


COMPLIMENTS

(Listening and Learning)




VERSION No	3	
REVIEWED BY	Registered Manager (MP)	
NUMBER OF PAGES	2	

1. Policy Statement

We want to make it as easy as possible for our residents, their representatives, families, staff and anybody involved to let us know their views and thoughts. Through listening and learning we will improve the quality of the services we provide and encourage good practice in our staff.

2. The Policy

We want to make sure that everyone can contact and communicate with us. Any person involved or interested should let us know if they would like help in making their views known when:

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

- a) We always encourage open communication about any satisfaction or dissatisfaction with the service we provide. We want any person involved or interested to know that they can always tell us about their experiences of the service, and we welcome suggestions on how we can improve things.
- b) It is always encouraging when a person feels motivated enough to compliment us or a member of staff for something they feel they have done well, “over and above the call of duty” etc. Naturally, we want to ensure that others know of this compliment because they too feel encouraged and this filters down to the standard of care we provide.
- c) We are happy to receive any compliment in whatever manner people see fit. If possible, please let the registered manager, the deputy manager or the nurse in charge know of your compliment, as this helps us ensure that others may be encouraged to let us know. It is important that staff have positive feedback, since it can help to balance any negative views of their performance. Everyone needs to know how well they do, as well as areas where improvements are required.
- d) A written compliment may be posted or e-mailed to:
Mariana Philipova
Registered Manager
Bendigo Nursing Home
22 Arundel Road
Eastbourne
East Sussex
BN21 2EL
E-mail: mariana@kindcare.co.uk / bnh@kindcare.co.uk
- e) Of course, if a person is 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
- f) Good news is always encouraging, if the person could send us a copy of that letter, we can

use it to encourage others too by passing the information on.

- g) Wherever possible, we would hope that a person can come and tell us when they are unhappy about something, or have a suggestion for an improvement to the service we provide. Even when it may only seem like a “small thing” if it matters to the person then it matters to us, and we would like to do all we can to make people feel as comfortable as possible.
- h) All comments are taken seriously so that we can resolve any niggles. Where a person feels this has not happened, we encourage the person to utilise our separate complaints procedure.

3. Training Statement

All staff, during induction are made aware of the organisations policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary and staff are made aware of any changes via e-mail and on our website at www.bendigonursinghome.co.uk/resources. Direct observations and spot checks are undertaken to check skills and competencies. Various methods of training are used including one to one, on-line, staff meetings, individual supervisions and external courses are sourced as required.

Related Policies
Complaints
Duty of Candour
Quality Assurance

Related Guidance

- Acting on compliments, feedback and complaints about adult social care – a good practice guide for adult social care practitioners
<https://www.lgo.org.uk/assets/attach/4355/Single%20comms2%20-%20v2.pdf>
- East Sussex County Council complaints <https://www.eastsussex.gov.uk/contact-us/complaints/>