



care, comfort, compassion

Clonberne
Ballinasloe
Co. Galway
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“YOUR SERVICE, YOUR SAY”

At Central Park Nursing Home all complaints will be managed in a sensitive, timely and effective manner that protects the rights, privacy, dignity and confidentiality of all those involved. Complaints will be used to inform continuous quality improvement and risk management of care and services in Central Park Nursing Home and will be included in our end of year report. The purpose of this procedure is to ensure complaints from residents, their representatives and others are managed in accordance with the relevant legislation and best practice. Central Park Nursing home will commit that making a complaint will not impact on the level of care been provided and will take necessary steps to ensure this.

Our Complaints Team

Complaints Officer: Ms Bernadette French Tel: 0864037735

Review Officer: Ms Bridie Fahy Tel: 0851385698

Director of Nursing/Registered Provider Nominee: Ms Caroline Maguire Tel: 0876346363

THE COMPLAINTS PROCESS

- Complaints can be made to any staff member, who will bring it to the attention of the RGN on duty. The RGN is responsible for resolving the complaint immediately if possible and recording the complaint in the appropriate log.
- All complaints must be documented by the nursing home at the time of receipt, regardless of their nature or gravity.

- The confidentiality of the complainant shall be maintained through the investigation process.
- All complaints will be fully investigated
- If the complaint cannot be resolved at that time it must be referred to the Complaints Officer **Bernadette French** and in her absence Bridie Fahy.
- Minor complaints can be rectified immediately in an informal basis, it must still be documented. (ie. *resident A stated that their breakfast was cold this morning*)
- The Director of Nursing must be informed of ALL complaints.
- **Formal Complaints:** If a formal investigation is to be carried out, you will receive notification within 5 working days which will include the investigation process. A formal investigation should be completed within 30 working days. The complainant will receive a written response informing them whether or not their complaint has been upheld, the reasons for that decision, any improvements recommended and details of the review process
- Document if the complaint is satisfied or not satisfied with the outcome
- **The Review Process-** Where the complainant is dissatisfied with the outcome of the investigation, A review is conducted by **Bridie Fahy, Review Officer** This is done as soon as possible and no later than 20 days after the receipt of the request for review. Provide a written response to the complainant outlining the outcome of the review.
- In the event that a complaint is being made against the Person in Charge, the complainant can make their complaint with the **Complaints Officer, Bernadette French.**
- If the complaint is been made by a vulnerable person consider accessing support on their behalf through advocacy services (eg **Sage Advocacy** and/or **Patient Advocacy Service 0818 293003**)

- Independent Advocacy services are made available to our residents and in private, including access to in-person awareness campaigns by independent advocacy services and access to meet and receive support.
- **The Registered Provider nominee, Caroline Maguire** assures all complainants that steps will be taken as are reasonable to give effect as soon as possible and to the greatest extent practicable to any improvements recommended by the Complaints and /or Review Officer.

After the Nursing Home Complaints Process is completed

As a complainant if you are not satisfied with the outcome of the nursing home complaints process. Steps you can take are

- Contact the Ombudsman 01 6395600 or on Twitter: [OfficeOmbudsman](#)

Post: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2 D02 W773. (Opening hours 09:15am-5pm Monday to Friday).

- Contact HIQA 021 2409644 or email Concerns@hiqa.ie
- Contact an Advocacy Service:

Sage Advocacy 01 536 7330 Email: info@sageadvocacy.ie

Patient Advocacy Service 0818 293003 or patientadvocacyservice.ie

You may request a copy of our “Complaints Policy” at the office which will give you a more in depth description of our policy and procedures with regards to complaints.

Our Statement of Purpose is available to residents and relatives within the welcome pack and on our website <http://www.centralparknursing.ie/>