

POLICY DOCUMENT

COMPLAINTS PROCEDURE

1. Introduction

Risedale aim to provide a high standard of care in all our services. Our resident's views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will inform the Westmorland and Furness County Council's Adult Safeguarding Team. The Safeguarding Team will decide how to investigate and monitor outcomes.

2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/family, may make a suggestion.

First you should speak to the Manager or Senior Nurse. You can speak to them privately or leave them a written suggestion if you prefer, our email addresses are:

emily.devitt@risedale-carehomes.co.uk

Risedale Abbey Road Tel: 01229 839669

faye.anderson@risedale-carehomes.co.uk

The Ivies, Risedale Abbey Road Tel: 01229 839669

joanne.robinson@risedale-carehomes.co.uk

Risedale at Abbey Meadow 01229 814650

rebecca.mcclymont@risedale-carehomes.co.uk

Risedale at Abbey Meadow 01229 814650

paula.poole@risedale-carehomes.co.uk

Risedale St Luke's, at Abbey Meadow 01229 814650

christine.stephenson@risedale-carehomes.co.uk

Risedale St Luke's, at Abbey Meadow 01229 814650

cristine.agas@risedale-carehomes.co.uk

Risedale at Lonsdale 01229 870050

lynsey.mullen@risedale-carehomes.co.uk

Risedale St George's at Lonsdale 01229 870050

adelle.ryan@risedale-carehomes.co.uk

Risedale at Aldingham 01229 869203

leah.emerson@risedale-carehomes.co.uk

Risedale St Cuthbert's at Aldingham 01229 869203

If the suggestion is something that Risedale Estates as a company needs to consider you can send it to:

Barbara Johnson
Director of Nursing
Risedale Estates Limited
Duchy Court, Flass Lane
Barrow in Furness, Cumbria LA13 0BF

barbara.johnson@risedale-carehomes.co.uk

3. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence. Risedale Estates assures residents and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

4. Who can complain?

Anyone affected by the way Risedale Estates provides services can make a complaint.

A representative may complain about the affected person if they:

- Have died
- Cannot make a complaint themselves, or
- Have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

5. How you can make a complaint

You can complain:

- In person
- By telephone
- Through a member of our staff
- Through an advocate or representative
- By letter

- By email

6. Anonymous complaints

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

7. Responsibility

The Registered Manager has overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical:

- Any help you need to understand the complaints procedure; or
- Advice on where you may get that help

8. How we handle complaints

The Registered Manager or Risedale Estates may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint. In addition, several of our Management Team have undertaken ACAS investigation training.

We will acknowledge a complaint within three working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within twenty-eight working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- Details of the findings.
- Any action we have taken; and
- Our proposals to resolve your complaint

9. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we will also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

10. Further steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact the Director of Nursing

Barbara Johnson
Director of Nursing
Risedale Estates Limited
Duchy Court, Flass Lane
Barrow in Furness, Cumbria LA13 0BF

barbara.johnson@risedale-carehomes.co.uk Tel: 01229 814660

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Local Government and Social Care Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free independent service.

You can contact the LGO at:

Tel: 0300 061 0614

Website: www.lgo.org.uk

NB: The LGO will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Risedale Estates services are registered and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers but is happy to receive information about services at any time.

You can contact the CQC at:

Care Quality Commission National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

A copy of this procedure in Braille and large font are in the home information file and we can provide this policy in other languages or in other formats on request.

This policy meets the recommendations from the Local Government and Social Care Ombudsman, The Parliamentary and Health Service Ombudsman and Health Watch 2023