

ESKER LODGE POLICY: Complaints Policy

Change / Review record

Author	Version	Date	Change Reference
Vicky McDwyer	9.0	April 2013	Reviewed by RPR
	9.1	May 2014	Updated by DON & reviewed by RPR
	9.4	Nov 2015	Updated by RPR and reviewed by DON
	No change	May 2018	Reviewed by management team
	9.5	January 2020	Reviewed by RPR, DON & SM Consult
	9.6	January 2021	Reviewed by RPR SM Consulting
	9.7	October 2021	Reviewed by RPR & BoD
	9.8	October 2021	Reviewed by RPR & BoD

ESKER LODGE POLICY: Complaints Policy

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 Esker Lodge we take all feedback including complaints very seriously and we would like to take this opportunity to reassure you any feedback or complaint will be dealt with sensitively and professionally. 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. Binimole Santhosh, Director of Nursing, is the Esker Lodge Complaints Officer (ELCO). All complaints fall into one of three categories:

1. Anonymous
2. Informal
3. Formal

Formal complaints will be dealt with by the ELCO. They 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, engage with the local Sage advocacy representative or raise the matter with the Office of the Ombudsman.

A complainant can 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. In addition we also refer all complaint outcomes to the Board of Directors for independent review.

As already stated all complaints are categorized as either:

1. Anonymous
2. Informal
3. Formal

1. Anonymous complaints

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. These complaints including any verbal concerns raised will be documented in the complaints record which is distinct from the resident's record.

Formal complaints will be dealt with by the ELCO.

All complaints will require completion of the Esker Lodge Complaint Form.

2. Informal Complaints

Any concerns about care or services can be raised to any member of our staff verbally at any time. These will be treated as informal complaints and will be documented in our complaints log. While we aim to resolve these immediately, this will not always be possible. Informal complaints should ideally be closed out within 5 working days but may require escalation to the formal complaints process depending on the nature of the complaint.

ESKER LODGE POLICY: Complaints Policy

3. Formal Complaints

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 and updates will be provided every 20 working days thereafter.

If a complainant is not satisfied with the outcome of the complaint they can choose to utilise the Esker Lodge internal appeals process by making a written request to Vicky McDwyer, the Esker Lodge Complaints Appeal Officer within 15 working days or contact the Office of the Ombudsman directly. 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 should assistance be required. Should the outcome of a complaint direct that the care provided to a resident is delivered in a different way, then the 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 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 team to monitor for any patterns/ trends, to ensure that all complaints have been investigated, the outcome is documented, that any relevant actions are taken and whether or not the complainant is satisfied with the outcome. An annual audit of the complaint process will be carried out by Emer Devine – Office Manager.

Esker Lodge Internal Contact details for Complaints Officer

Binimole Santhosh
Director of Nursing
Telephone - 049 4375090
E-mail – don@eskerlodge.ie

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

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

Sage Advocacy

Anne O'Shea Clarke
Regional Coordinator
Sage North-East Area Sage - 01 536 7330

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: complaints@ombudsman.ie
You can also make a complaint online using the online complaint form - www.ombudsman.gov.ie

Document ends.