

## Harrow Shared Lives Scheme Policy & Procedure No. 42

### Complaints and Concerns

The Harrow Shared Lives Scheme recognises the importance of learning from the experiences of people who are providing or making use of Shared Lives (SL) arrangements and of continually working to improve the service. It is especially important to learn from mistakes, so people in SL arrangements and/or their families or representatives and/or SL Carers are encouraged to raise any concerns or complaints they may have, in order to make sure the same problem does not happen again and to improve the service for everyone using it.

#### How will this happen?

When you first enquire about the Harrow Shared Lives Scheme you and/or your representative will be given a range of information about the service, including the policy and procedure for Complaints and Concerns. It will be included as part of your Service Guide and also the Carer's Handbook and summary information will be in the Statement of Purpose and your SL Agreement.

If you or your family/representative have any concerns or complaints, these can be discussed freely with your SL Carer or SL Worker. All concerns and complaints will be taken seriously and will be dealt with as quickly and sympathetically as possible so that you will know the outcome within 28 days. You do not have to be afraid to make a complaint, as we really want to know about your experiences and to try to improve the service in any way we can. You can make a complaint in any way that suits you, for example in person, by phone, email, letter or by filling in the service's complaints form.

If the concern or complaint is about something that is happening while you are with your SL Carers, they will try to sort things out with you directly and will let the SL Worker know the outcome. However, if the problem is not one they can deal with themselves or if you are not satisfied with the action they have taken, they will pass the complaint on to the SL Worker or Manager without delay.

The SL Worker or Manager will make sure that the issue is fully investigated and you and/or your representative will be kept informed about what is happening during that time.

After a complaint has been looked in to, a report or letter will be written to you and/or

your representative explaining the conclusions and what action will be taken. Where a full investigation has been necessary, it will also explain how the investigation was done and summarise the information that was gathered. If the complaint was about a particular person, that person will also be given a copy of the letter or report.

If you and/or your representative are not satisfied with the investigation or outcomes, you have the right to an appeal/a review of the issues and can take the matter further by contacting: -

Harrow Council Complaints Team

[socialcarecomplaints@harrow.gov.uk](mailto:socialcarecomplaints@harrow.gov.uk)

Harrow Council Hub, Forward Drive, Harrow, HA3 8FL

You can also complain at any time to the Care Quality Commission by contacting: -

Inspector

National Correspondence Team

Citygate, Gallowgate

Newcastle Upon Tyne

NE1 4WH

We do our best to make sure that the complaints process is fair and that everyone involved in it is supported adequately. If you and/or your representative would like independent support to help you with raising a concern or pursuing a complaint, this can be obtained from: -

Harrow Disabled People's Association - 020 8861 9920

Citizens Advice Bureau, Civic 5, Station Road – 0844 8269711

Mencap – 020 8869 8484

This complaints procedure will also be followed if SL Carers have any concerns or complaints. Workers in the service will be able to make use of the procedure for Grievances.

If the complaint is about SL Carers or other workers in the service, they will be informed about the nature of the complaint and be given an opportunity to respond. They will also be informed about sources of independent support in case this is useful to them. Any follow-up action required for workers will be addressed through supervision and for SL Carers through a formal review of their work, with the review report being presented to the Approval Panel.

All complaints and actions taken will be recorded and a summary will be available for inspection by CQC. Complaints and lessons to be learned from them will be discussed with workers in the service and SL Carers when this is appropriate and within limits of confidentiality.

In some situations a concern or complaint may be dealt with more appropriately by another procedure, for example Safeguarding against Abuse or Neglect, or the Disciplinary Procedure. If this is the case you will be told the reasons why an alternative procedure is being used and also given information about that procedure.