

Care home complaints

Why is this important?

Whether you operate a care home in England, Wales, Scotland or Northern Ireland, you need to have a Complaints Handling Procedure (CHP) in place by law to enable a person to make a complaint about your care home, should a problem arise.

There are general key principles about how to handle complaints, which it is important that you understand and put into practice. Creating an environment that views complaints in a positive way can help to build confidence and trust between your staff and residents.

Safeguarding issues and criminal offences

It is important to ensure that everyone, including staff, residents and their representatives, know when a concern or complaint is a safeguarding or criminal issue and what must happen.

SAFEGUARDING ISSUES

A safeguarding issue occurs when someone is at immediate risk of abuse. Examples of safeguarding issues can include:

- » Financial abuse
- » Physical abuse
- » Psychological abuse
- » Sexual abuse
- » Discriminatory abuse
- » Neglect or acts of omission

CRIMINAL OFFENCES

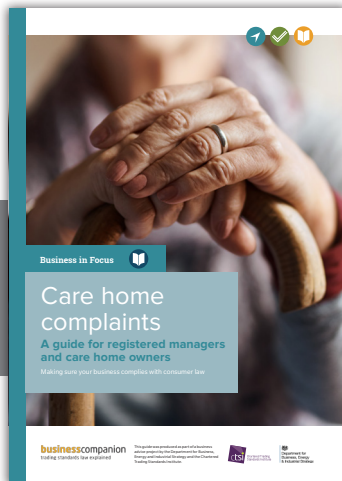
A crime is an unlawful act that is punishable by a state or other authority. In a care home scenario, criminal offences can include:

- » Theft
- » Fraud
- » Physical abuse/assault
- » Unlawful imprisonment
- » Ill treatment or neglect of someone who lacks mental capacity

The care home complaints guide is part of a series created by CTSI and BEIS on care homes. All resources are available from the Business Companion website.



HOW CAN I FIND OUT MORE?
Visit www.businesscompanion.info to download the Care Homes Complaints booklet and other valuable care home resources



What is a complaint?

According to the Competition and Markets Authority (CMA), a complaint is “any expression of dissatisfaction that a care home or member of staff has not met the standard people would expect, or about the care home’s action or lack of action. It also covers a ‘concern’ that people may have which never becomes a formal complaint.”

“A resident should feel listened to, respected and treated with dignity”