this model is to standardise and streamline complaints handling procedures across all public bodies. The guidance shows that complaints about a service are best resolved as close to the point of service delivery as possible. Therefore, our approach includes direct service action or investigation by the provider, where we encourage the service to resolve the complaints directly.

We use a risk assessment process that takes into account what else we know about the service, including findings from our regulatory activity like inspections and intelligence logged from previous complaints, to help us decide how to proceed and what action we need to take to achieve the best outcome for people experiencing care.

Before we act on concerns, we assess them to ensure that they fall within our remit to investigate and that we have enough information to understand the substance of the concerns raised. If the complainant has provided contact details, we clarify the substance of the concerns with them and get agreement that they wish us to proceed. If there is any reason we cannot proceed, the complaint is **revoked**, which means no further action is taken. All revoked complaints are still shared with the inspector of the service as intelligence. All potential complaints (including those that were revoked) are logged and included in the count of **complaints received**. We assess all concerns for any child or adult protection issues. We log and report any protection concerns to the relevant statutory body, for example social work or Police Scotland. This means we revoke that element of the concern.

Once we decide to proceed, there are four pathways we can take to reach a complaint resolution.

- Intelligence: where we record the information given to us and highlight that to the inspector for that service. This approach would only be used for lower-risk complaints and complaints where we may not have enough information. This helps our inspectors develop a broader overview of complaints about a service, which in turn informs the timing and focus of our inspections. For example additional intelligence from one or several complaints may result in the inspector reviewing the regulatory activity plan for the service.

- Direct service action: where we contact the service and ask them to engage directly with the person making the complaint to resolve the complaint. Typically, this is used for straightforward or simple matters where people are unsatisfied with their experiences, and we intervene quickly with a care service to achieve a positive outcome.

- Investigation by the care provider: where the risk assessment suggests the issue is suitable for the complaint to be investigated using the service's own complaints procedure. Where possible, we obtain consent to share the person's contact details with the service. We contact the service provider and require them to investigate and respond to the complaint with a copy to the Care Inspectorate.

- Investigation by the Care Inspectorate: where our risk assessment identifies more serious complaints, we conduct an investigation.

Digital complaints system

In March 2019, we introduced a digital complaints system, which is used to record complaints including progress and outcomes. This recording system has improved the quality and definition of the data presented. By being developed to go alongside our complaints procedure pathways, it has allowed us to provide a clear account of how complaints have been resolved over the past four years in this report.

2. How many complaints were received and how did we respond to them?

Complaints received

In 2022/23, we received 5,910 complaints about care services. This is an increase of 315 (6%) compared with the previous year and continues the long-term trend for increasing numbers of complaints received over the past 10 years (see Figure 1). This increasing trend in the numbers we receive may indicate greater awareness of our complaints process and a greater awareness amongst people about the standards of care they and others should expect. The decrease in 2020/21 is due to the impact of the pandemic: for example, many services closed (particularly early learning and childcare services) before re-opening in 2021/22. A further breakdown of complaints received by care service type is provided in the Appendix (Table A).
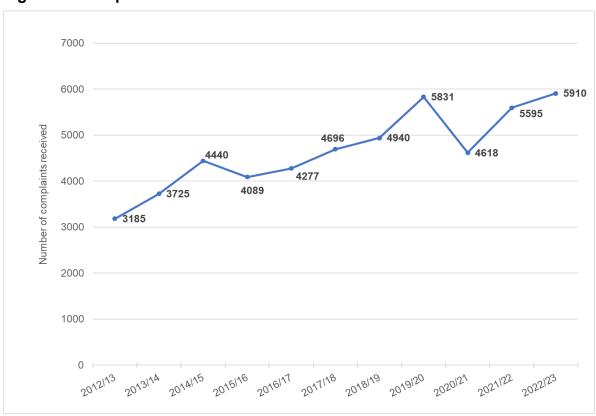
Figure 1: Complaints received 2012/13 to 2022/23

Once we have confirmed that a complaint is within our remit and we have enough information to proceed, we undertake a risk assessment and decide which resolution pathway is the most appropriate course of action. During 2022/23, we resolved 4,495 complaints, which can be broken down as follows:

- **Intelligence:** Use the information given by the person making the complaint as intelligence about the service, to help inform future scrutiny activity and improvement support. For example, bringing forward a full, unannounced inspection of a service. In 2022/23, we resolved 2,351 (52% of all complaints resolved) as intelligence, a drop compared to 62% of all complaints resolved last year. Over the last four years, 54% of all complaints resolved have been resolved in this way.

- **Direct service action**: In 2022/23, 843 complaints (19% of all complaints resolved) were assessed as suitable to be resolved by the service directly and quickly, an increase compared to 16% of all complaints resolved last year. Over the last four years, 17% of all complaints resolved have been resolved in this way.

- **Investigation by the care provider**: In 2022/23, 427 complaints (9% of all complaints resolved) were assessed as suitable for the complaint to be investigated using the service's complaints procedure and we required the provider to investigate. This is an increase on the 6% of all complaints resolved last year. Over the last four years, 12% of all complaints resolved have been resolved in this way.

- **Investigation by the Care Inspectorate**: Where our initial assessment indicates a higher risk, we may decide that we need to conduct an investigation. In 2022/23, we completed investigations of 874 complaints (19% of all complaints resolved). This is an increase on the 17% of all complaints resolved last year. Over the last four years, 18% of all complaints resolved have been resolved in this way.

Revoked complaints

The gap between the complaints received and the complaints resolved is accounted for by complaints that are revoked, which means we take no further action.

Reasons to revoke a complaint include: the complaint not being within the remit of the Care Inspectorate to investigate; the complainant not wishing to proceed with the complaint; the complainant wishing to go through the service provider's complaints process; or the complaint identifying child or adult protection or criminal issues that are reported to other agencies. In the latter case, the lead inspector will follow this up with relevant agencies and ensure action is taken by the service. All information from revoked complaints is shared with the lead inspector for the service for intelligence. We provide advice to complainants on the correct agency to take their complaint to, for example the NHS or health and social care partnerships, and we advise people how to do this.

Of the 5,910 complaints received in 2022/23, 1,359 were revoked (23% of all case received an increase from 21% last year).

3. Who makes complaints?

Figure 2 below shows the breakdown of all complaints received over the last four years by relationship of the person making the complaint to the service.

