

Quality matters

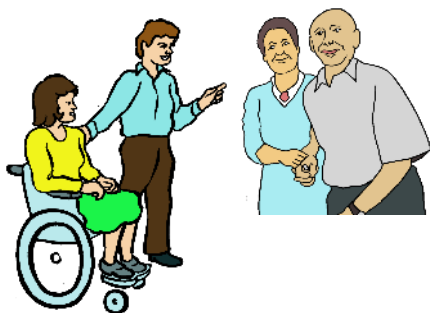


How to complain or tell us what you think about social care



EasyRead version

About this leaflet



This is an EasyRead leaflet for adults who use social care services, carers and advocates who speak up for other people.



This leaflet says:

- what should happen when people make a complaint or say something about their service



- what services should do about complaints.

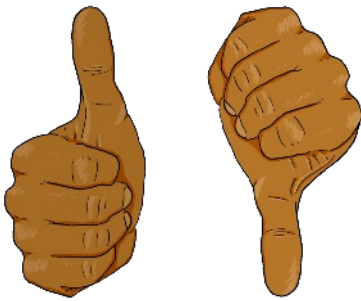


They might be able to sort out the problem straight away. This doesn't mean that you are making a complaint.

Saying what you think about a service



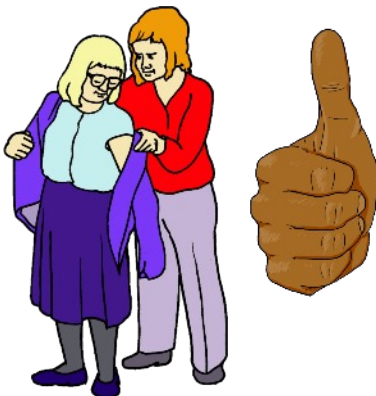
It is important to tell a service what you think about them.



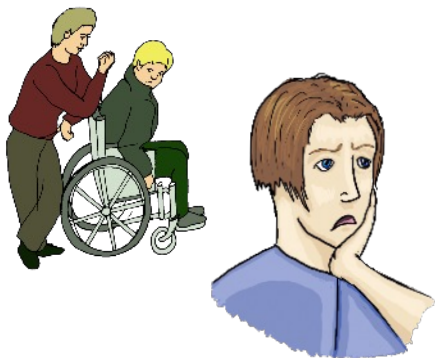
This includes both good and bad things.



It helps them to know what they are doing well.



It also helps them do things better for you and others.



A complaint can be about any worries you have about a service or someone working for them.

What is adult social care?



Adult social care is paid care and help for people 18 and over.

It is for things like:



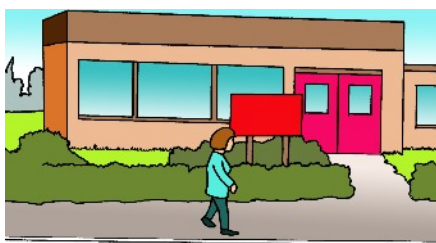
- support in your own home



- equipment



- care in a care home



- day care



- information and advice



- advocacy



- support for carers



- care planning and assessments.



It is not the same as healthcare in hospital or from doctors and nurses.

Making a complaint



If you are not happy with your care

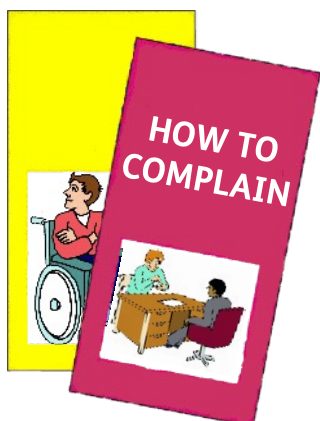
- tell the organisation that pays or gives you the service



- do this as soon as possible



- give them a chance to put it right.



If the problem is not fixed

- ask the organisation for their complaints leaflet and make a complaint.



If you are still not happy?

- ask the Ombudsman to look at your complaint.

What to expect when you complain or say something good about a service



After you have complained or said something good about a service you should be able to say Yes to everything below:



It was fair

- I was asked to say what I thought about my care



- I know how to make a complaint or say something about a service



- I was treated fairly even when I complained

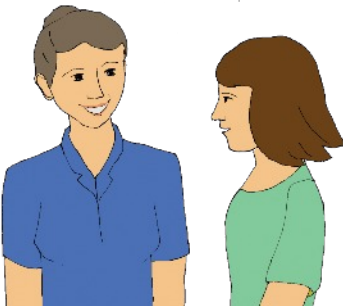


- my care was not affected because I made a complaint.



I came first

- I was involved



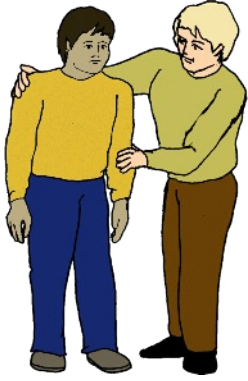
- I was listened to and treated well



- I was told what was happening and why



- the problem was sorted out as quickly as possible



- I got the support I needed to make a complaint or say what I thought



- I could have someone speak for me



- they involved the person I wanted to speak for me.



Services wanted to hear what I thought

- they made it easy to talk about my care



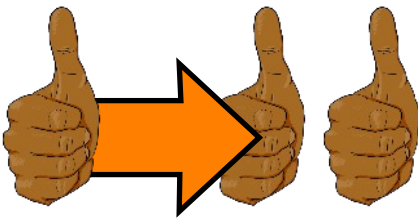
- they knew how to listen and what it felt like for me



- they were open and honest about what I had to say



- the way to complain was clear and easy to find



- the service thought my complaint was a good way to learn how to get better



- the service told me what was happening and any changes they had made.



Agreeing something went wrong

- what I said was taken seriously



- the service said sorry



- they said what they will do to sort things out



- the service listens and learns from what people say about them.

One complaint, one answer



- there was more than one service giving me help but they all worked together



- I only had to talk to one and they all knew



- they gave me just one answer



- I was told who the right person was to talk to.



They told me what to do if I was still unhappy

- I was told about the right Ombudsman and how I could get in touch with them if I was still unhappy about a complaint.

More help and information on the internet



Find out more about how to complain about the NHS:

<https://tinyurl.com/complaint-nhs>



Find out more about how to complain about your council:

www.gov.uk/complain-about-your-council



If you need help to make a complaint or need further information you can ask your local Healthwatch:

www.healthwatch.co.uk/find-local-healthwatch



If you are still unhappy about your complaint contact the Local Government and Social Care Ombudsman:

www.lgo.org.uk/adult-social-care



Citizens Advice also has information about making complaints:

www.citizensadvice.org.uk

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