How to provide feedback or make a complaint about residential services for older persons

We want to hear from you

2019
The Health Information and Quality Authority (HIQA) is an independent organisation that promotes safety and quality in the provision of health and social care services for the benefit of the health and welfare of the public.
# Content

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>About this booklet</td>
<td>1</td>
</tr>
<tr>
<td>Section 1: Sharing feedback on your care with HIQA</td>
<td>2</td>
</tr>
<tr>
<td>Section 2: How to provide feedback on residential services for older persons</td>
<td>4</td>
</tr>
<tr>
<td>Providing feedback to publicly-funded residential services for older persons</td>
<td>6</td>
</tr>
<tr>
<td>HSE Confidential Recipient</td>
<td>7</td>
</tr>
<tr>
<td>Office of the Ombudsman</td>
<td>8</td>
</tr>
<tr>
<td>Section 3: Providing feedback to other organisations</td>
<td>10</td>
</tr>
<tr>
<td>Concerns of a suspected criminal nature</td>
<td>10</td>
</tr>
<tr>
<td>Mental health services</td>
<td>11</td>
</tr>
<tr>
<td>Section 4: Support with providing feedback or making a complaint</td>
<td>12</td>
</tr>
<tr>
<td>Section 5: How to contact us</td>
<td>14</td>
</tr>
</tbody>
</table>
Health and social care services

• should welcome the opportunity to learn from the experience of people using their service, both good experiences and experiences that could have been better.

• should respond to feedback and try to put things right where people using their service communicate concerns to them.
About this booklet

This booklet explains what to do if you, a family member or someone acting on your behalf wants to give feedback or make a complaint about care or treatment in a nursing home.

If you have had a good experience in a health or social care service or you have a concern about a service, we would like you to tell us. While HIQA is unable to investigate individual complaints about a health or social care service under the Health Act 2007, we listen to what you have to say and use your feedback to establish if a service is safe, effective, caring, and well managed.

For many, the thought of making a complaint can be off-putting, but this booklet aims to help make the process easier for you.

This booklet gives advice on:

- How to make a complaint or provide feedback
- What to do if you are not happy with the response

It also provides information on organisations that can support you, free of charge, see section 4.
1 Sharing feedback on your care with HIQA

Phone
021 240 9646

Online
www.hiqa.ie

Email
cconcerns@hiqa.ie

Post
HIQA, George’s Court, Smithfield, Dublin 7, D07 E98Y

We would like you to tell us about

your experience of health and social care services, both good experiences and experiences that could have been better.

The privacy notice on our website sets out how we process all personal identifiable information that we generate and hold in the course of our work.

While HIQA is unable to investigate individual complaints about a health or social care service under the Health Act 2007, we will listen to what you have to say. We can use your feedback in a number of ways to establish if a service is safe, effective, caring, and well managed.
What do we do with your feedback?

Your feedback will be reviewed by an inspector, which allows us to:

**Register and renew**
Make decisions when we register and renew registration of nursing homes

**Complaints**
Consider how well providers handle complaints and concerns and use them as an opportunity for improvement

**Track**
what is happening in health and social care services

**Identify**
any trends or patterns that indicate something unacceptable may be happening

**Ensure**
Services continue to meet essential standards of care

If we believe that those responsible for providing a service may not be compliant with the necessary regulations or national standards, we can take a number of actions in response:

**Planned inspection**
Use the information at the next inspection planned for the service

**Look for more information**
Ask the responsible person for more information on the general issues of concern (not related to an individual person, patient, resident or child)

**Request a plan**
Request the responsible person to provide a plan on how they will address any identified issues

**Risk-based inspection**
Carry out a risk-based inspection or a focused inspection to assess the quality and safety of care provided to those using the service.

In serious cases, we may consider using our legal powers where there is strong evidence that people are at immediate risk.
If you are unhappy with care or treatment you have received you have the right to make a complaint, to have that complaint investigated and to be given a full and prompt reply.

By law, all health and social care services must have a procedure for dealing efficiently with complaints. The person or organisation that is providing a service is responsible for investigating your concern.

If you have a complaint, you could first:

- Speak with the staff providing the care who may be able to resolve your concern at this point
- Ask the service for a copy of their complaints procedure

This booklet also gives information on what to do if you are not happy with the response to your complaint.
Keep a record
of your complaint

It is usually a good idea to keep a record by writing down who you spoke with, what you said, and what they said. The service you complain to should let you know how long it will take to investigate your complaint and respond to you.

When you make a complaint or communicate your concerns to a health or social care service, they must:

**Acknowledge**
acknowledge your complaint or concern

**Look into**
look into and investigate your complaint or concern

**Update**
let you know what they found

**Respond**
respond to you in a timely manner

See [section 4](#) for organisations that can provide you with support and advice free of charge.
Sharing feedback on

publicly-funded residential services

Some residential services for older people are provided by the HSE. If you would like to provide feedback about the care or treatment you have received from a publicly-funded service you can contact the service directly, talk to the person delivering the care or ask to speak with a manager. This gives them the chance to try and put things right for you, listen to your concerns and identify any areas that can be improved upon.

HSE Confidential Recipient:
The Confidential Recipient can examine concerns raised to:

- Advise
- Assist
- Ensure

and assist individuals on the best course of action to take to raise matters of concern.

with the referral and examination of concerns.

that these matters are appropriately addressed by the HSE and its funded agencies.

