



St. Richard's Hospice
CARING FOR LIFE

How to Comment or Complain about our Services

Compliments, comments and complaints

We welcome any suggestions which you feel would add to the comfort and wellbeing of those in our care. We recognise the value that constructive criticism, suggestions and complaints as well as compliments can provide. This will assist us in maintaining and developing a better quality service and a high standard of care for our patients.

Complaints should be made within 6 months of the event, or within 6 months of the complainant realising that they have something to complain about, provided that it is within 12 months of the event. This is in order to enable St Richard's Hospice to carry out a proper investigation if required.

Complaints

Both written and notes of oral complaints will be passed to the Care Director. Receipt of these will be recorded on the Complaints Log and an acknowledgement will be sent within TWO working days.

Complaints will be investigated by a senior member of staff appropriate to the area(s) of work complained of. If necessary the Senior Management Team will appoint an external investigator. All complaints received by post will receive a written response, however the investigator may elect to respond to complaints received orally or by email in the same manner.

The response may include:

- Further explanation and advice
- Description of any action taken to amend or renew service as a result of the complaint
- Description of any action taken to amend clinical practice, clinical procedures or training as a result of the complaint
- Description of any further actions proposed
- Acknowledgement of the complainant's concern, hurt or other feelings

Responses will generally be received within 20 working days of the original complaint.

What happens if you are not satisfied by the outcome?

If you are dissatisfied with the outcome of the review then you must write to the hospice within 28 days.

If the hospice finds no other issues to investigate and is satisfied that no further action can be taken, then you will be advised, in writing, of how to proceed to Independent Review and who may assist you in this action. Having exhausted the hospice procedure, if you still have concerns you may wish to refer the matter to:

The Care Quality Commission
CQC National Correspondence
Citygate
Gallowgate

Newcastle upon Tyne
NE1 4PA

Tel: 03000 616161

The Care Quality Commission does not have any statutory powers to investigate complaints in relation to independent healthcare, nor is it a complaints agency. However it can use its powers of inspection, where necessary, to undertake enquiries to determine if a provider is complying with the relevant regulations.

St Richard's Hospice conforms to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the Care Quality Commission (Registration) Regulations 2009. St Richard's Hospice is inspected by the Care Quality Commission

If you or your family would like to compliment, comment or complain about any of the services provided by our organisation, please do not hesitate to contact:-

Debbie Westwood
Care Director
St Richard's Hospice
Wildwood Drive
Worcester
WR5 2QT
Tel: 01905 763963

Last reviewed: October 2021
Next review date: October 2022