



Care at Home (WNCH)

Complaint Policy and Procedure

Policy Statement

WNCH works on the principle that if a Service User, advocate/family member wishes to make a complaint or register a concern they should find it easy to do so. It is the company's policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. Our services will always seek to find a workable solution to any concern or complaint.

This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by Service Users and their relatives and carers are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is not the same as the disciplinary policy. However, our services understand that failure to listen to or acknowledge complaints could lead to an aggravation of problems, Service User dissatisfaction and possible litigation.

Our services support the principle that most complaints, if dealt with early, openly and honestly, can be sorted at a local level, i.e. between the complainant and the service or the company. If this fails due to the complainant being dissatisfied with the result, our services will respect the right of the complainant to take their concerns to the Care Inspectorate, who will then investigate the complaint.

The aim is always to make sure that the complaints procedure is properly and effectively implemented, and that Service Users, relatives and carers feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Our service recognises that a complainant always has the right to take their complaint to the regulator, the Care Inspectorate, who will investigate the complaint in line with their own policies and procedures. The Care Inspectorate policy is often to seek local resolution in the first instance. Residents and their representatives are therefore usually advised to firstly address any complaint to the staff or management team within the service.

Service users and relatives will still be made aware that they can take their complaint to the Care Inspectorate at any time, but more particularly if they think the service is not addressing their complaint adequately or they are dissatisfied with the outcome.

Some complaints might need to be addressed jointly with other agencies; our services will fully cooperate with the other agencies to address the complaint fully. Our services will also fully cooperate with the Care Inspectorate's investigations of any complaints it receives directly.



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Policy:

Our principal aim is to provide support to Service Users living in their own homes, which meet the needs of the Service User, and to provide our 'customers' with an open culture to allow them to express their views.

WNCH operates in a way which is open and honest, we therefore encourage our service to receive comments in a constructive and helpful manner. We also like to encourage positive feedback if we are doing something well, as gratitude and support motivates employees and helps us to plan the development of each support service.

Any complaint received will be treated seriously and dealt with efficiently and effectively in accordance with our complaint's procedure.

This policy applies to all Service User's, their families, and carers and other parties with whom we have professional involvement. This policy covers both formal and informal complaints.

Responsibilities

- The Care Manager is responsible for ensuring that all complaints are recorded at the time of their receipt regardless of their nature or gravity.
- The Care Manager will notify the Director who coordinates complaints of all complaints made. This should be completed by sending the details to: info@westnahprofessionals.co.uk This mail in-box allows for the coordination of complaint to take place.
- The care manager will be asked to investigate the complaint.

In the following instances, the care manager must inform the Local Authority immediately, using the out of hours service, if outside office hours and Care Inspectorate within 24 hours of the complaint by completing an e-form notification if the concerns related to:

- An event which has adversely affected the well-being of safety a Service User
- If there has been a theft, burglary or accident.
- If there is any allegation of misconduct by the Support Worker working in the service.

All employees are responsible for ensuring the complaints policy and procedures are followed and should be aware of how to locate the complaints procedure if it is requested by a resident or family member.



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Procedure:

Information for the Complainant

- Concerns or a complaint can be raised with any member of staff on duty at the time.
- The complaints process allows for a complaint to be made verbally, by completing a standard complaint pro-forma (Appendix 1), by letter or email. The Support Worker can supply a Complaint pro-forma. For formal complaints it is best that the complaint is written.
- Wherever possible, minor complaints are best dealt with immediately and directly by the Support Worker and management, who will arrange for the appropriate enquiries to be made in line with the nature of the complaint.
- If necessary, the complainant will be directed to the care manager.
- The complaint will be discussed and formally recorded, and action will be taken to positively resolve any concerns.
- If this is not possible, we will advise you of the action necessary and when we anticipate being able to offer you a full explanation; in most instances this should take no longer than 20 working days.
- Dependent upon the type of complaint it may be necessary to refer the details of the complaint to external bodies such as the Local Authority Adult Support and Protection team, Police or the Care Inspectorate.
- Where it is preferable that the company has the opportunity to address your concerns first, the complainant, if they wish, may go directly to the regulators.
- Some complaints may have to be addressed jointly with other agencies and the service will fully co-operate with the other agencies to address the complaint fully. It also fully co-operates with the Care Inspectorate's investigation of any complaint it receives directly.
- Following investigation, you will be given a verbal response for very minor issues that have been addressed/resolved. Usually this will also be completed in writing, detailing any corrective action identified or the reason why no action has, or will be taken.
- A record of all complaints and their outcomes is maintained by the service and regularly analysed for any reoccurring themes, and to support continued development and learning.
- No party involved in the complaint will be discriminated against, should they have cause to make representation to us.
- The company has a 'zero tolerance' approach to behavior seen to be intimidating, bullying or harassing in any way. Therefore, if a complainant's behaviour is perceived in this way we will inform the complainant of this and expect remedial action to be taken with immediate effect. In situations where behaviour continues to meet our zero tolerance approach, we will disengage with the