The Director General of the HSE appointed Leigh Gath as the Confidential Recipient.
This is an independent person appointed by the HSE to receive concerns and allegations of abuse, neglect or bad practice concerning adults with disabilities and/or older persons who receive services funded by the HSE or their Providers.

However, the Confidential Recipient cannot respond to concerns regarding patients or hospitals – unless the concern involves an older person who happens to be in hospital at the time of making contact with the Confidential Recipient.

You can contact the Confidential Recipient by:

**Phone**
1890 100 014 / 087 665 7269

**Email**
leigh.gath@crhealth.ie

**Post**
Leigh Gath, Confidential Recipient for Vulnerable Persons, HSE Vocational Training Centre, Dooradoyle, Limerick

**WEBSITE**
Office of the Confidential Recipient
Office of the Ombudsman

The Ombudsman can examine complaints from people who feel they have been unfairly treated by a public service provider.

The Office can examine complaints against most organisations that deliver public services, including publicly-funded health and social care services and private nursing homes.

If you are not happy with the outcome of your complaint or how it was dealt with, you can contact the Office of the Ombudsman.

Before you contact the Ombudsman it recommends that you should first try to resolve your complaint with the relevant service provider.
The Ombudsman cannot look into a complaint if it is made more than 12 months after you initially complained of the action or you became aware of that action, unless there are very special circumstances.

You can contact the Ombudsman in the following ways:

**Phone**
01 639 5600

**Email**
info@ombudsman.ie

**Post**
The Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773

**Website**
www.ombudsman.ie

While the Office of the Ombudsman can examine complaints about private nursing homes it is unable to investigate claims relating to private health services.
Providing feedback to other organisations

Matters of a suspected criminal nature should be reported to An Garda Síochána.

You can contact the Gardaí in the following ways:

<table>
<thead>
<tr>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>your local garda station or via the Garda Confidential line 1800 666 111</td>
<td><a href="http://www.garda.ie">www.garda.ie</a></td>
</tr>
</tbody>
</table>

For details of how to contact your local Garda Station visit www.garda.ie/en/Contact-Us/Station-Directory

In emergency situations always dial 999 or 112.
If you have a concern in relation to mental health services you should contact the Mental Health Commission, as they regulate and monitor mental health services. Under the Mental Health Acts 2001-2018, the Mental Health Commission does not have a statutory remit to manage individual complaints about mental health services.

They will use this information when inspecting services, and also endeavour to signpost individuals to the relevant agency who can best manage their complaint or can support or advocate for them while their complaint is being investigated.

You can contact the Mental Health Commission in the following ways:

**Phone**
01 636 2400

**Post**
The Mental Health Commission, Waterloo Exchange, Waterloo Road, D04 E5W7

**Email**
info@mhcirl.ie

**Website**
www.mhcirl.ie
Support with providing feedback or making a complaint

Making a complaint can be a difficult experience
There are a number of organisations that can give you helpful advice and support. Having an advocate may be helpful. An advocate is someone who can represent your views or act on your behalf when seeking information or making complaints.

Some advocacy organisations are listed here. Further information can be found on the HIQA website, www.hiqa.ie
Support and advocacy

**Inclusion Ireland:**
Promotes advocacy for people with an intellectual disability, particularly self-advocacy. Further information can be found at: [www.inclusionireland.ie](http://www.inclusionireland.ie)

**Irish Patients Association:**
Advocates for the needs of patients to be paramount, while working in partnership with health providers. Further information can be found at: [www.irishpatients.ie](http://www.irishpatients.ie)

**Health complaints.ie:**
Provides information to make a complaint or give feedback about health and social care services. This website has been developed for people who use health and social care services in Ireland, as well as for their families, care givers and advocates. Further information can be found at: [www.healthcomplaints.ie](http://www.healthcomplaints.ie)

**Citizens Information:**
Is the statutory body which supports the provision of information, advice and advocacy on a broad range of public and social services. Further information can be found at: [www.citizensinformation.ie](http://www.citizensinformation.ie)

**Legal Aid Board:**
Provides legal advice and representation in court. The Legal Aid Board also provides family mediation services. Further information can be found at: [www.legalaidboard.ie](http://www.legalaidboard.ie)

**Sage Advocacy:**
Is a support and advocacy service for vulnerable adults, older people and healthcare patients. Further information can be found at: [www.sageadvocacy.ie](http://www.sageadvocacy.ie)

**National Advocacy Service for People with Disabilities:**
Provides an independent, confidential and free representative advocacy service that works exclusively for the person using the service. Further information can be found at: [www.citizensinformationboard.ie/en/services/advocacy](http://www.citizensinformationboard.ie/en/services/advocacy)
How to Contact us

HIQA has a Concerns Team who can assist you with providing feedback to HIQA.
Our dedicated Concerns Team will also advise you on other organisations or supports, as outlined in this booklet, which may be able to help you.

You can contact HIQA’s Concerns Team in the following ways:

**Phone**
021 240 9646

**Email**
concerns@hiqa.ie

**Post**
Concerns, HIQA, George’s Court, Smithfield, D07 E98Y

**Website**
www.hiqa.ie

**Online form**
www.hiqa.ie/get-touch/report-concern-or-give-feedback
Thank you

Published by the Health Information and Quality Authority (HIQA)

© Health Information and Quality Authority 2019