



Concerns, Complaints and Compliments Policy.

At Southlands we are committed to providing a first-class, kind, confident and professional care service.

If for any reason you are not entirely satisfied with any aspect of our service, we want to hear from you as soon as possible. We will then make the relevant enquiries and aim to put matters right as soon as we can. Where appropriate, we will also take steps to prevent the problem happening again.

The company believes that if a person connected to the service wishes to raise a concern, complaint or make a compliment they should find it easy to do so. It is the home's policy to welcome these and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that they are dealt with properly and that they are taken seriously.

Raising your concern or complaint with us

Step 1

The easiest way to resolve any concerns or suggestions is to notify the senior member of staff on duty at the time. Please allow them to take the first opportunity to answer your questions or put matters right.

The member of staff will record the matter and pass it onto the Home Manager or Directors, noting the action taken to remedy the situation.

The Home manager will talk to you about gaining your permission to inform your next of kin of the situation or if you wish look at finding an advocate to support you during the complaints process.

Step 2

If the concern or complaint cannot be dealt with or in the unlikely event you are not entirely satisfied, you can contact the Manager or Directors on (07973 529610) either orally or in writing. If we are unable to resolve matters on the spot, we will record your complaint and will send you a letter of acknowledgment within 5 working days to confirm we are investigating the matters you have raised.

The matter will be investigated fully within 28 days, after the investigation a final written response will be prepared for the resident and/or his/her representative.

Step 3

Clearly, we always want to resolve any concerns you raise with us internally. However, where you are not satisfied with our final response, you have the right to refer to the Care Quality Commission, the independent regulator of health and social care in England.

Devon County Council: It should also be remembered that besides alerting the Home Manager and / or the Directors in some circumstances, where it is felt a person is at risk of harm or abuse concerns can be made to Care Direct, Devon County Council. They will investigate any issues raised.

Compliments

So often residents and relatives want to say thank you to a particular member of staff or the whole Staff Team for the difference made in a situation or the positive change in a person's life.

Showing your appreciation can be by simply saying thank you directly to the staff or more formally by writing to Carol Dyke, Home Manager or Andrew Bone, Director care of Southlands.

You may also wish to review our home on www.carehome.co.uk using the review cards at Southlands or by clicking on the icon on this website.

Often people forget that they can contact our industry regulator The Care Quality Commission or Devon County Council with positive stories as well as concerns. Staff in these organisations are working to improve the quality of people's lives within services and love to hear when things are going well. Their contact details are below.

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone 03000 616161

Devon County Council
Care Direct, County Hall
Topsham Road
Exeter, Devon
EX2 4QD
Tel: 0345 1551007