

Types of concerns and who to contact

PROBLEM

Complaints and concerns covered by your care home's Complaints Handling Procedure

Abuse /neglect: physical, financial or material abuse, psychological or sexual, discriminatory abuse or self-harm, inhuman or degrading treatment

Criminal acts

Concerns raised by a member of the public

Serious professional misconduct

Lack of registration

Primary healthcare services



EXAMPLES

Fees, quality of care, professional judgement and clinical decisions made by health and social care professionals

A service user is being physically abused by a care worker/ someone living in a care home is not being given enough to drink

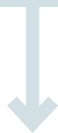
Theft or assault

Witnessed care they consider inappropriate

Sexual relationships with clients, breaking confidentiality, falsifying records

Someone suspects your care home of not being registered to operate as such

Opticians, GP, dentistry services etc



ORGANISATION

Care home's CHP/statutory body's CHP (if funding the service)/ regulator/ Ombudsman

Relevant social work safeguarding agencies (or adult support and protection agencies in Scotland) and/ or the police

Police/Police Scotland/ Police Service of Northern Ireland

Relevant local authority or other statutory body, and sector regulator for information/ monitoring purposes

Safeguarding agencies/ regulatory body of the healthcare professional – for example, the Scottish Social Services Council regulates social workers in Scotland

Sector regulator in your country – for example, the Care Inspectorate Wales

Any primary healthcare body that has provided a service – for example, a family practice service

Important points to note

In many instances, the types of situations listed will be complex and fall into more than one category, meaning multiple agencies will need to be involved. For example: actual abuse – including physical, sexual or psychological – could be classified as a serious incident as well as a safeguarding/adult support and protection issue. While this chart is intended to act as a guide, each complaint will require an element of professional judgement to determine which organisations should be involved. Any part of a complex complaint that can be investigated by your care home's complaints handling procedure will usually be put on hold until any safeguarding/adult support and protection agencies or the police, for example, have finished their own investigations.