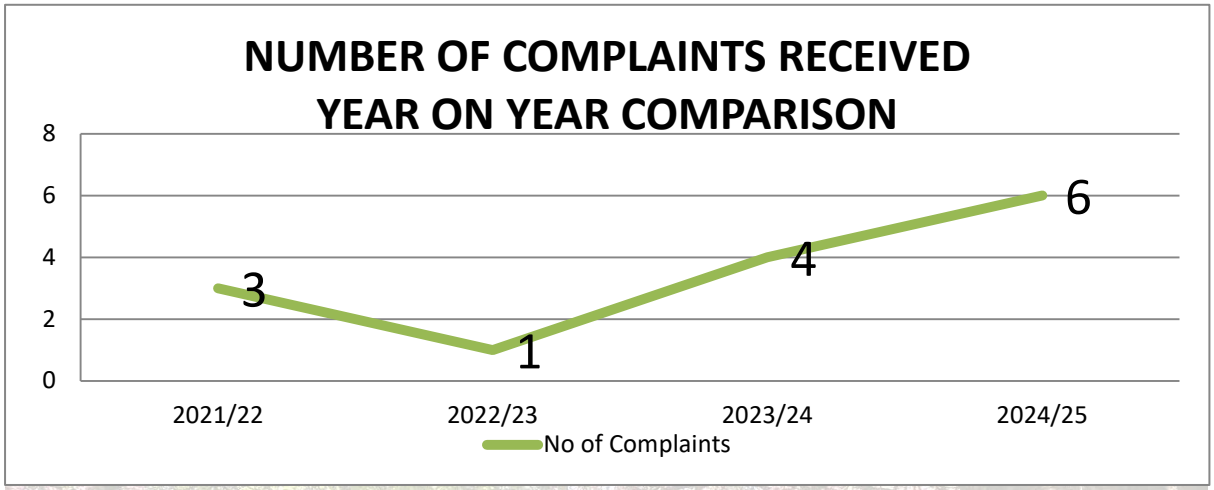
WOODLANDS QUAKER HOME

COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024/2025

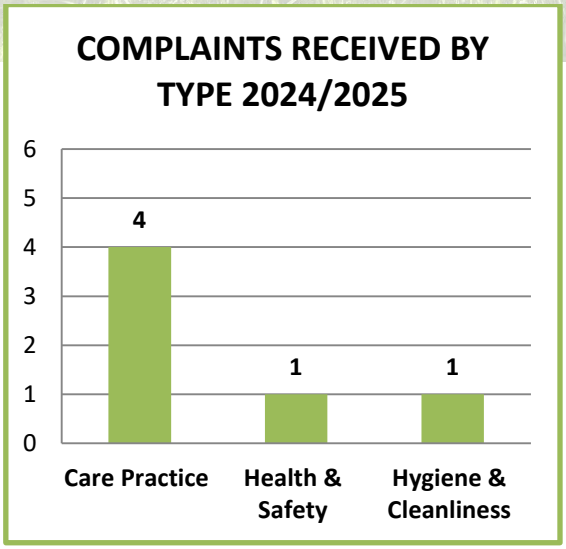
A total of 6 Complaints were received for the period 1st April 2024 to 31st March 2025.

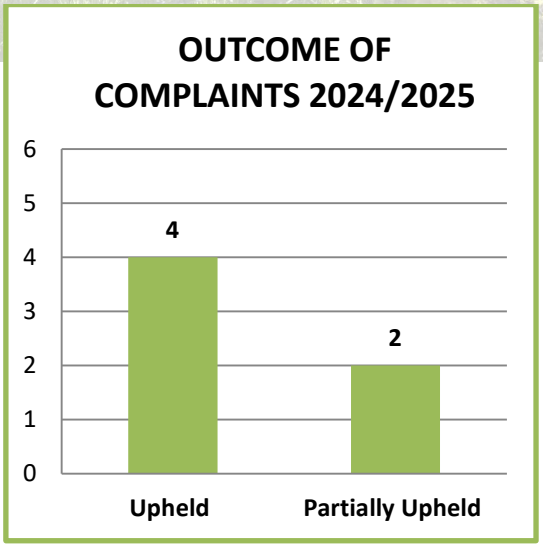


No complaints were received from our supported housing scheme as all complaints received were in relation to residential care services.

Three complaints were received from residents, two complaints were received from relatives and one complaint was received from a member of staff. All complaints were resolved at stage one of our complaints process. Two of the complaints were partially upheld, and four complaints were upheld.

Summary of complaints





OUTCOMES AND LESSONS LEARNED

- Increase checks on communal bathrooms throughout the day
- Additional training to senior care staff to ensure documentation of incidents in handover notes
- All kitchen staff received additional training in dysphagia and textured diets

RESPONSE FROM THE BOARD

The annual self-assessment against the complaint handling code provides assurance that complaint handling policies and procedures for the organisation are fair and robust. We welcome all complaints as we see them as opportunities to improve our services and implement positive changes.

The self-assessment against the complaint handling code has been approved and Trustee Directors continue to monitor and analyse complaints received as part of monthly inspection visits.

Although complaints have increased this year we see this as a positive. We are pleased that residents feel empowered to make complaints as this demonstrates the effectiveness of our complaints policy.

All complaints were completed within the required timescales and no complaints were escalated to stage two of our complaints procedure. We thank our senior team for efficient complaint handling; measures implemented to put things right and follow up actions that have improved our service delivery.

Julia Furminger
Chairperson