

THE ROYAL BRITISH LEGION

CARE HOMES

FOR THE ARMED FORCES COMMUNITY

CARING ABOUT COMPLAINTS

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LEGION



CARING ABOUT COMPLAINTS

Introduction

We are committed to delivering safe and high-quality services. If you are not satisfied with a service you (or a friend or relative) have received, it is important that you tell us. A person with the appropriate level of seniority and expertise will investigate and respond fairly, openly and without delay. This leaflet is designed to provide brief information on how to make a complaint. Our full policy is available in the information pack in your bedroom, on our website and at reception. Please see the back of this leaflet for our contact details.

What is a complaint?

If you tell us you are not satisfied:

- because one of our care homes or a member of staff at a care home has not met the standard you would expect; or
- with something one of our care homes has done or has failed to do;

we will treat this as a complaint and handle it appropriately.

If you are concerned about, or not satisfied with, a service we have provided, it is important that you:

- know you have the right to make a complaint; and
- feel encouraged and supported in doing so.

Please remember that we can't handle complaints about services provided by other organisations or professionals we do not employ. If you want to make a complaint about another service, please let us know so that we can help you access the relevant organisation's complaint procedures.

Who can complain?

Anyone who uses our services can make a complaint about a service they have received. Their representatives (including family members) can also complain on behalf of a service user if:

- they have the service user's permission; or
- they are acting in the service user's best interests (as defined by the Mental Capacity (amendments) Act 2019), if the service user is not able to give their permission.

When can I complain?

If you want to make a complaint, you must do this no later than 12 months after the date of the incident you are complaining about or the date you became aware of the incident.

This time limit will not apply if we are satisfied that:

- you have a good reason for not making the complaint within the 12-month time limit; and
- it is still possible to investigate the event effectively and fairly despite the delay.

How do I complain?

You can make a complaint in person at the care home. If you prefer, you can complain by phone, by email or in writing – whichever is easiest for you. Please see page 4 for the phone number, email address and postal address for each care home.

The easiest way to make a complaint is to tell any member of staff of the care home that you want to talk to the Home Manager or Deputy Home Manager. You will then be able to make your complaint in person to the manager (or, if for any reason they are not available immediately, with another senior member of staff at the care home).

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If you do not want to talk to anyone at the care home about your complaint, you can contact our Care Homes Operations Manager or Head of Care Services direct.

If you would like independent advice, at the back of this leaflet we have listed some useful websites which you can visit for information on making complaints about health and social care, and who can help you do this. If you are struggling to find someone to help you make your complaint, please let us know as we may be able to help you arrange independent support.

Anonymous complaints

It is important to us that you know you can make a complaint, without worrying that you will be discriminated against as a result.

However, if you prefer, you can make a complaint without giving us your name (an anonymous complaint) by putting your complaint in the complaints box at reception.

Please remember to include full details of the matter you are complaining about. Otherwise, we may not be able to investigate your complaint and find a solution to it.

What happens once I make a complaint?

It may be possible to deal with simple complaints, relating to a single issue, within 24 hours. We can discuss your complaint with you in person, or by phone, to agree a solution. If we deal with your complaint in this way, we will give you a copy of our record of the complaint.

If your complaint relates to more than one issue, or it involves a complicated or serious concern, it is likely to take more time to deal with. If this is the case, the following timescale will apply.

- We will give you an initial written response within three working days of receiving your complaint. This response will:
 - set out how we are dealing with your complaint and how long the investigation is likely to take; and
 - offer you the opportunity to talk to the Home Manager, in person or by phone, to discuss the complaint and how we are investigating it.
- Then, within a further 28 working days of our initial written response, we will give you:
 - an outcome letter confirming that we have finished our investigation, explaining the investigation findings and setting out what action we will take, or have taken, in response to your complaint;
 - if the matter is particularly complex and we have not yet completed our investigation, a written update on the progress of the investigation and the date we expect to finish it; or
 - written confirmation that we have referred your complaint to a statutory agency or body, and details of the processes that are now relevant to your complaint.

What if I am not satisfied with your response?

If you are not satisfied with our response to your complaint, or if you feel that we have not handled your complaint properly, you can contact our Head of Care Services to ask us to review our decision or the way we handled your complaint. (Please see our full complaints policy for more details about this process.)

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You also have the right to ask the Local Government and Social Care Ombudsman for an independent review of your complaint and how we handled it. The Local Government and Social Care Ombudsman's contact details are on the next page.

The Care Quality Commission (CQC)

We are registered with CQC to provide nursing, personal and dementia care. Our care homes are inspected against relevant laws and standards. The latest inspection reports are on the CQC's website. CQC do not investigate individual complaints, but do welcome comments and investigate concerns about the quality or safety of services. The CQC's contact details are on the next page.



We welcome any type of feedback. If you feel that things are not right, please give us the opportunity to put them right as soon as possible.

If you would like to give us feedback or make a complaint about one of our care homes, here are the details you will need. We have also included contact details for some organisations that may be able to provide independent help and advice.

HELP AND ADVICE

Dunkirk Memorial House – Taunton, Somerset

Phone: **01823 432 407**

Email: dmhadmin@britishlegion.org.uk

Galanos House – Southam, Warwickshire

Phone: **01926 812 185**

Email: galanoshouseadmin@britishlegion.org.uk

Halsey House – Cromer, Norfolk

Phone: **01263 512 178**

Email: halseyhouseadmin@britishlegion.org.uk

Lister House – Ripon, North Yorkshire

Phone: **01765 694 740**

Email: lister.admin@britishlegion.org.uk

Mais House – Bexhill-On-Sea, East Sussex

Phone: **01424 215 871**

Email: maisadmin@britishlegion.org.uk

Maurice House – Broadstairs, Kent

Phone: **01843 603 323**

Email: mauriceadmin@britishlegion.org.uk

Local Government and Social Care Ombudsman

Website: www.lgo.org.uk

Phone: **03000 610 614**

Care Quality Commission (CQC)

Website: www.cqc.org.uk

Phone: **03000 616 161**

HealthWatch England and Age UK

provide independent information on making complaints about health and social care, and who can help you do this.

www.healthwatch.co.uk

www.ageuk.org.uk

