

THE SOUTHEND ON SEA DARBY AND JOAN ORGANISATION LIMITED

Resident Feedback

Policy Statement

This organization believes that its services can be enhanced by listening attentively to what its service users have to communicate about the quality of the care and support they receive and by acting on that information. To this end, we have a variety of arrangements for service user feedback to which we pay diligent attention. On these issues, the organisation adheres fully to the relevant sections of the following official documents:

- Care Quality Commission (Registration) Regulations 2009
- *Codes of Practice for Employers of Social Care Workers and for Social Care Workers*, General Social Care Council
- *Guidance about Compliance: Essential Standards of Quality and Safety*, Care Quality Commission (March 2010)
- Health and Social Care Act 2008
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2010
- *Listening, Responding, Improving: A Guide to Better Customer Care Guidance*, Department of Health, February 2009

Aim of the Policy

This policy is intended to set out the values, principles and procedures underpinning the organisation's approach to gathering and using service user feedback.

Policy on Service User Feedback

Listening to Service Users

We will take every possible opportunity to enable the residents in our homes to express views about the care and support we provide and will act on the comments we receive to improve the service, in particular by:

- creating an environment in which service users feel comfortable about giving feedback on the service to staff
- encouraging all staff to be alert to views, whether of praise or criticism, expressed by residents in the course of day-by-day service delivery
- providing systems for staff to report such informal feedback to managers
- ensuring that informal feedback is considered seriously by managers and where appropriate used to improve the quality of the service
- informing residents of the value of their feedback and of action taking in response
- carefully observing residents whose capacity to communicate orally is limited in order to note the elements of the service which promote their well- or ill-being as indicators of their views.

Feedback from Residents' Friends, Relatives and Other Representatives

We value feedback from residents' friends, relatives and other representatives as providing an important route to understanding the reactions to the service of service users themselves.

In particular, we will:

- welcome visitors to the home and encourage them to pass on any views about the service that they pick up, especially where this helps us to understand the views of residents who might otherwise be unable or unwilling to communicate directly
- facilitate the formation of relatives' groups or forums and other mechanisms for relatives and others to express their view collectively
- inform relatives and other visitors of action taken in response to what they have told us.

Formal Gathering of Feedback

We will take specific steps to gather the views of service users, and others who represent their view, by:

- carrying out regular service audits and surveys of opinion
- seeking information from informed stakeholders such as visiting practitioners and those delivering services with which we co-operate in the care of service users
- publishing the results of all audits and surveys.

Concerns and Complaints

We will use formal complaints and investigations to gather information about the quality of the service, in particular by:

- publicising our complaints procedure and making it readily accessible
- analysing views expressed by service users and others in the course of our investigating complaints in order to assess what can be applied generally to improve the service
- encouraging service users to express their concerns at a level below the formal complaints procedure
- making it possible for service users to express concerns individually or corporately through residents' meetings or similar forums.

Adverse Events or Incidents

We aim to learn from adverse events, incidents, errors and near-misses, in particular by:

- encouraging service users to inform staff of all adverse events
- analysing adverse events from a service user perspective
- recording adverse events and taking appropriate action to avoid similar happening in future.

Reports from the Care Quality Commission

We will pay particular attention to any views on the quality of care expressed by service users that are communicated to the Care Quality Commission.

Training

All relevant staff will be given training in the use of service user feedback.

This policy will be reviewed annually.