

CRAIGHAVEN CARE HOME

COMPLAINTS PROCEDURE

We hope Service Users will be happy with the care offered at Craighaven but if you have any concerns, no matter how small, please let us know.

Every Service User (and appropriate significant others) is given a written copy of this procedure, in a language that they understand, at the commencement of our service provision.

Complaint can arise through simple misunderstanding or genuine dissatisfaction. Usually discussing the matter determines its cause and a solution that satisfies can be found. If you are unhappy in any way at all, please tell us within 28 days of the event so that we can investigate and take the appropriate action.

Complaints often provide an opportunity to do something better in the future and as such form part of our policy to engender a culture of continuous improvement. Therefore, we operate a 'no blame' policy so that any complaint allows full, thorough and open investigation because persons involved are not 'threatened' by the outcome. In fact, complaints help us identify areas where we can improve our service delivery and, for that reason, we welcome constructive criticism.

A separate file or record is kept of any complaint or concern which can be inspected at any reasonable time on request as well as on any relevant care plan, personal file etc. No complaint record can be destroyed within 12 months of a complaint in order that our Inspectorate may review any complaints made in the previous 12 months.

It is our policy to notify any person about whom a complaint has been made as soon as possible in order that they are aware of the situation. This may not be the case if the complaint relates to suspicion of abuse or neglect.

Members of staff should be able to resolve minor problems immediately.

Please contact the manager Kelsey Warner if your complaint is of a more complex nature. If for any reason you feel unable to do this then the Owners Representative, Mrs Elizabeth Heritage, can be contacted in writing at Craighaven, 4 Heath Terrace, Leamington Spa, CV32 5LY.

If you feel you cannot go to the people in charge of the home, you may contact Warwickshire County Council Customer Relations team. They can be contacted at:

Shire Hall,
Warwick
CV34 4RR
Telephone: 01926 410410.

Our service standard requires an acknowledgement from us of your complaint within 72 hours and resolution within 28 days through a nominated person. If you are not happy with the outcome of our complaints procedure, please appeal within 28 days.

Should the nominated person be absent through holiday or sickness, then a temporary nominee will handle the matter in their absence in order that the service standard be maintained.

The Registered Manager reviews complaints and concerns on a monthly basis to ensure that they have been appropriately dealt with and that any issues upon which we can do better in the future are put in place as part of our policy of continuous improvement. A record of these reviews is maintained in order that our Inspectorate may see it on request.

At any time, you may wish contact the Care Quality Commission who are responsible for registering and inspecting the home. They can be contacted at:

The Care Quality Commission
CQC West Midlands
City Gate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Telephone: 03000 616171