

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. Binimole Santhosh, Director of Nursing, is also the Esker Lodge Complaints Officer (ELCO). All complaints fall into one of three categories:

1. Anonymous
2. Informal
3. Formal

Anonymous complaints will be assessed to identify if there is sufficient information to address the matter raised. If there is, the ELCO will deal with the complaint using the formal complaint process.

Informal complaints will be dealt with by frontline staff who will record any corrective actions and the final outcome including whether the complainant is satisfied. Formal complaints will be dealt with by the ELCO. All complaints will require completion of the Esker Lodge Complaint Form.

Informal complaints should be closed out within 5 working days. Formal complaints will be acknowledged within 5 working days and closed out within 30 working days. If it is not possible to close out the complaint in 30 working days the complainant will be informed of the reason for delay in resolution.

If a complainant is not satisfied with the outcome of the complaint they can either utilise the Esker Lodge internal appeals process or raise the matter with the Office of the Ombudsman. Use the internal process by making a written request to Vicky McDwyer, the Esker Lodge Complaints Appeal Officer within 15 working days. The appeal will be responded to within 15 working days and where this is not possible the complainant will be informed of the reason for the delay in finalising the appeal process.

Residents making a written appeal will be assisted to do so if required. Should the outcome of a complaint resolution affect the care that is to be provided to a resident, relevant information will be included in the resident's plan of care. Esker Lodge will deal with all complaints in accordance with the complaints policy & procedures as outlined in this document. Following receipt of the decision on the complaint, it will be open to the complainant to contact the Office of the Ombudsman if he / she are unhappy with the outcome.

All records of complaints are kept for auditing and inspection purposes. Records of complaints shall be kept for a minimum of 4 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 team. An annual audit of the complaint process will be carried out by Emer Devine – Office Manager.

Esker Lodge Internal Contact details for Complaints Officer / Ombudsman Liaison Officer

Binimole Santhosh - 049 4375090
E-mail – don@eskerlodge.ie

Esker Lodge Internal Contact details for Complaints Officer / Ombudsman Liaison Officer

Vicky McDwyer – 049 4375090
Email - vicky@eskerlodge.ie

Office of the Ombudsman External Contact details

THE OFFICE OF THE OMBUDSMAN, 18 Lower Leeson Street, Dublin 2, Phone: LoCall 1890 22 30 30 or (01) 639 5600 Email: ombudsman@ombudsman.gov.ie You can also make a complaint online using the online complaint form - www.ombudsman.gov.ie