Of all the complaints we received, 44% came from friends, relatives or visitors of people who experience care with a further 27% from employees (22%) or former employees (5%). Only 7% of complaints made came from people who experience care themselves. There has been minimal change in the categories of complainants over the last four years. Friends, relatives or visitors of people who experience care and employees of the service have consistently been the main relationships between the person making the complaint and the service. Friends, relatives and visitors accounted for 44% of complaints received in 2021/22 and 47% in 2022/23. Similarly employees of the service accounted for 24% in 2021/22 and 22% in 2022/23.
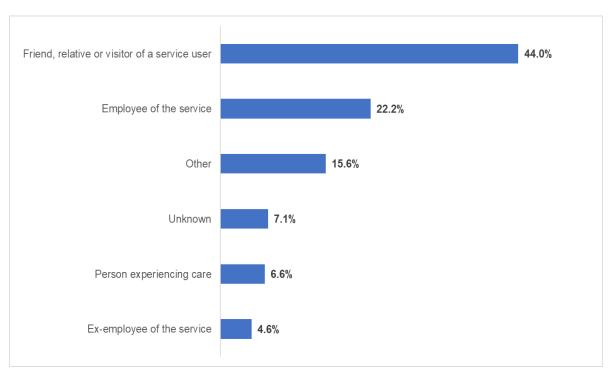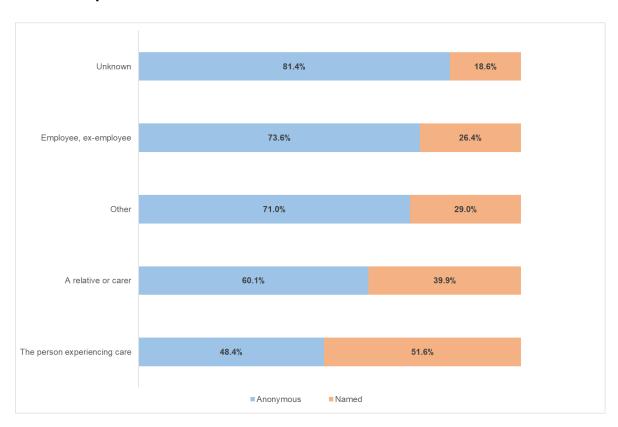
Figure 2: Complaints received 2019/20 to 2022/23, by relationship to service

When someone makes a complaint, they can choose to remain completely anonymous. The percentage of complaints received anonymously has remained the same as last year: 67% of all complaints received in both 2022/23 and 2021/22. There have been increases in the proportion of employees and ex-employees wishing to remain anonymous (78% wished to remain anonymous in 2022/23 compared to 73% in 2021/22). Relatives and carers remained the same with 61% wishing to remain anonymous in both 2022/23 and the previous year. Fewer persons experiencing care wished to remain anonymous in 2022/23 (43%) than in 2021/22 (56%).

An anonymous complaint, where we cannot communicate or clarify concerns with the person raising the concern, may limit our assessment of the concerns or any investigation we may undertake. Complainants can remain confidential, where we will not disclose the complainants identify to the service complained against. Over

the next year, we aim to improve communication with people raising concerns at the earliest opportunity in our process to ensure we are informing people of the full range of options which may reduce the overall numbers of anonymous concerns.

Figure 3 below shows the breakdown of anonymous complaints received over the last four years by relationship of the person making the complaint to the service. Based on all the complaints received over this four-year period, the most likely group of people who wished to remain anonymous was those whose relationship to the service was also unknown – 81% did not wish to be named. 74% of employees and ex-employees and 71% of 'other' complainant types wished to remain anonymous. In contrast, 52% of people who experienced care agreed to be named. It is important to note that, in anonymous complaints, the relationship of the complainant to the service is based on the information provided by the complainant and is not verifiable by us.

Figure 3: Complaints received 2019/20 to 2022/23 that were anonymous, by relationship to service.
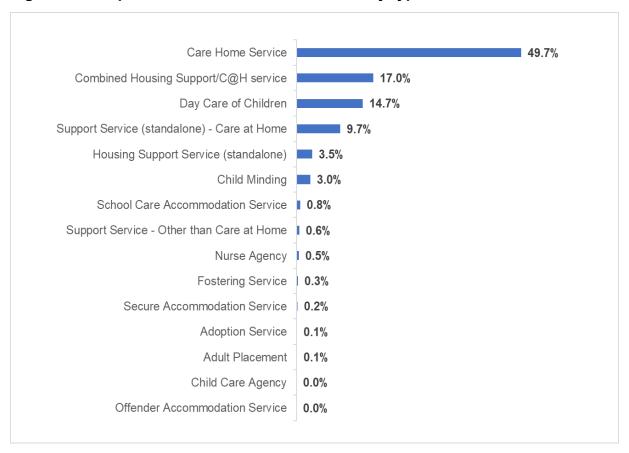
4. What type of care services do people complain about?

The largest number of complaints we received over the four-year period were about care homes. Although making up only 12% of the 11,279[1] registered services, care homes account for 50% of the total number of complaints received – we received a total of 10,908 complaints about care homes for older people over the last four years.

Over the four years, 17% of the complaints received were about a combined housing support and care at home service, 15% were about daycare of children services and 10% were about standalone care at home services.

Figure 4: Complaints received 2019/20-2022/23 by type of service

Type of Service	Percentage
Care Home Service	49.7%
Combined Housing Support/C@H service	17.0%
Day Care of Children	14.7%
Support Service (standalone) - Care at Home	9.7%
Housing Support Service (standalone)	3.5%
Child Minding	3.0%
School Care Accommodation Service	0.8%
Support Service - Other than Care at Home	0.6%
Nurse Agency	0.5%
Fostering Service	0.3%
Secure Accommodation Service	0.2%
Adoption Service	0.1%
Adult Placement	0.1%
Child Care Agency	0.0%
Offender Accommodation Service	0.0%

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[1] Data source: Care Inspectorate service list register as at 31 March 2023.

5. What do people complain about?

When we investigate a complaint, we capture detailed information about what we investigated. Each complaint investigated can be about several different areas, each of which will be either upheld or not upheld.

In 2022/23, 30% of all areas of complaint upheld were about healthcare concerns in a service (for example medication, nutrition or tissue viability), 14% were about communication (either between staff and people experiencing care/relatives/carers or on information about the service), 12% were about wellbeing (behavioural, developmental, emotional or social), and 10% were about staff (such as staff levels, training or recruitment procedures). These have been a consistent top four over time. There is a more detailed list of areas of complaint in the Appendix (Table B and Table C).

Figure 5: All service types, by area of complaint for investigations conducted in 2022/23

Note: each overall complaint can have several areas of complaint – this table only includes those areas that were upheld.

Summary area of complaint	Number of areas of complaint upheld	% of all upheld areas of complaint
Healthcare	635	30.2%
Communication	299	14.2%
Wellbeing	261	12.4%
Staff	219	10.4%
Policies and procedures	132	6.3%
Choice	121	5.7%
Protection of people	105	5.0%
Record keeping	79	3.8%
Environment	77	3.7%
Food	49	2.3%
Privacy and dignity	46	2.2%
Property	45	2.1%
Access	18	0.9%
Conditions of registration	12	0.6%
User participation	5	0.2%
Financial issues	2	0.1%
Equality issues	1	0.0%

6. Complaints received – children and young people

Children and young people services include care homes for children and young people, adoption, fostering, school care accommodation and secure accommodation services. In 2022/23, we received 267 complaints about these services, the majority of which (64%) were about care homes for children and young people. This 267 received is 5% of the complaints received across all service types during the year, staying consistent over the four-year period.

The volume of complaints received about care services for children and young people increased by 25% compared to last year..

