



YOWSUN CARE

COMPLIMENTS POLICY

Introduction

This is Yowsun Care's Compliments Policy, which outlines the organisation's approach to taking and managing compliments from staff members, clients and/or their relatives or from other individuals or organisations, with a view to improving the quality of our services.

COMPLIMENTS (LISTENING AND LEARNING) POLICY

This policy is in line with the CQC OUTCOME 16, REGULATION 10 (QUALITY)

Policy Statement

Yowsun Care appreciates all comments, good or bad, and as such, will like to make it as easy as possible for all our service users, their relatives and friends and others that come across our service provision, to let us know your views and thoughts. We believe that through listening and learning we will improve the quality of the services we provide and encourage good practice by our staff.

Aim of the Policy

We want to make sure that everyone can contact and communicate with us. Please let us know if you would like help in making your views known.

Please Let us Know if:

- You have a suggestion on how we might improve services
- You would like to compliment us on a job well done
- We have fallen short of your expectations

Comments

We always encourage open communication about your satisfaction or dissatisfaction with the service we provide. We want you to know that you can always tell us about your experiences of the service you receive and we welcome suggestions from you on how we can improve things.

It is always encouraging when you feel motivated enough to compliment us or a member of staff for something you feel they have done well, "over and above the call of duty" etc.

Naturally, we want to ensure others know you have passed on a compliment because they too feel encouraged and this filters down to the standard of care we provide.

We are happy to receive any compliment in whatever manner you see fit. If it is possible that you can let the Registered Manager know of your compliment this helps us to ensure that others may be encouraged to let us know. It is important that staff have positive feedback which helps to balance any negative views of their performance. Everyone needs to know how well they do, as well as areas where improvements are required.

Of course, if you are pleased, a letter to the Regional Director of our Inspectorate is very welcome. The details for such a letter are:

The Care Quality Commission

Citygate, Gallowgate Newcastle upon Tyne

NE1 4PA

Telephone: 03000 616161

Fax: 03000 616171

You can also write to the Brokerage/CCG/Social services team we work with within your area:

Southend Adult Social Care

Civic Centre

Victoria Avenue

Southend on Sea

SS2 6ER

Email: council@southend.gov.uk

Public phone: 01702 215008

NHS Basildon and Brentwood Clinical Commissioning Group

Phoenix Court

Christopher Martin Road

Basildon

Essex SS14 3HG

Email: bbccg.contact@nhs.net

Tel: 01268 594350

Essex County Council Adult Social Care

Telephone: 0345 603 7630

Email: socialcaredirect@essex.gov.uk

Good news is always encouraging, if you could send us a copy of that letter, we can use it to encourage others too by passing the information on.

You will receive a written response within 14 working days.

Wherever possible we would hope that you can come and tell us when you are unhappy about something, or have a suggestion for an improvement to the service we provide, it may only seem like a “small thing” but if it matters to you then it matters to us, and we would like to do all we can to make you feel as comfortable as possible.

All comments are taken seriously so that we can resolve any niggles. Where you feel this has not happened, we encourage you to utilise our separate complaints procedure.

This policy will be reviewed by the registered manager.