



## Comments/ Compliments and Complaints:

Your feedback is crucial to us to ensure that our service is continually reviewed and refined in line with best practice and resident choice. There are a number of ways in which you can participate in the consultation process:

1. We operate a resident forum seasonally normally February, May, August and November. All residents are invited to participate. This is a structured meeting which allows for open and honest communication about any comments or concerns you may have. The meeting is minuted and shared with all residents.
2. If you have individual comments/ concerns which you do not wish to raise at the resident's council then please feel free to speak to any member of staff. Alternatively you may prefer to write these comments out and insert them into our comment boxes currently located in reception on the ground floor and the main day room on the first floor.
3. You may also nominate a family member, friend or advocate to act on your behalf. We will of course check that they have your permission.

## Complaints Policy

It is the aim of the owners, management and staff of Esker Lodge Nursing Home, to provide the highest possible level of care to all our residents.

In the event of a resident, relative or other interested persons being unsatisfied or concerned about any aspect of care provided, a complaint procedure is in place to address the matter.

All care is taken to ensure that any resident making a complaint is not adversely affected as a result of making the said complaint.

All records of complaints are kept for auditing and inspection purposes.

Records of complaints shall be kept for a minimum of 7 years. Following this time they will be destroyed as per Esker Lodge Policy on retention and destruction of records.

Internal auditing of complaints will be carried out monthly by senior management.

An annual audit of the complaint process will be carried out by Emer Devine – Office Manager.

## Procedure

All complaints will be investigated independently by Nuala Patterson – Designated Person.

Any person making a complaint, either verbal or written should be referred to Nuala Patterson who will investigate the complaint independently.

Following investigation of the complaint feedback will be provided to the complainant normally within 2 weeks and a record of this feedback retained.

Nuala Patterson will go back to the complainant with the outcome. Should the complainant not be satisfied with the outcome they have 2 weeks to request a written appeal which will be addressed by Vicky Mc Dwyer – Managing Director. Residents making a written appeal will be assisted to do so should assistance is required.

Should the outcome of a complaint affect the care provided to a resident, relevant information will be included in the residents plan of care.

## Contact details

Nuala Patterson - 049 4377500

Mobile - 086 8533308 E-mail - [info@eskerlodgenursinghome.ie](mailto:info@eskerlodgenursinghome.ie)