Figure 6: Complaints about children and young people services received in 2022/23

Service type	Care service type	All complaints received 2022/23	All complaints received 2021/22
Children and young people services	Care home service for children and young people	171	157
	Schoolcare accommodation service	55	27
	Fostering service	13	15
	Secure accommodation service	19	13
	Adoption service	9	1
All care service types		267	213

Of the 267 complaints received about services for children and young people in 2022/23, 33% (88) came from a relative or carer the same as in 2021/22. The number of complaints made by young people themselves remains low: only 8% of complaints about services for children and young people came directly from a young person in 2022/23, compared to 4% in 2021/22. We are continuing to carefully monitor and raise the profile of our complaints procedure through our work on meeting The Promise and with our young inspection volunteers.

7. Complaints about care homes for older people

In total, 41% (2,409) of the 5,910 complaints we received in 2022/23 were about care homes for older people, and this is consistently the service type we receive most complaints about. A further breakdown by local authority area is provided in the Appendix (Table D). Over the year, we received at least one complaint about 74% of the 790 care homes for older people registered as at 31 March 2023.

During 2022/23, following our risk assessment process, we resolved 1,906 complaints about care homes for older people using the different pathways as follows.

- **Intelligence:** In 2022/23, there were 1,067 complaints where the information given to us by the complainant was assessed and provided to the inspector for that service to be used to help inform future scrutiny activity. This was 56% of all complaints resolved – a drop from 68% last year (2021/22).

- **Direct service action**: In 2022/23, 281 complaints (15%, up from 11% last year) were able to be resolved by the service directly and quickly.

- **Investigation by the care provider**: In 2022/23, 177 complaints (9%, up from 5% last year) were suitable for the complaint to be investigated using the service's complaints procedure and we required the provider to investigate.

- **Investigation by the Care Inspectorate**: In 2022/23, 381 complaints (20%, up from 17% last year) were deemed serious enough for us to decide that we needed to conduct an investigation. A further breakdown by local authority area is provided in the Appendix (Table E).

Over the year, we conducted an investigation into at least one complaint in 31% of all care homes for older people and went on to uphold a complaint in 28%.

Of the care homes for older people that had a complaint upheld in 2022/23, 68% had one upheld complaint, 21% had two upheld complaints, and the remaining 12% had three or more upheld complaints during the year.

Most care homes for older people are operated by the private sector (76%) with the public sector providing 15% and the remaining 9% provided by voluntary organisations (Figure 7). Rates of complaints received and upheld are highest in the private sector: in 2022/23, we received at least one complaint about 79% of private sector care homes for older people and upheld a complaint about 33% of them (Figure 8).

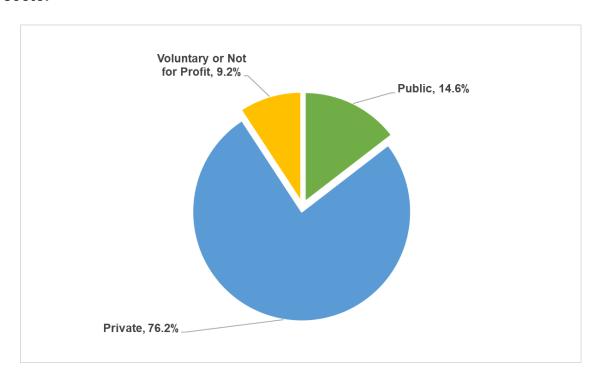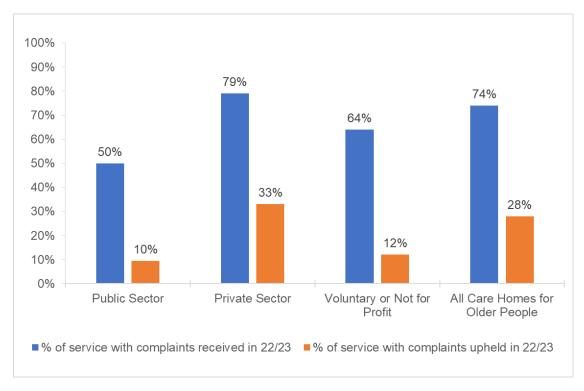**Figure 7: Proportion of care homes for older people at 31 March 2023 – by sector**

Voluntary or Not for Profit, 9.2%

Public, 14.6%

Private, 76.2%

Figure 8: Care homes for older people at 31 March 2023 – % services with a complaint received or upheld about them

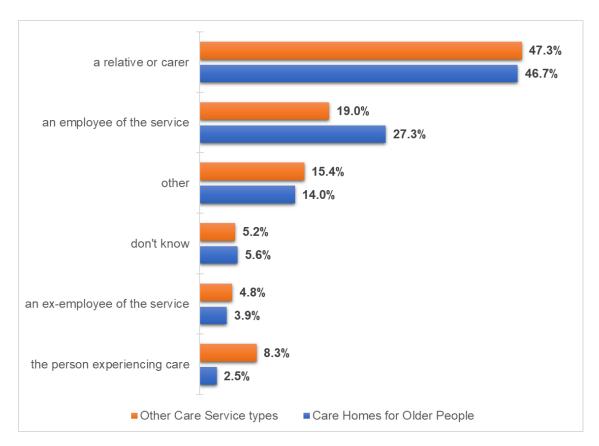|	Public Sector	Private Sector	Voluntary or Not for Profit	All Care Homes for Older People
% of service with complaints received in 22/23	50%	79%	64%	74%
% of service with complaints upheld in 22/23	10%	33%	12%	28%

Further breakdown of areas of complaint about care homes for older people (Figure 9) shows that specific healthcare issues formed the largest group of complaints (41%). This includes complaints about nutrition, medication, tissue viability, continence care and inadequate care and treatment. This is consistently the case over time. Full details of this breakdown are in the Appendix (Table F) with a further breakdown by year (Table G).

Figure 9: Care homes for older people – by area of complaint 2022/23

Summary area of complaint	Number of areas of complaint upheld	% of all upheld areas of complaint
Healthcare	479	40.6%
Communication	136	11.5%
Staff	91	7.7%
Choice	88	7.5%
Wellbeing	80	6.8%
Protection of people	58	4.9%
Environment	55	4.7%
Policies and procedures	48	4.1%
Property	42	3.6%
Privacy and dignity	31	2.6%
Food	29	2.5%
Record keeping	25	2.1%
Access	13	1.1%
Conditions of registration	3	0.3%
User participation	2	0.2%
Financial issues	1	0.1%

In 2022/23, 47% of all complaints received about care homes for older people were from relatives and carers of people living in the service, consistent with the percentage for all other types of service (Figure 10). The proportion of complaints received from employees of the service was 8% higher for care homes for older people than for other service types. Only 2% of all complaints about care homes for older people were from people experiencing care, compared with just over 8% for all other types of service.

Figure 10: Complaints received 2022/23 by relationship of the person making the complaint – care homes for older people compared with all other complaints received

8. What we found when conducting investigations

Following our risk assessment process we may, due to the nature and seriousness of the complaint, decide that an investigation is required. Once that investigation is complete, the inspector decides if the complaint should be upheld or not upheld. Where we have investigated and found evidence that supports the complaint, the complaint will be upheld, otherwise the complaint will be not upheld. It may be that one complaint contains many parts – which we call areas of complaint – each of which may be either upheld or not upheld.

