

Complaints Procedure

Fairfield Nursing Home welcomes all comments, complaints and compliments

Informal Complaint

1. Speak informally to any member of staff and outline your concerns.
2. Should your concerns not be resolved to your satisfaction speak with the Director of Nursing, Libin Pullattu Luke

Formal Complaint

1. If a person wishes to make a formal complaint they can do so verbally or in writing to the Director of Nursing. Where the complaint is verbal, it is documented by the staff member receiving the complaint and forwarded to the Director of Nursing. If the person is unable to make a complaint, an Advocate can make the complaint on their behalf.
2. Libin Pullattu Luke is the nominated Complaints Officer of Fairfield Nursing Home.
3. The written communication should include the following information: -
 - An outline of the complaint
 - Date, Time and Place (if appropriate) of the incident
 - The name of person(s) involved in or witness to the incident (if appropriate)
4. Complaints will be acknowledged within five working days from receipt of complaint.
5. A full investigation and conclusion will take place within 30 working days. In the event of a longer investigation a progress report will be communicated to the complainant within 30 working days with an update given every 20 working days, with the reason for the delay.
6. The complainant will be provided with 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.
7. Should the complainant be dissatisfied with the outcome of the investigation and they wish to have it reviewed, the nominated review person is Audrey Smith, Chief Executive Fairfield & Bushmount Nursing Home. They can be contacted at 028/31881. All reviews will be carried out within 20 working days after the receipt of request to review and the complainant will be provided with a written response with the outcome of the review. In the event of a longer review a written progress report will be communicated to the complainant within 20 working days with an update given every 10 working days, with the reason for the delay.
8. A person making a complaint may take advice from the Citizens Advice Bureau Tel: 01 6059000 or Age Action Ireland Tel: 01 4756011.

Complaints Procedure

External Review:

9. If at this point the complainant is not satisfied with the outcome of the investigation, the complainant can seek an advice from Patient Advocacy Services, via phone on 0818/293003 or online at www.patientadvocacyservice.ie The contact details are also available on notice boards throughout the house.

The complainant can also contact the Health Information and Quality Authority at any stage via post to: Unit 1301, City Gate, Mahon, Cork or via phone on: 021 2409300

10. **Complaint Procedures and the Ombudsman.**

Following receipt of the decision on the complaint, the complainant may then choose to contact the Office of the Ombudsman if they remain unhappy with the outcome. The contact details are as follows:

THE OFFICE OF THE OMBUDSMAN,
18 Lower Leeson Street, Dublin 2
Phone: LoCall 1890 22 30 30 or (01) 6395600,
Email: ombudsman@ombudsman.gov.ie

11. **Documentation and Review**

It is the policy of Fairfield Nursing Home that all complaints received, the outcomes of any investigations into complaints, any actions taken on foot of a complaint, any reviews requested and the outcomes of any reviews are fully and properly recorded. All complaints are kept separate from the resident's care plan.

Complaints are monitored and reviewed by the Management Team in Fairfield Nursing Home and are discussed at management meetings.

As part of our annual review, Fairfield Nursing Home provides a general review of complaints received, including reviews, number of complaints, type of complaints and outcomes (upheld/not upheld). The level of engagement of independent advocacy services is also included.