

**Nema Homecare Limited**

Nema Home Care Limited 48 Station Way Buckhurst Hill Essex IG9 6LN

**Review Sheet**

Last
Reviewed
24 Mar 2026



Last
Amended
24 Mar 2026



This policy will be reviewed as needs require or at the following interval:
Annual

Business Impact:

Changes are important, but urgent implementation is not required, incorporate into your existing workflow.

Reason for this Review:

Improve usability

Changes Made:

Yes

Summary:

This policy outlines the complaints procedure at Nema Homecare Limited. It has been reviewed with Section 4.3 updated to explain governance roles. For these changes to reflect in the policy, the system details questionnaire will need to be updated. Underpinning Knowledge references and Further Reading links have also been checked and updated.

Relevant Legislation:

- The Care Act 2014
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Human Rights Act 1998
- The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009
- Mental Capacity Act 2005
- Mental Capacity Act Code of Practice
- Data Protection Act 2018
- UK GDPR
- Compensations Act 2006
- Equality Act 2010
- The Accessible Information Standard (DCB1605 Accessible Information)

- Author: NHS England, (2026), Accessible Information Standard [Online] Available from: <https://www.england.nhs.uk/accessible-information-standard/> [Accessed: 24/03/2026]
- Author: ICO Information Commissioner's Office, (2026), Complaints (Internal Reviews) [Online] Available from: <https://ico.org.uk/for-organisations/foi/guide-to-managing-an-foi-request/complaints-internal-reviews/> [Accessed: 24/03/2026]
- Author: Local Government and Social Care Ombudsman, (2018), Adult Social Care Guides Launched to Help Providers Deal with Complaints Better [Online] Available from: <https://www.lgo.org.uk/information-centre/news/2018/jul/adult-social->

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Underpinning Knowledge:	are-guides-launched-to-help-providers-deal-with-complaints-better [Accessed: 24/03/2026] • Author: CQC, (2025), Regulation 16: Receiving and Acting on Complaints [Online] Available from: https://www.cqc.org.uk/guidance-providers/regulations/regulation-16-receiving-acting-complaints [Accessed: 24/03/2026] • Author: NICE, (2018), Decision-making and Mental Capacity - Guidelines NG108 [Online] Available from: https://www.nice.org.uk/guidance/ng108 [Accessed: 24/03/2026] • Author: Parliamentary and Health Service Ombudsman, (2026), What to Do Before you Come to Us [Online] Available from: https://www.ombudsman.org.uk/making-complaint/before-you-come-to-us [Accessed: 24/03/2026] • Author: CQC, (2025), Regulation 20: Duty of Candour (regulation in full) [Online] Available from: https://www.cqc.org.uk/guidance-regulation/providers/regulations-service-providers-and-managers/health-social-care-act/regulation-20/regulation-20-in-full [Accessed: 24/03/2026] • Author: The Care Quality Commission, (2025), Regulation 20: Duty of Candour [Online] Available from: https://www.cqc.org.uk/guidance-regulation/providers/regulations-service-providers-and-managers/health-social-care-act/regulation-20 [Accessed: 24/03/2026] • Author: Local Government and Social Care Ombudsman, (2026), Acting on Compliments, Feedback and Complaints about Adult Social Care - A good practice guide for adult social care practitioners [Online] Available from: https://www.lgo.org.uk/assets/attach/4355/Single%20comms2%20-%20v2.pdf [Accessed: 24/03/2026]
Suggested Action:	• Encourage sharing the policy through the use of the QCS App
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.

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1. Purpose

1.1 About Nema Homecare Limited

Nema Home Care Limited was established as a private limited liability company in London, United Kingdom in May 2016.

Nema Home Care Limited is a company with distinction in UK care industry having positioned ourselves in a strategic location at the London and Essex County Council to carry on the business of care that we specialised in and trained for. The wellbeing of all our adults is our priority. The management of Nema Home Care Limited is in the safe hands of trained, tested and approved Registered Managers. We are innovative and season organisation which technology is at the centre and we ensure that our adults receive, safe, effectice, caring and responsive service.

What are the values of Nema Homecare Limited?

The Agency aims to: *Offer skilled care to enable people supported by us to achieve their optimum state of health and well-being. *Treat all people supported by us and all people who work here with respect at all times. *Uphold the human and citizenship rights of all who work and visit here and of all Service Users. *Support individual choice and personal decision-making as the right of all Service Users. *Respect and encourage the right of independence of all Service Users. *Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times. *Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner. *Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

What are the Aims and Objectives of Nema Homecare Limited?

