

C&SP011 COMPLAINTS AND CONCERNS

Purpose

The purpose of this policy is to inform all residents, their friends, relatives, and any other stakeholders of their right to complain about any matter concerning the standard of care and service received.

Scope

The care home is committed to providing a quality service for its residents and is committed to working in an open and accountable way that builds the trust and respect of all its residents and their relatives. One of the ways in which the care home can continue to improve its service is by listening and responding to the views of its residents and their relatives, and by responding positively to complaints, and by correcting mistakes. If the care home finds a problem, as well as putting things right for you, it wants to make sure the same thing doesn't happen to someone else. Therefore, the care home sometimes makes changes after looking into a complaint.

Aims

The care home aims to ensure that making a complaint is as easy as possible. The care home will treat a complaint as a clear expression of dissatisfaction with its service which calls for an immediate response. The care home will deal with any complaint promptly, politely, and confidentially. It will respond in the correct way with an explanation, or an apology where things have gone wrong, and will provide information on any action taken. The care home will seek to learn from complaints and will use them to improve its service.

The care home would like to encourage any resident, their friends, their relatives, and any other stakeholders to make suggestions, comments or raise a complaint. Whilst the care home is continually striving for excellence in the provision of care to the residents, there may be times when all aspects of the service are not to the high standards aimed for.

If you are dissatisfied with any aspect of care or service, please bring it to the immediate attention of the person in charge so that prompt action may be taken to address your concern and improve the situation.

Feedback is vitally important for the future development and improvement of the service.

Can the complaint be resolved informally?

The care home recognizes that many concerns, which might not amount to a formal complaint, may be raised informally, and can be dealt with quickly. The care home's aims are to resolve any such concerns quickly, but if appropriate and the party raising the concern agrees, then the care home may offer a form of mediation between the person who has raised the concern and the person about whom the concern has been raised.

An informal approach can be appropriate but if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed. That

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requires the person making the complaint to either make the complaint in person, by letter, by telephone, by email or via the care homes website (if applicable). This will be fully investigated. The complainer will be kept informed of the actions to be taken and the outcome of the process or procedure.

When the investigation is complete the complainer will be notified in writing by the Care home of its detailed response to the complaint, and will be given details of the action, if any, to be taken. This may result in an apology being made or action being taken to sort out a problem or a change being made as to how the Care home operates. If the complainant is unhappy with any stage of this process, they can notify the Care Inspectorate (Scotland), Care Quality Commission (England), the Care Inspectorate (Wales) and / or the Independent Ombudsman.

We are committed to giving an excellent standard of care and service, and if we receive a complaint, we will be professional and supportive to the complainant throughout the process as we realise that such a process can be stressful.

We will ensure that:

- Staff are always courteous and professional.
- The person making the complaint will be given space and time to discuss the complaint in private.
- We will aim to resolve the issue when we first hear of the complaint if this is possible.
- We will give support and advice on how to progress the complaint if it is not possible to resolve the matter.
- We will keep a log of all complaints and write to each person who makes a complaint to let them know of its progress and resolution.

If the complainer is not satisfied with the response to the complaint, then the person making the complaint can write to the Regional Director responsible for the Care home and ask for the complaint and the response to be reviewed. This will be done within 20 days of the request in writing being made. Again, the Care home will provide a detailed response in writing and will provide details of the action, if any, to be taken.

Nothing contained in this policy detracts in any way from the complainer's right to make a formal complaint to the Care Inspectorate or any other relevant authority.

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Procedure

It is our aim to provide an excellent quality of service and to ensure everyone is satisfied with the service we provide.

Should you be dissatisfied with any aspect of the care you receive we ask that you use our Complaints and Concerns Procedure, which we assure you aims to be, comprehensive, accessible, and confidential.

In accordance with regulatory guidance, the company/ care home will not be obliged to review or investigate a complaint which is received after the date falling 12 months from the date to which the complaint relates.

Aim

This care home wants to provide an excellent overall service to its' residents.

If any resident or relative is unhappy about the service received or is unhappy about the service a family member receives, we want you to feel free to let us know.

We want to assure you that your complaint will be used to help us reflect on the service we provide and how we can improve the quality of the care we provide.

The complaint will be investigated to ensure a satisfactory resolution as far as is possible.