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complainant, notifying the complainant, regulators and local authority of the reason why we are doing so.

- The company does not tolerate the illicit recordings, either video or voice of staff by a complainant without staff prior permission. When evidence is obtained in this manner, it will likely be discounted from our internal investigation.
- If you remain unhappy with the outcome of the complaint you may wish to contact the Local Authority or inform the Care Inspectorate. All contact details are available in Appendix 2.

Information for staff -Staff Action

- Staff must respond to complaints or concerns in a positive, professional and helpful manner.
- Wherever possible the staff member should offer the person privacy to discuss the concern with a senior member of staff.
- The senior staff member dealing with the complainant should take notes and log this in the complaints file. If the complaint is of a minor nature the complainant should be offered feedback verbally or in writing, however all serious complaints must be responded to in writing and all corresponding documentation stored in the complaints file.
- The care manager (or person) responsible for handling the complaint should acknowledge the complaint in writing within 7 days. All complaints should be resolved within 20 working days and responded to in writing.
- For more complex complaints, to ensure a thorough investigation, it could be agreed with the complainant that more time is allocated to the investigation.
- The complaints process will always encourages the person making a complaint verbally, by complete a standard complaint pro-forma (Appendix 1), by letter or email.

Outcome

All complaints must have a conclusion; in every case this will result in a letter of response to the complainant and a copy filed within the complaints folder in the service. For more serious matters or repetitive complaints, the service will produce an action plan, which will be followed and evaluated to eliminate reoccurrences.



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Complaints- Appendix 1

WNCH- Concern recording pro-forma

COMPLAINTS

Date complaint received.....

Time complaint received.....

Name of Complainant.....

Method of Complaint: Written/Verbal/Telephone

Complaint received by.....

Name & Designation:



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Signed:

Complaints- Appendix 2

Information for complainant's- What to do if you have a concern or complaint

We hope that you are happy with our services. It is our objective to ensure that you are provided with a high level of care, comfort, and safety. However, should you, or a relative or friend, ever have cause to complain or be unhappy with aspects of the service, we would urge you to speak to us about it immediately. We would hope to address any concerns at an early and informal stage and to your satisfaction in the first instance, whenever possible, please contact the care manager. However, if you prefer, or if you have gone to the service manager without any satisfactory outcome, you may wish to escalate your concerns via our email In-box. This is overseen by the Directors of WNCH who will review your concerns and allocate these for formal or further investigation.

Please contact us via:

E-mail: info@westnahprofessionals.co.uk

In writing: Care Manager, West Nah Professionals LLP 1 MacDowall Street, Paisley PA3 2NB

Office phone: 0141 846 0418

If you still feel dissatisfied with how your concern/complaint has been managed by the company you can contact the Care Inspectorate at: Compass House, 11 Riverside Drive, Dundee, DD1 4NY

Tel: 0345 600 9527

Email: enquiries@careinspectorate.com

Online: <http://www.careinspectorate.com/index.php/online-complaint-form>



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The Local Authority for the area where the care service is located can be found via:

www.gov.uk/find-local-council

If you need additional support to help you deal with your complaint you may wish to contact your local Citizen's Advice Bureau or to the National Bureau at:

Tel: 03000 231 900

Email: feedback@citizensadvice.org.uk

We welcome any suggestions that will help to make the service a place of excellence, and to continually improve the care and support we offer.