When we uphold a complaint, we inform both the person making the complaint and the care service about any requirements or areas for improvement. Where a complaint is upheld and we make requirements, the complaint inspector follows this up by inspecting the service and produces a public inspection report.

Figure 11 below shows that in 2022/23, we upheld 76% of the investigations we conducted, which is the same as last year. This reflects, at least in part, our risk-based procedures. Complaints taken forward for investigation are those that are serious, about failings in care that have led to or are likely to lead to poor outcomes for an individual or individuals. As such, there is an increased likelihood that such cases, where proven, will be upheld.

The percentage of complaints upheld varies by type of service, although percentages based on small numbers of complaints should be interpreted with caution. For those service types with more than 20 complaints investigated this year, the highest proportion of complaints upheld were about care homes for older people (86%). The next highest were standalone care at home services (81%) and combined housing support and care at home services (80%) (figure 12).

Figure 11: The number of complaint investigations conducted by complaint outcome, 2019/20– 2022/23

Complaint outcome	Year investigation conducted			
	2019/20	2020/21	2021/22	2022/23
Upheld	61%	76%	76%	76%
Not upheld	39%	24%	24%	24%

Figure 12: Percentage of complaints upheld by service type, 2022/23

Care service type	Number of complaints where investigation conducted	Number of complaints upheld	% of all complaints upheld
Adoption	1	0	0.0%
Adult placement	0	0	0.0%
Care home	436	356	81.7%
of which, care home for older people	381	329	86.4%
Childminding	25	16	64.0%
Daycare of children	188	119	63.3%
Fostering	0	0	0.0%
Housing support (standalone service)	11	7	63.6%
Nurse agency	1	1	100.0%
Offender accommodation service	0	0	0.0%
School care accommodation	12	5	41.7%
Secure accommodation	4	0	0.0%
Support service (standalone) – care at home	83	67	80.7%
Support service (standalone) – other than care at home	1	1	100.0%
Combined housing support and care at home service	112	89	79.5%
All care service types	**874**	**661**	**75.6%**

9. Supporting improvement following complaints

Complaints give a valuable insight into how services are caring for the thousands of people who experience them every day. We realise that, for many people, making a complaint to us can be a big step and indicates that there is something not right that really matters to them.

We look carefully at all the information we receive from all complaints and decide the best way to proceed. Some issues raised with us are the responsibility of other organisations to look at, such as the Scottish Social Services Council or the Nursing and Midwifery Council. In such cases, we refer people to the appropriate organisation, ensuring we are clear why we assess this is how their complaints will be best addressed.

Where we do investigate formally, the purpose is not just to establish the facts and determine whether the care provided was good enough but also to seek to improve the quality of care provided to the person making the complaint and other people. It is essential that our investigations lead to meaningful change and improvements that provide positive outcomes for people experiencing care.

Following a complaint investigation where the complaint is upheld, our inspectors consider how we can support a service to make improvements. Depending on the seriousness of what we have found during our investigation, actions might include signposting to good practice; advising on an area for improvement; or making a requirement setting out what the service must do to improve and by when. Where requirements are given, the complaints inspector will follow this up within a timescale and do a follow-up inspection and publish an inspection report. We may re-evaluate the service as a result of an upheld complaint and might also consider whether we need to prioritise an inspection of the service to look at any wider aspects of care.

Where the complaint identifies very serious complaints, we may issue a letter of serious concern, which we share with relevant partners such as local health and social care partnerships and directors of nursing to ensure services receive support for improvement. We may also serve an improvement notice under Section 62 of the Public Services Reform (Scotland) Act 2010 if we are not satisfied that sufficient improvement is achieved and sustained.

A key part of our role is to work with services and providers collaboratively to support improvement. Our inspectors and improvement support teams may spend time with care services and providers to build capacity and capability for quality improvement and help to make sure the experiences and outcomes for people are the best they can be.

Our scrutiny and assurance directorate and our improvement team work together to identify improvement support and deploy improvement support activities in the right places, at the right time.

We have an established early learning and childcare improvement programme, which supports services at risk of not meeting the National Standard for Early Learning and Childcare. This provides improvement support at all levels in line with our improvement and involvement strategy, which is available on our website:

https://hub.careinspectorate.com/media/5058/quality_improvement_and_involvement_strategy_2022-25.pdf

In May 2023, we began developing our adult services quality improvement programme.

10. Conclusions

This report has presented a range of statistical information from complaints about care services over the past four years. The statistics show the increasing numbers of complaints received and how they have been resolved using our risk-based assessment process.

Our focus in all areas of our work, including complaints, is on improving the quality of care and outcomes for people who experience care services. We do this by resolving complaints quickly and using all the intelligence we gather to focus our inspections as well as the wider scrutiny, assurance and improvement support work we carry out across all care services.

Summary of main points

- We received 5,910 complaints in 2022/23, continuing the long-term increasing trend in complaints received.

- We resolved a total of 4,495 complaints during 2022/23.
    - In 52%, the information given to us by the complainant was provided to the inspector for that service to be used to inform and focus future scrutiny activity and improvement support.
    - 19% were resolved by the service directly and quickly.
    - 9% were investigated through the service's own complaints procedure where we required the provider to investigate.
    - 19% were assessed as serious enough for us to decide that we needed to conduct an investigation.

- We upheld the majority of the complaints we investigated – 76% of investigations were upheld in 2022/23. As reported in previous years, we continue to receive and uphold more complaints about care homes for older people than for any other type of service – 28% of care homes for older people had at least one complaint upheld during 2022/23. As with previous years, specific healthcare issues such as nutrition, medication, hydration, tissue viability, continence care and inadequate care and treatment were the most frequent types of complaints upheld about care homes for older people this year.

Appendix: Complaints about care services in Scotland, 2019/20 to 2022/23 – Detailed tables

Table A: Complaints received by service type, 2019/20 to 2022/23

Care service type	2019/20		2020/21		2021/22		2022/23		4-year total		% change comparing 2019/20 to 2022/23
	No. of complnt. received	% of complnt. received	No. of complnt. received	% of complnt. received	No. of complnt. received	% of complnt. received	No. of complnt. received	% of complnt. received	No. of complnt. received	% of complnt. received	
Adoption	3	0.1%	2	0.0%	1	0.0%	9	0.2%	15	0.1%	200.0%
Adult placement	3	0.1%	3	0.1%	2	0.0%	3	0.1%	11	0.1%	0.0%
Care home service	2718	46.6%	2629	56.9%	2747	49.1%	2814	47.6%	10908	49.7%	3.5%
Childcare agency	0	0.0%	1	0.0%	0	0.0%	0	0.0%	1	0.0%	0.0%
Childminding	244	4.2%	126	2.7%	142	2.5%	145	2.5%	657	3.0%	-40.6%
Daycare of children	850	14.6%	426	9.2%	857	15.3%	1084	18.3%	3217	14.7%	27.5%
Fostering	26	0.4%	10	0.2%	15	0.3%	13	0.2%	64	0.3%	-50.0%
Housing support (standalone service)	266	4.6%	171	3.7%	152	2.7%	177	3.0%	766	3.5%	-33.5%
Nurse agency	26	0.4%	29	0.6%	21	0.4%	31	0.5%	107	0.5%	19.2%
Offender accommodation	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
School care accommodation	67	1.1%	34	0.7%	27	0.5%	55	0.9%	183	0.8%	-17.9%
Secure accommodation	11	0.2%	9	0.2%	13	0.2%	19	0.3%	52	0.2%	72.7%
Support service (standalone) - care at home	509	8.7%	468	10.1%	598	10.7%	545	9.2%	2120	9.7%	7.1%
Support service (standalone) – other than care at home	58	1.0%	10	0.2%	31	0.6%	30	0.5%	129	0.6%	-48.3%
Combined housing support and care at home service	1050	18.0%	700	15.2%	989	17.7%	985	16.7%	3724	17.0%	-6.2%
All care service types	5831	100.0%	4618	100.0%	5595	100.0%	5910	100.0%	21954	100.0%	1.4%

