

CareChoice's Complaints Procedure

Complaints

All CareChoice Homes welcome suggestions, complaints, concerns, observations and comments from Residents, Resident's relatives and visitors.

All comments or complaints shall be viewed as an opportunity to inform service provision and to continually improve the quality of care and service provided to our Residents.

Residents & their relatives / representatives should be confident that making a complaint will not affect the quality of care provided to the resident in any way.

CareChoice believes that it is through the dedication and commitment of our staff, that we provide you with the choices you need to ensure a good quality of life.

The purpose of this leaflet is to give you more detail about our Complaints Policy & Procedure.



How to make a complaint

Any complaint / concern should be raised initially with the Nurse or CNM on the floor. The Nurse / CNM shall attempt to resolve your complaint immediately, this may require input from their Line Manager.

Should it not be addressed satisfactorily, please feel free to raise the matter with the Director of Nursing/Assistant Director of Nursing, who will undertake to investigate within an agreed timeframe. A letter of acknowledgement shall be sent within 5 days.

Our Aim is to resolve your complaint within 20 working days, if we are unable to do so, we will endeavour to update you every 20 days thereafter.

Note, all complaints are documented in a transparent manner on our EpicCare system, and are reviewed as part of our Clinical Governance framework.

Appeals

Where the complainant is still not satisfied, they are advised of the:

Internal Appeals Process:

Contacting Paul Kingston, CEO / Registered Provider, CareChoice Head office at 01 568 5253. The Company Directors are the persons nominated to ensure all complaints are appropriately responded to and have been appropriately documented as per the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013.

Complaints Oversight:

The Director of Care, Quality & Standards has been nominated by the Registered Provider to ensure that all complaints are appropriately responded to, and records maintained i.e. complaints form/EpicCare, investigation completed, investigation outcome and as to whether the or not the complainant was satisfied.



Advocacy for Residents'

SAGE Independent Advocacy Services

Tel: 046 955 7766,

Lo-call: 1850 440 444

National Advocacy Service
for People with Disabilities

Tel: 0761 073 000

Please also remember that if you have serious concerns about the operation of the Nursing home you may contact the inspectorate by:

Chief Inspector HIQA "Concern Area"

Calling the advice line: 021 240 9660

Email: inspections@hiqa.ie

Address:

The Office of the Chief Inspector,
Health Information and Quality Authority,
Social Services Inspectorate,
1301 City Gate, Mahon,
Cork.

The Office of the Ombudsman:

Call: 01 639 5600

LoCall: 1830 223 030

Email: ombudsman@ombudsman.gov.ie

Website: www.ombudsman.gov.ie

Address:

The Office of the Ombudsman,
18 Lower Leeson St,
Dublin 2.

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 @carechoiceirl

 CareChoice Group Ireland

www.carechoice.ie

