

COMPLAINTS MATTER

WELCOME & INTRODUCTION

- ◉ What do CQC say about complaints?
- ◉ How can we demonstrate we are 'responsive' to complaints?
- ◉ Share 'tips and ideas' on complaints handling.

THINK ON THIS.....

- ◉ 'Statistics suggest that when customers complain, business owners and managers ought to get excited about it. The complaining customer represents a huge opportunity for more business'.

Zig Ziglar

Read more at <http://www.brainyquote.com>

WHAT DO CQC SAY ABOUT COMPLAINTS?

- ◉ In December 2014 CQC published 'Complaints Matter'
- ◉ This report can be found at www.cqc.org.uk
- ◉ The report:
 - Describes how complaints and concerns fit into the new regulatory model.
 - Presents early findings on the state of complaints handling by organisations.

HOW COMPLAINTS AND CONCERNS FIT INTO THE NEW REGULATORY MODEL

- ◉ CQC state that:
 - 'We're not responsible for resolving individual complaints, but we do want to hear from people who experience or know about poor care because we use this information when we inspect services'.
- ◉ Embedding complaints and concerns into our model aims to:
 - Improve how we use the intelligence to better understand the quality of care.
 - Consider how well providers handle complaints and concerns to encourage improvement.

FRANCIS RECOMMENDATIONS FOR CQC RELATING TO COMPLAINTS

- ◉ **Recommendation 38:** CQC should ensure as a matter of urgency that it has reliable access to all useful complaints information relevant to assessment of compliance with fundamental standards, and should actively seek this information out, probably via its local relationship managers. Any bureaucratic or legal obstacles to this should be removed.
- ◉ **Recommendation 39:** CQC should introduce a mandated return from providers about patterns of complaints, how they were dealt with and outcomes.

CONTINUED.....

- ◉ **Recommendation 40:** It is important that greater attention is paid to the narrative contained in, for instance, complaints data, as well as to the numbers.
- ◉ **Recommendation 121:** CQC should have a means of ready access to information about the most serious complaints. Their local inspectors should be charged with informing themselves of such complaints and the detail underlying them.

HOW YOUR COMPLAINTS HANDLING WILL FIT INTO YOUR OVERALL RATING

- ◉ **Outstanding** – there is active review of complaints and how they are managed and responded to, and improvements are made as a result across the services.
- ◉ **Good** – it is easy for people to complain or raise a concern and they are treated compassionately when they do so.
- ◉ **Requires improvement** – people do not find it easy to complain or raise concerns, or are worried about raising concerns or complaining. When they do, a slow or unsatisfactory response is received.
- ◉ **Inadequate** – there is a defensive attitude to complaints and a lack of transparency in how they are handled. People’s concerns and complaints do not lead to improvements in the quality of care.

SO...HOW CAN WE EVIDENCE WHAT WE DO?

- ◉ Culture
- ◉ Policy & Procedure
- ◉ Recording
- ◉ Outcomes
- ◉ Reporting
- ◉ Quality assurance

CULTURE

- ◉ Is your organisation transparent?
- ◉ Do people know how to complain?
- ◉ Is your policy and procedure accessible?

WHAT 'CULTURE' INDICATORS WILL DICTATE YOUR INSPECTION REPORT?

- ◉ **Outstanding:** Staff are proud of the organisation as a place to work and speak highly of the culture. Staff at all levels are actively encouraged to raise concerns.
- ◉ **Good:** Staff have the confidence to question practice and report concerns about the care offered by colleagues, carers and other professionals.
- ◉ **Requires improvement:** Staff do not always raise concerns or they are not always taken seriously or treated with respect when they do.
- ◉ **Inadequate:** There is bullying, harassment, discrimination or violence. When staff raise concerns they are not treated with respect. The culture is defensive.

POLICY & PROCEDURE

Take some time to review yours!!

- ◉ Is it accessible?
- ◉ Are there 'options' for a resolution?
- ◉ Does it state who will lead on a complaint?
- ◉ Are the timescales fair and realistic for both sides?

RECORDING

- ◉ Are all complaints 'logged'
- ◉ Is there a clear audit trail - will you be ready to clearly demonstrate and report on your PIR(provider information return)any patterns of complaints, how they were dealt with and outcomes.

OUTCOMES

- ◉ Can you evidence how many complaints had or did not have a satisfactory outcome?
- ◉ Do you 'follow up' the resolution with the complainant?
- ◉ Do you evidence outcomes and learning taken from complaints?

REPORTING

- ◉ Do you report on trends?
- ◉ Who in your organisation is responsible for 'quality assuring your complaints handling'?

'TIPS & IDEAS'



IN CONCLUSION

- ◉ CQC state that :
 - 'Our new and more thorough methods of reviewing complaints handling will allow inspectors to get a more comprehensive picture of the state of complaints. We will continue to review inspection findings and refine our methods if necessary.'
 - 'We will continue to work closely with partners to develop a 'listening culture' that encourages and embraces complaints and concerns as 'opportunities' to improve the quality of care.'

SO...I LEAVE YOU WITH THIS FINAL THOUGHT.....

- ◉ 'With integrity, you have nothing to fear, since you have nothing to hide. With integrity, you will do the right thing, so you will have no guilt.'

Zig Ziglar

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