Table B: All service types by area of complaint, complaints upheld in 2022/23

Each complaint can have many areas, each of which has a separate outcome recorded. This table includes only those areas where the outcome was upheld.

Area of complaint	Detailed area of complaint	No. of upheld areas of complaint	% of all upheld areas of complaint
Healthcare	Healthcare > Inadequate healthcare or healthcare treatment	233	11.1%
	Healthcare > Medication issues	110	5.2%
	Healthcare > Other	62	2.9%
	Healthcare > Nutrition	50	2.4%
	Healthcare > Tissue viability	45	2.1%
	Healthcare > Continence care	41	1.9%
	Healthcare > Hydration	37	1.8%
	Healthcare > Infection control issues	24	1.1%
	Healthcare > Oral health	14	0.7%
	Healthcare > Palliative care	13	0.6%
	Healthcare > Clinical governance	4	0.2%
	Healthcare > Mental health care	2	0.1%
Wellbeing	Wellbeing > Other	166	7.9%
	Wellbeing > Emotional	40	1.9%
	Wellbeing > Behaviour	18	0.9%
	Wellbeing > Developmental	18	0.9%
	Wellbeing > Social	12	0.6%
	Wellbeing > Visiting	7	0.3%
Communication	Communication > Between staff and service users/relatives/carers	275	13.1%
	Communication > Information about the service	13	0.6%
	Communication > Other	9	0.4%
	Communication > Language difficulties	2	0.1%
Staff	Staff > Levels	82	3.9%
	Staff > Training / qualifications	80	3.8%
	Staff > Other	35	1.7%
	Staff > Recruitment procedures (including disclosure checks)	11	0.5%
	Staff > Other fitness issues	10	0.5%
	Staff > Registration with professional bodies	1	0.0%
Policies and procedures	Policies and procedures > Complaints procedure	83	3.9%
	Policies and procedures > Other	49	2.3%
Choice	Choice > Care and treatment	68	3.2%
	Choice > Activities	23	1.1%
	Choice > Dignity and privacy	18	0.9%
	Choice > Other	9	0.4%
	Choice > Service not meeting religious, cultural, faith, social needs	3	0.1%

Table B: All service types by area of complaint, complaints upheld in 2022/23 (continued)

Area of complaint	Detailed area of complaint	No. of upheld areas of complaint	% of all upheld areas of complaint
Protection of people	Protection of people > Adults	75	3.6%
	Protection of people > Children	19	0.9%
	Protection of people > Policies and procedures	6	0.3%
	Protection of people > Other	5	0.2%
Record keeping	Record keeping > Personal plans/ agreements	61	2.9%
	Record keeping > Other	18	0.9%
Property	Property > Loss of/missing	25	1.2%
	Property > Care of	18	0.9%
	Property > Other	2	0.1%
Privacy and dignity	Privacy and dignity > Privacy and dignity	46	2.2%
Environment	Environment > Fitness of premises/environment	35	1.7%
	Environment > Other	15	0.7%
	Environment > Security	14	0.7%
	Environment > Inadequate facilities	13	0.6%
Food	Food > Other	22	1.0%
	Food > Choice	11	0.5%
	Food > Quality	9	0.4%
	Food > Availability	7	0.3%
User participation	User participation > Other	3	0.1%
	User participation > In managing/developing the service	2	0.1%
Conditions of registration	Conditions of registration > Other	8	0.4%
	Conditions of registration > Exceeding capacity	3	0.1%
	Conditions of registration > Type of service provided	1	0.0%
Financial issues	Financial issues > Financial issues	2	0.1%
Access	Access > To other services, for example advocacy/health	11	0.5%
	Access > Other	7	0.3%
Equality issues	Equality issues > Equality issues	1	0.0%

Table C: Areas of complaint upheld, by type of care service 2022/23

Detailed area of complaint	Care home service		Childminding		Daycare of children		Housing support service (standalone)		Nurse agency		School care accommodation service		Support service (standalone) - care at home		Support service (standalone) - other than care at home		Combined housing support/care at home service	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%
Healthcare > Inadequate healthcare or healthcare treatment	190	9.0%		0.0%	4	0.2%		0.0%		0.0%		0.0%	12	0.6%		0.0%	27	1.3%
Healthcare > Medication issues	62	2.9%	2	0.1%	5	0.2%	1	0.0%		0.0%		0.0%	21	1.0%		0.0%	19	0.9%
Healthcare > Other	52	2.5%	1	0.0%		0.0%		0.0%		0.0%		0.0%	2	0.1%		0.0%	7	0.3%
Healthcare > Nutrition	44	2.1%		0.0%		0.0%		0.0%		0.0%		0.0%	4	0.2%		0.0%	2	0.1%
Healthcare > Tissue viability	38	1.8%		0.0%		0.0%		0.0%		0.0%		0.0%	3	0.1%		0.0%	4	0.2%
Healthcare > Hydration	37	1.8%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Healthcare > Continence care	34	1.6%		0.0%	1	0.0%		0.0%		0.0%		0.0%	1	0.0%		0.0%	5	0.2%
Healthcare > Infection control issues	14	0.7%		0.0%		0.0%	1	0.0%		0.0%		0.0%	3	0.1%		0.0%	6	0.3%
Healthcare > Palliative care	12	0.6%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.0%		0.0%		0.0%
Healthcare > Oral health	12	0.6%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.0%		0.0%	1	0.0%
Healthcare > Clinical governance	4	0.2%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Healthcare > Mental health care	1	0.0%		0.0%		0.0%		0.0%		0.0%	1	0.0%		0.0%		0.0%		0.0%
Wellbeing > Other	51	2.4%	5	0.2%	70	3.3%	1	0.0%		0.0%	2	0.1%	22	1.0%		0.0%	15	0.7%
Wellbeing > Emotional	14	0.7%	9	0.4%	13	0.6%		0.0%		0.0%		0.0%	2	0.1%		0.0%	2	0.1%
Wellbeing > Developmental		0.0%	3	0.1%	15	0.7%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Wellbeing > Behaviour	5	0.2%	2	0.1%	10	0.5%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.0%
Wellbeing > Social	9	0.4%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	3	0.1%
Wellbeing > Visiting	5	0.2%		0.0%	1	0.0%	1	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Communication > Between staff and service users/relatives/carers	145	6.9%	6	0.3%	41	1.9%	1	0.0%		0.0%	1	0.0%	41	1.9%	1	0.0%	39	1.9%
Communication > Other	6	0.3%		0.0%	1	0.0%		0.0%		0.0%		0.0%	1	0.0%		0.0%	1	0.0%
Communication > Information about the service	1	0.0%		0.0%	2	0.1%	1	0.0%		0.0%		0.0%	1	0.0%		0.0%	8	0.4%
Communication > Language difficulties	2	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%