If you wish to make a complaint

- Please approach a member of staff with your concerns
- If possible, it would help if you put your complaint either in person, by letter, by telephone, by email or via the care homes website.
- The staff member should do their best to resolve the complaint at the time they hear of the complaint.
- If the staff member is not able to resolve your complaint, they will discuss this with you and let you know that they will contact the Manager or if they are not available then the most senior person available. We will write to you to let you know we have your complaint, and we will keep you informed of what is happening with your complaint. If at any part of the process, you wish you may ask to be supported by independent advocate.

Procedure when a complaint is registered.

If the complaint is not resolved when first made, we will follow the process noted below:

- The complaint, or concern, will be recorded via RADAR using the relevant event type.

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- The manager will be informed at the first available opportunity, but if the complaint is about the manager, then the complaint will be sent to the Regional Director.
- We will write to the person making the complaint within five working days to let them know we have received the complaint.
- We will inform the person making the complaint, who will be carrying out the investigation of the complaint.
- The person making the complaint will be given the chance to talk to the person carrying out the investigation in private (and with the support of a carer or advocacy if required). We will look to conclude the complaint within 20 working days and keep the person making the complaint up to date by letter every seven to ten working days.
- The person making the complaint will be kept informed during the progress of the investigation regarding the complaint.
- The person making the complaint will receive a report at the end of the investigation and within this we will note who they can talk to if you are not happy with the outcome.

Further advice

At any time during the complaint process, you can seek support from external agencies:

Contract Monitoring & Compliance Department:

CI (Scotland) / CQC (England) / CI (Wales):

Mental Welfare Commission:

Independent Advocacy Service:

Following completion of the care homes complaints process, individuals have the right to raise their complaint with the Local Government and Social Care Ombudsman:

The local Government & Social Care Ombudsman (applies to care home in England only)

PO Box 4771

Coventry

CV4 0EH

Tel: 0300 061 0614 email: advice@lgo.org.uk/

The Public Service Ombudsman (applies to care home in Wales only)

1 Ffordd yr Hen Gae, Pencoed

CF35 5LJ

Tel: 03007900203

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Managers Responsibilities

The manager has the following responsibilities when dealing with any complaint:

- To ensure that all residents have a copy of the complaints policy and procedure, and they will also ensure that it is available in other formats to ensure all residents can gain access.
- To acknowledge the complaint has been received.
- To keep the owner up to date with any complaints received.
- To resolving the complaint at a local level (if possible).
- Identify who will carry out the investigation depending on the complaint.
- Support all parties involved throughout the process.
- Ensure that everyone involved is aware of the Complaints and Concerns Policy and has a copy of it along with their rights and responsibilities and this provided in a suitable format.
- Ensure the confidentiality of the process.
- Ensure that the outcome is reached within the timescales.
- Organise and lead any change which is required following the complaint.
- Feedback to all those involved in the process.
- To complete complaints log
- To complete and record complaint or concern on RADAR and complete RADAR workflow in line with policy timeframes.
- To inform appropriate agencies that a complaint has been made and keep them up to date with the outcome.
- Ensure that a learning approach through reflective discussion with their staff team is carried out. This learning should be offered to the complainant and improvements shared, whilst maintaining the anonymity of the complainant as appropriate.

Regional Directors Responsibilities

- Ensure that any immediate concerns are escalated to the Divisional Director and Quality Director.
- Review draft complaint response , ensuring appropriate tone, completeness and professionalism, requesting revisions if needed.
- Verify completion and effectiveness of follow up actions and confirm approval of closure.
- Review regional complaints trends and perform regional performance analysis.

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Supporting Documents

C&SP011A COMPLAINT ACKNOWLEDGEMENT LETTER

C&SP011B COMPLAINT RESPONSE LETTER

C&SP011C COMPLAINT POSTER

Regulations / National Standards

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
Regulation 16 Complaints. (England)

Quality Framework for Care homes for Older People. Quality Indicator 2.2. Quality Assurance is well led. (Scotland)

The Health and Social Care Standards. My support, my life

4.4 I receive an apology if things go wrong with my care and support, or my human rights are not respected, and the organisation takes responsibility for its actions.

4.20 I know how, and can be helped, to make a complaint or raise a concern about my care and support.

4.21 If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me.

The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017. Part 15 (64) Complaints Policy and Procedure.

Linked Policies

C&SP005 Advocacy

QAP01 Quality Assurance and Improvement

Policy Review

Next scheduled review Dec 2028