

St Mary's Nursing Home Complaints Procedure

Your Complaints Officer/s; Yvonne Carpenter (Director of Nursing), Agnes Febina (Assistant Director of Nursing).

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Agnes Febina, Assistant Director of Nursing (Complaints Officer) St Mary's Nursing Home Shantalla Road, Galway, Co. Galway. H91 VND6
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Email: stmaryscnm@newbrooknursing.ie

The Review Officer is. Phil D'Arcy CEO Newbrook Nursing Home, Multyfarnham, Co. Westmeath.
Tel: 044 937 1359
E-Mail: phil@newbrooknursing.ie

Auditor of Complaints; Paula Gavagan Clinical Operations Manager

Independent Review Complaints Ombudsman, 6 Earlsfort Terrace, Saint Kevin's, Dublin 2, D02 W773,
Tel: +353-1-639 5600 Lo-Call: 1-890-223030(from outside 01 area)
E mail: ombudsman@ombudsman.gov.ie

Need Assistance to make a compliant?

If you require any assistance to make a complaint you may contact the Patient Advocacy Service, which is a free, independent and confidential complaint advocacy service.

Patient Advocacy Service, Level 3, Rear Unit, Marshalsea Court, Merchant's Quay, Dublin 8, Eircode DO8 AEY8
Tel: 0818 293003
Email info@patientadvocacyservice.ie

How to make a complaint.

Verbally - speak to a staff member. **Written** - In writing.

Written Complaints;

1. Use the Nursing Homes Complaint Form
2. In a letter or e-mail

What should you include in your complaint?

- Remember to state your name, address, and telephone number (email if applicable) and whether you are acting on behalf of someone else.
- Briefly describe what your complaint is about, stating relevant dates and times, if applicable.
- List your specific concerns starting with the most important concern.
- Be clear about what you are hoping to achieve e.g. an apology, explanation etc.
- State your preferred method of communication.

What happens next?

- You will receive a written response from the Complaints Officer with 5 working days we aim to conclude complaints within 30 working days.

What is you are unhappy with the response and outcome of your complaint

- You can contact request a review by the Review Officer Phil D'Arcy contact details above.

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- You can contact request a review to the Ombudsman contact details above.

Stage 1 Any complaint made to staff or Complaints Officer

- All complaints are reported to the Complaints officer.
- All complaints are logged on Complaints Register.
- Try to resolve at point of contact unless the topic falls into bracket of those outlined in the policy. If this is the case the complaint should go straight to Stage 2 or
- If Complaints Resolution is agreed at point of contact the Complaints Officer will follow up with a **written response** outlining matters discussed and what and how any improvements be implemented within 5 working days.
- If the complaint is not resolved at point of contact the complainant will be invited to put their complaint in writing and the complaints goes to stage 2.

Stage 2 Verbal complaint unresolved at point of contact. All written complaint received by Nursing Home

- Complaint Officer acknowledges complaint in writing within 5 working days.
- Complaint registered and filed on complaints Register.
- The Complaints(s) Officer(s) will carry out investigation locally or refer to the appropriate channel.
- Complaint Investigation to be conducted.
- Gather and chronologically document relevant clinical, factual and other information required to determine what happened.
- Clarify with the complainant what his/her expectations of management of the complaint are.
- Where a named person has been implicated, offer them the opportunity to respond to the complaint.
- Following a full investigation about the complaint, the complaints officer will uphold the complaint or not and present the reasons for that decision, any improvements either recommended and any details of the review process in a **written response** within 30 days.
- If unable to conclude in 30 days complainant will be informed and kept updated.
- If complainant is happy with response to/outcome of the complaint close complaint.
- If the complainant is not happy with the investigation, response, or outcome of the complaint, they have the right to a review by the Review Officer - Proceed to Stage 3

Stage 3 Request for complaint to be reviewed by the Review Officer.

Review Officer: Phil D'Arcy CEO Newbrook Nursing Home, Multyfarnham, Co. Westmeath.

Phone 044 937 1359

E-Mail: phil@newbrooknursing.ie

The Complainant will request review by the Review Officer.

The Review Officer will acknowledge in writing within 5 working days of the receipt of the request.

A review is conducted and concluded within 20 working days of receipt of the complaint.

The Review Officer will inform the complainant in writing of the response to / outcome of the review.

If the complainant is happy with the review investigation, response and outcome the complaint will be closed.

If the complainant is not happy with the review investigation, response or outcome they may appeal to the Ombudsman.

Stage 4 Complainant requests an Independent Review.

Independent Review – This can be requested if we do not succeed in resolving your complaint. Contact details below:

Complaints Ombudsman, 6 Earlsfort Terrace, Saint Kevin's, Dublin 2, D02 W773, Tel: +353-1-639 5600
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