Table C: Areas of complaint upheld, by type of care service 2022/23 (continued)

Detailed area of complaint	Care home service		Childminding		Daycare of children		Housing support service (standalone)		Nurse agency		School care accommodation service		Support service (standalone) - care at home		Support service (standalone) - other than care at home		Combined housing support/care at home service	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%
Staff > Levels	47	2.2%		0.0%	11	0.5%		0.0%		0.0%	1	0.0%	7	0.3%		0.0%	16	0.8%
Staff > Training/qualifications	37	1.8%		0.0%	7	0.3%	1	0.0%		0.0%		0.0%	12	0.6%		0.0%	23	1.1%
Staff > Other	9	0.4%	1	0.0%	11	0.5%	1	0.0%		0.0%		0.0%	6	0.3%		0.0%	7	0.3%
Staff > Recruitment procedures (including disclosure checks)	1	0.0%		0.0%	4	0.2%		0.0%		0.0%		0.0%	4	0.2%		0.0%	2	0.1%
Staff > Other fitness issues	5	0.2%	1	0.0%	1	0.0%		0.0%		0.0%		0.0%	2	0.1%		0.0%	1	0.0%
Staff > Registration with professional bodies	1	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Policies and procedures > Complaints procedure	41	1.9%		0.0%	7	0.3%	2	0.1%		0.0%		0.0%	13	0.6%		0.0%	20	0.9%
Policies and procedures > Other	15	0.7%	2	0.1%	19	0.9%	2	0.1%		0.0%	1	0.0%	5	0.2%	1	0.0%	4	0.2%
Choice > Care and treatment	48	2.3%		0.0%	2	0.1%	1	0.0%		0.0%		0.0%	11	0.5%		0.0%	6	0.3%
Choice > Activities	18	0.9%		0.0%	3	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%	2	0.1%
Choice > Dignity and privacy	15	0.7%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.0%		0.0%	2	0.1%
Choice > Other	8	0.4%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.0%		0.0%		0.0%
Choice > Service not meeting religious, cultural, faith, social needs	3	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Protection of people > Adults	56	2.7%		0.0%		0.0%	2	0.1%	1	0.0%		0.0%	8	0.4%		0.0%	8	0.4%
Protection of people > Children	1	0.0%	2	0.1%	15	0.7%		0.0%		0.0%		0.0%	1	0.0%		0.0%		0.0%
Protection of people > Policies and procedures	2	0.1%		0.0%	2	0.1%	1	0.0%		0.0%		0.0%		0.0%		0.0%	1	0.0%
Protection of people > Other	2	0.1%		0.0%	1	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	2	0.1%
Record keeping > Personal plans/ agreements	23	1.1%	2	0.1%	10	0.5%	1	0.0%		0.0%		0.0%	12	0.6%		0.0%	13	0.6%
Record keeping > Other	3	0.1%	2	0.1%	7	0.3%		0.0%		0.0%		0.0%	3	0.1%		0.0%	3	0.1%
Access > To other services, for example advocacy/health	9	0.4%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	2	0.1%
Access > Other	4	0.2%		0.0%	1	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	2	0.1%

Table C: Areas of complaint upheld, by type of care service 2022/23 (continued)

Detailed area of complaint	Care home service		Childminding		Daycare of children		Housing support service (standalone)		Nurse agency		School care accommodation service		Support service (standalone) - care at home		Support service (standalone) - other than care at home		Combined housing support/care at home service	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%
Property > Loss of/missing	25	1.2%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Property > Care of	15	0.7%		0.0%		0.0%		0.0%		0.0%		0.0%	2	0.1%		0.0%	1	0.0%
Property > Other	2	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Privacy and dignity > Privacy and dignity	33	1.6%		0.0%	4	0.2%		0.0%		0.0%		0.0%	3	0.1%		0.0%	6	0.3%
Environment > Fitness of premises/ environment	26	1.2%	2	0.1%	5	0.2%		0.0%		0.0%		0.0%		0.0%		0.0%	2	0.1%
Environment > Other	12	0.6%		0.0%	1	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	2	0.1%
Environment > Security	4	0.2%		0.0%	6	0.3%		0.0%		0.0%		0.0%	3	0.1%		0.0%	1	0.0%
Environment > Inadequate facilities	13	0.6%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Food > Other	15	0.7%		0.0%	2	0.1%	1	0.0%		0.0%		0.0%	2	0.1%		0.0%	2	0.1%
Food > Choice	7	0.3%		0.0%	3	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.0%
Food > Quality	5	0.2%		0.0%	1	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	3	0.1%
Food > Availability	2	0.1%		0.0%	1	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	4	0.2%
User participation > Other	1	0.0%		0.0%	1	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.0%
User participation > In managing/developing the service	1	0.0%		0.0%		0.0%	1	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Conditions of registration > Other	3	0.1%	2	0.1%	2	0.1%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.0%
Conditions of registration > Exceeding capacity		0.0%	2	0.1%	1	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Conditions of registration > Type of service provided		0.0%		0.0%	1	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%
Financial issues > Financial issues	1	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%	1	0.0%
Equality issues > Equality issues	1	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%

Table D: Rate (per 1000 registered places in care homes for older people) and volume of complaints received about care homes for older people, by local authority area. 2019/20 to 2022/23

Note: Local authority areas where fewer than five complaints have been received have been suppressed to maintain anonymity.

