



**Southcare Homes Group**

# **Your feedback & Raising concerns**



**share your  
comments,  
questions  
& concerns  
with us**

# **We welcome your feedback.**

The views of the people who use or are involved in our service are very important to us. We really want to know when things go well, as well as when we could do things better. When things don't go according to plan, we need your help so we can improve and try to learn from our mistakes.

**We value your honest feedback and want to help with any queries or concerns you may have.**

# sharing your views

**if you are unhappy about your care,  
you can talk to someone about your problem  
& help change things for the better.**

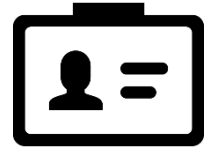
Most residents are happy with the care they receive, but we recognise that here may be times when we don't get things right. If you are unsatisfied with your current care, we want to hear your thoughts and suggestions as to how we can improve our service. The following booklet will guide you through the steps involved in making a complaint, what action can be taken and what results you can expect. Feel free to ask a member of staff to help you fill out the form.

**unhappy  
about your  
care?**

**talk  
to someone  
about the  
problem**

**change  
things for the  
better**

## **your information**



**YOUR NAME:** \_\_\_\_\_

**DATE OF BIRTH:** \_\_\_\_\_

**WHAT IS THE NAME OF THE HOME ARE YOU IN?** \_\_\_\_\_

**WHO IS HELPING YOU WITH THIS FORM?** \_\_\_\_\_

**YOUR SIGNATURE:** \_\_\_\_\_

**TODAY'S DATE:** \_\_\_\_\_

## **committed to you**



Southcare Homes Group is committed to providing you a home where you have choice, privacy, safety and dignity.

All information gathered in this booklet is kept safe and in accordance with our Privacy Policy and current Data Protection Laws. For more information, please visit our website [www.southcarehomes.com/privacy](http://www.southcarehomes.com/privacy).

**unhappy  
about your  
care?**

**SECTION ONE**

**Are you unhappy about your care?**

This section will help you determine exactly what you are currently unhappy with about the home. We will do our utmost to ensure things are dealt with and you're happy being with us.

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**Are you happy or unhappy in your home?**

If you are unhappy, do you know what is causing you to be unhappy?



**Is it ok to say how you feel and think?**



**SECTION TWO**

**Talking to someone about your problem**

Here you can find out who to freely talk to about any problems you may have. We value your opinion, listen to your suggestions and welcome any comments or criticism you may have.

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**Who can I talk to about my problem?**

Please feel free to complain any member of staff or to the home manager or a care worker if you have a problem or issue.



**How else can I share my complaint?**

Write or draw what it is, what happened, who was there & where it took place.



SECTION THREE

Improving the current situation

We want to sort things out for you as quickly as possible. This section outlines the steps we take to make things better.



What changes would you like to see?

Please feel free to pass on any suggestions you have that will help us improve the way things are.



What action will we take?

Here are the steps we follow to ensure any complaint we receive is handled appropriately and promptly. Once we have looked into the complaint, we will take action within an agreed time.

STEP 1



Record

We make a note of the complaint and the details

STEP 2



Investigate

We look into the complaint to get a complete picture

STEP 3



Discuss

Management and staff meet, discuss and decide upon solutions to the problem

STEP 4



Notify

We will let you know of the changes we've made

**making  
sure you're  
happy**

## SECTION FOUR

### **Getting things just right**

We hope we've now solved the problem for you, but if you're not 100% happy with the outcome, there are still ways to sort things out.



### **I'm happy with the outcome.**

If you're happy then we're happy. Thank you for raising your concern we're so glad we could solve the problem for you. That's it – no further action needed.



### **I'm still unhappy. Who can I speak to?**

If you're still unhappy, please pass on your complaint to our Group Manager.

**Jo Robinson-Randall**

**Group Manager**

**c/o Lime Tree House, Lewes Road, Ringmer BN8 5ES**

**T: 07769 294 717**

**E: [jo@southcarehomes.com](mailto:jo@southcarehomes.com)**

Still unhappy? Pass your complaint onto the Proprietor:

**Mrs. Z. Nanji**

**Proprietor**

**c/o Grasmere, 49 Grange Road, Sutton SM2 6ST**

**T: 020 8642 8612**

**E: [znanji@southcarehomes.com](mailto:znanji@southcarehomes.com)**

Still not sorted? Contact to the Care Quality Commission (CQC).

**Good care?**

**Poor care?**

**Tell us now**

Each year we inspect thousands of care providers  
These include hospitals, care homes, home care agencies,  
GP and dental practices, mental health services, hospice care  
and community health services.  
Your information helps us decide when, where and what  
to inspect.  
Tell us about your experience.  
You don't have to give us your name.

Phone: 03000 616161 | Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) | Online: [www.cqc.org.uk/tellus](http://www.cqc.org.uk/tellus)

**CQC National Customer Service Centre**

**Citygate, Gallowgate**

**Newcastle upon Tyne NE1 4PA**

**T: 03000 616161**