Local authority area	2019/20			2020/21			2021/22			2022/23		
	No. of complaints received	No. of registered places available	Rate of complaint received per 1000 places	No. of complaints received	No. of registered places available	Rate of complaint received per 1000 places	No. of complaints received	No. of registered places available	Rate of complaint received per 1000 places	No. of complaints received	No. of registered places available	Rate of complaint received per 1000 places
Aberdeen City	66	1344	49.1	81	1336	60.6	79	1316	60.0	68	1400	48.6
Aberdeenshire	75	1748	42.9	68	1683	40.4	92	1672	55.0	119	1660	71.7
Angus	80	1070	74.8	98	1068	91.8	86	1067	80.6	98	1051	93.2
Argyll & Bute	54	502	107.6	32	503	63.6	29	564	51.4	23	523	44.0
City of Edinburgh	169	3171	53.3	149	3079	48.4	142	3042	46.7	133	3005	44.3
Clackmannanshire	12	282	42.6	21	282	74.5	21	282	74.5	8	282	28.4
Dumfries & Galloway	73	1050	69.5	108	1050	102.9	96	1005	95.5	92	1038	88.6
Dundee City	54	1046	51.6	68	1028	66.1	48	1005	47.8	85	1005	84.6
East Ayrshire	65	887	73.3	67	880	76.1	52	880	59.1	48	851	56.4
East Dunbartonshire	82	895	91.6	90	840	107.1	66	840	78.6	101	920	109.8
East Lothian	41	671	61.1	31	724	42.8	22	711	30.9	43	781	55.1
East Renfrewshire	46	735	62.6	37	769	48.1	44	603	73.0	41	603	68.0
Falkirk	52	953	54.6	58	962	60.3	82	962	85.2	65	962	67.6
Fife	228	2990	76.3	162	2950	54.9	259	2950	87.8	219	2945	74.4
Glasgow City	254	4178	60.8	270	4150	65.1	236	4123	57.2	211	4016	52.5
Highland	92	1782	51.6	97	1774	54.7	91	1858	49.0	93	1777	52.3
Inverclyde	38	735	51.7	44	688	64.0	45	688	65.4	45	688	65.4
Midlothian	39	555	70.3	41	523	78.4	46	523	88.0	43	523	82.2
Moray	48	584	82.2	36	584	61.6	21	584	36.0	35	588	59.5
Na h-Eileanan Siar	9	214	42.1	5	214	23.4	<5	214	-	11	214	51.4
North Ayrshire	61	1002	60.9	52	942	55.2	69	954	72.3	64	939	68.2

Table D: Rate (per 1000 registered places in care homes for older people) and volume of complaints received about care homes for older people, by local authority area. 2019/20 to 2022/23 (continued)

Local authority area	2019/20			2020/21			2021/22			2022/23		
	No. of complaints received	No. of registered places available	Rate of complaint received per 1000 places	No. of complaints received	No. of registered places available	Rate of complaint received per 1000 places	No. of complaints received	No. of registered places available	Rate of complaint received per 1000 places	No. of complaints received	No. of registered places available	Rate of complaint received per 1000 places
North Lanarkshire	95	1718	55.3	98	1719	57.0	120	1719	69.8	110	1697	64.8
Orkney Islands	<5	110	-		109	0.0	<5	109	-	<5	109	-
Perth & Kinross	73	1330	54.9	70	1329	52.7	96	1375	69.8	92	1339	68.7
Renfrewshire	82	1387	59.1	98	1407	69.7	83	1462	56.8	106	1462	72.5
Scottish Borders	63	739	85.3	68	746	91.2	54	747	72.3	60	748	80.2
Shetland Islands	<5	149	-		149	0.0	<5	149	-	<5	149	-
South Ayrshire	108	1111	97.2	77	1107	69.6	65	1155	56.3	79	1204	65.6
South Lanarkshire	165	2525	65.3	164	2521	65.1	184	2483	74.1	162	2482	65.3
Stirling	39	546	71.4	35	546	64.1	24	625	38.4	15	607	24.7
West Dunbartonshire	31	647	47.9	40	665	60.2	27	665	40.6	48	648	74.1
West Lothian	55	861	63.9	55	861	63.9	86	920	93.5	89	920	96.7

Table E: Rate (per 1000 registered places in care homes for older people) and volume of complaint investigations completed by the Care Inspectorate for care homes for older people, by local authority area. 2019/20 to 2022/23

Note: Local authority areas where fewer than five complaint investigations have been completed have been suppressed to maintain anonymity.

Local authority area	2019/20			2020/21			2021/22			2022/23		
	No. of complaint investigations completed	No. of registered places available	Rate of complaint investigation completed per 1000 places	No. of complaint investigations completed	No. of registered places available	Rate of complaint investigation completed per 1000 places	No. of complaint investigations completed	No. of registered places available	Rate of complaint investigation completed per 1000 places	No. of complaint investigations completed	No. of registered places available	Rate of complaint investigation completed per 1000 places
Aberdeen City	17	1344	12.6	8	1336	6.0	11	1316	8.4	17	1400	12.1
Aberdeenshire	8	1748	4.6	<5	1683	-	6	1672	3.6	12	1660	7.2
Angus	19	1070	17.8	7	1068	6.6	20	1067	18.7	16	1051	15.2
Argyll & Bute	8	502	15.9	<5	503	-	5	564	8.9	<5	523	-
City of Edinburgh	39	3171	12.3	10	3079	3.2	16	3042	5.3	27	3005	9.0
Clackmannanshire	<5	282	-		282	0.0	<5	282	-	<5	282	-
Dumfries & Galloway	17	1050	16.2	<5	1050	-	11	1005	10.9	6	1038	5.8
Dundee City	10	1046	9.6	9	1028	8.8	12	1005	11.9	17	1005	16.9
East Ayrshire	10	887	11.3	<5	880	-	<5	880	-	9	851	10.6
East Dunbartonshire	16	895	17.9	<5	840	-	9	840	10.7	9	920	9.8
East Lothian	5	671	7.5	<5	724	-	5	711	7.0	6	781	7.7
East Renfrewshire	9	735	12.2	<5	769	-	<5	603	-	<5	603	-
Falkirk	6	953	6.3	<5	962	-	11	962	11.4	12	962	12.5
Fife	59	2990	19.7	13	2950	4.4	26	2950	8.8	50	2945	17.0
Glasgow City	38	4178	9.1	23	4150	5.5	30	4123	7.3	36	4016	9.0
Highland	18	1782	10.1	7	1774	3.9	8	1858	4.3	11	1777	6.2
Inverclyde	13	735	17.7	<5	688	-	5	688	7.3	6	688	8.7
Midlothian	10	555	18.0	7	523	13.4	8	523	15.3	7	523	13.4
Moray	13	584	22.3	<5	584	-	<5	584	-	5	588	8.5
Na h-Eileanan Siar	<5	214	-	<5	214	-	<5	214	-	<5	214	-

Table E: Rate (per 1000 registered places in care homes for older people) and volume of complaint investigations completed by the Care Inspectorate for care homes for older people, by local authority area. 2019/20 to 2022/23 (continued)

Local authority area	2019/20			2020/21			2021/22			2022/23		
	No. of complaint investigations completed	No. of registered places available	Rate of complaint investigation completed per 1000 places	No. of complaint investigations completed	No. of registered places available	Rate of complaint investigation completed per 1000 places	No. of complaint investigations completed	No. of registered places available	Rate of complaint investigation completed per 1000 places	No. of complaint investigations completed	No. of registered places available	Rate of complaint investigation completed per 1000 places
North Ayrshire	10	1002	10.0		942	0.0	11	954	11.5	14	939	14.9
North Lanarkshire	11	1718	6.4	11	1719	6.4	16	1719	9.3	20	1697	11.8
Orkney Islands		110	0.0	<5	109	-		109	0.0		109	0.0
Perth & Kinross	12	1330	9.0	7	1329	5.3	14	1375	10.2	11	1339	8.2
Renfrewshire	6	1387	4.3	7	1407	5.0	9	1462	6.2	11	1462	7.5
Scottish Borders	10	739	13.5	5	746	6.7	<5	747	-	6	748	8.0
Shetland Islands		149	0.0		149	0.0		149	0.0		149	0.0
South Ayrshire	27	1111	24.3	<5	1107	-	8	1155	6.9	9	1204	7.5
South Lanarkshire	30	2525	11.9	7	2521	2.8	36	2483	14.5	26	2482	10.5
Stirling	9	546	16.5	<5	546	-	<5	625	-	5	607	8.2
West Dunbartonshire	6	647	9.3	<5	665	-	<5	665	-	11	648	17.0
West Lothian	9	861	10.5	<5	861	-	17	920	18.5	14	920	15.2

Table F: Care homes for older people, complaints upheld in 2022/23 by area of complaint

Note: each overall complaint can have several areas - this table only includes those areas that were upheld.

Area of complaint	Detailed area of complaint	No. of upheld complaints	% of upheld complaints
Healthcare	Healthcare > Inadequate healthcare or healthcare treatment	185	15.7%
	Healthcare > Medication issues	55	4.7%
	Healthcare > Other	47	4.0%
	Healthcare > Nutrition	43	3.6%
	Healthcare > Tissue viability	37	3.1%
	Healthcare > Hydration	36	3.0%
	Healthcare > Continence care	33	2.8%
	Healthcare > Infection control issues	14	1.2%
	Healthcare > Palliative care	12	1.0%
	Healthcare > Oral health	12	1.0%
	Healthcare > Clinical governance	4	0.3%
Communication	Communication > Between staff and service users/relatives/carers	129	10.9%
	Communication > Other	5	0.4%
	Communication > Language difficulties	1	0.1%
	Communication > Information about the service	1	0.1%
Wellbeing	Wellbeing > Other	51	4.3%
	Wellbeing > Emotional	13	1.1%
	Wellbeing > Social	9	0.8%
	Wellbeing > Visiting	5	0.4%
	Wellbeing > Behaviour	2	0.2%
Staff	Staff > Levels	42	3.6%
	Staff > Training/qualifications	34	2.9%
	Staff > Other	9	0.8%
	Staff > Other fitness issues	5	0.4%
	Staff > Registration with professional bodies	1	0.1%
Property	Protection of people > Adults	54	4.6%
	Protection of people > Policies and procedures	2	0.2%
	Protection of people > Other	2	0.2%
Choice	Choice > Care and treatment	45	3.8%
	Choice > Activities	18	1.5%
	Choice > Dignity and privacy	14	1.2%
	Choice > Other	8	0.7%
	Choice > Service not meeting religious, cultural, faith, social needs	3	0.3%
Protection of people	Protection of people > Adults	54	4.6%
	Protection of people > Policies and procedures	2	0.2%
	Protection of people > Other	2	0.2%

Table F: Care homes for older people, complaints upheld in 2022/23 by area of complaint (continued)

Area of complaint	Detailed area of complaint	No. of upheld complaints	% of upheld complaints
Policies and procedures	Policies and procedures > Complaints procedure	38	3.2%
	Policies and procedures > Other	10	0.8%
Privacy and dignity	Privacy and dignity > Privacy and dignity	31	2.6%
Environment	Environment > Fitness of premises/environment	26	2.2%
	Environment > Inadequate facilities	13	1.1%
	Environment > Other	12	1.0%
	Environment > Security	4	0.3%
Food	Food > Other	15	1.3%
	Food > Choice	7	0.6%
	Food > Quality	5	0.4%
	Food > Availability	2	0.2%
Record keeping	Record keeping > Personal plans/agreements	22	1.9%
	Record keeping > Other	3	0.3%
User participation	User participation > Other	1	0.1%
	User participation > In managing/developing the service	1	0.1%
Access	Access > To other services e.g. advocacy/health	9	0.8%
	Access > Other	4	0.3%
Financial issues	Financial issues > Financial issues	1	0.1%
Conditions of registration	Conditions of registration > Other	3	0.3%

Table G: Care homes for older people, complaints upheld by detailed area of complaint, 2019/20 to 20202/23

Detailed area of complaint	2019/20	2020/21	2021/22	2022/23
Access > Other		2	3	4
Access > To other services, for example advocacy/health	2		1	9
Choice > Activities	9	7	6	18
Choice > Care and treatment	26	14	23	45
Choice > Dignity and privacy	8	6	9	14
Choice > Other		2	1	8
Choice > Service not meeting religious, cultural, faith, social needs		1		3
Communication > Between staff and service users/relatives/carers	61	55	111	129
Communication > Information about the service		2	3	1
Communication > Language difficulties	1		1	1
Communication > Other	9	4	6	5
Conditions of registration > Other				3
Environment > Fitness of premises/environment	21	3	16	26
Environment > Inadequate facilities	11	1	3	13
Environment > Other	12	1	6	12
Environment > Security	1			4
Financial issues > Financial issues		2	1	1
Food > Availability	1	1	5	2
Food > Choice	3	1	1	7
Food > Other	4	3	5	15
Food > Quality	5		3	5
Healthcare > Clinical governance	2	3	4	4
Healthcare > Continence care	23	10	17	33
Healthcare > Hydration	15	9	20	36
Healthcare > Inadequate healthcare or healthcare treatment	76	35	104	185
Healthcare > Infection control issues	6	7	17	14
Healthcare > Medication issues	35	13	25	55
Healthcare > Mental health care	4		2	1
Healthcare > Nutrition	20	18	26	43
Healthcare > Oral health	4	7	9	12
Healthcare > Other	25	20	30	47
Healthcare > Palliative care	3	3	7	12
Healthcare > Tissue viability	18	10	22	37
Policies and procedures > Complaints procedure	19	14	12	38
Policies and procedures > Other	9	4	15	10
Privacy and dignity > Privacy and dignity	14	8	24	31

Table G: Care homes for older people, complaints upheld by detailed area of complaint, 2019/20 to 20202/23 (continued)

Detailed area of complaint	2019/20	2020/21	2021/22	2022/23
Property > Care of	7	3	15	15
Property > Loss of/missing		6	28	25
Property > Other		1	4	2
Protection of people > Adults	23	11	31	54
Protection of people > Other	2	1	1	2
Protection of people > Policies and procedures	2	1		2
Record keeping > Other	7	5	5	3
Record keeping > Personal plans/agreements	13	4	9	22
Staff > Levels	52	19	24	42
Staff > Other	7	2	3	9
Staff > Other fitness issues	3	4	4	5
Staff > Recruitment procedures (including disclosure checks)	3	1	1	
Staff > Registration with professional bodies	1			1
Staff > Training/qualifications	13	9	11	34
Staff > Unfit to work with vulnerable people			1	
User participation > In managing/developing the service		2		1
User participation > Other	1	2	6	1
User participation > Other	2			
Wellbeing > Behaviour	4	1	6	2
Wellbeing > Developmental	1			
Wellbeing > Emotional	4	2	9	13
Wellbeing > Other	58	28	51	51
Wellbeing > Social	6	1	6	9
Wellbeing > Visiting			17	5

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