- . Delivering of high quality care service and support to all our Service Users. The service which is tailor-made is designed to meet their needs and preferences. In doing so we shall be flexible at all times.
- . Treating our Service Users with dignity and respect at all times. Ensuring our Service users is treated equally. Allowing them to have their privacy, also to encourage and support our Service Users to remain independent in their home environment and community
- . Guaranteeing our Service Users is actively involved in the care and support given to them. Our Service User must give us their consent before any re or treatment is given to them. Also ensuring that confidential information is protected at all times and only shared with others strictly in accordance with its policy on confidentiality
- . To provide the service based on the thorough needs assessment and risk assessment which will ensure that our Service User are safe in their own home and environment.
- . Working in partnership with all stakeholders within Health and Social Care sector who may be involved in some individual cases.
- . Make sure we maintain suitably qualified, competent and experienced staff strength to deliver the required standard service accordingly.

1.2 To ensure that Nema Homecare Limited has an effective system in place to manage complaints, suggestions and compliments.

1.3 To ensure that Nema Homecare Limited complies with any legal requirements, regulations, guidelines and best practice.

1.4 Meeting Regulation 20: Duty of candour

This policy ensures that the duty of candour is upheld, promoting transparency and openness in all aspects of care and support, especially when things go wrong. Adults and

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their families are informed of any incidents affecting their care and support, and appropriate actions are taken to rectify and learn from such events.

1.5 Meeting Regulation 16: Receiving and acting on complaints

This policy provides a clear, accessible, and effective process for receiving and acting on complaints, ensuring that Adults and their representatives can raise concerns and have them addressed promptly.

Feedback is used to drive continuous improvement and enhance the quality of care, and support is provided throughout the complaint process.

1.6**Key Question****Quality Statements**

CARING	QSC2: Treating people as individuals
RESPONSIVE	/olving people
SAFE	QSS3: Safeguarding

1.7 Relevant Legislation

- The Care Act 2014
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Human Rights Act 1998
- The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009
- Mental Capacity Act 2005
- Mental Capacity Act Code of Practice
- Data Protection Act 2018
- UK GDPR
- Compensations Act 2006
- Equality Act 2010
- The Accessible Information Standard (DCB1605 Accessible Information)

2. Scope**2.1 Roles Affected:**

- All Staff

2.2 People Affected:

- Adults

2.3 Stakeholders Affected:

- Family
- Advocates
- Representatives
- Commissioners

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- External health professionals
- Local Authority
- NHS

3. Objectives

3.1 This policy provides a clear and effective process for receiving and acting on complaints, ensuring that Adults and their representatives can raise concerns and have them addressed promptly. Feedback is used to drive continuous improvement and enhance the quality of care and support that is provided.

This policy ensures that the duty of candour is upheld, promoting transparency and openness in all aspects of care and support, especially when things go wrong. Adults and their families are informed of any incidents affecting their care and support, and appropriate actions are taken to rectify and learn from such events.

3.2 To improve the quality of the Adult's experience.

3.3 To ensure that all complaints and suggestions are promptly addressed, resolved and shared within the agreed timescales to ensure that lessons are learned and that the learning improves service quality and delivery.

4. Policy

4.1 CQC Regulated Activities, Service Types and Service User Bands

Where required, Nema Homecare Limited will be registered with the CQC for regulated activities, service types and service user bands as defined in the CQC Statement of Purpose.

This will ensure that Nema Homecare Limited provides services that are safe, effective, caring, responsive and well-led in line with the CQC's published quality statements, regulatory framework and associated best practice guidance.

Nema Homecare Limited is registered to provide the following regulated activities:

Personal Care

Nema Homecare Limited is registered to provide the following service types:

Domiciliary care service (DCC), Supported living service (SLS)

Nema Homecare Limited is registered to support the following service user bands:

Adults aged 18 - 65, Dementia, Learning difficulties or autistic disorder, Mental health, Older people (Aged 65+), People with an eating disorder, Physical disability, Sensory impairment

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4.2 Care and Support at Nema Homecare Limited

Nema Homecare Limited provides care and support to Adults with a range of needs in a person-centred, safe, and lawful way.

All staff must follow the guidance within this policy and the Adult's Care Plan, ensuring that assessed needs, reasonable adjustments and individual preferences are met.

- Every Adult is treated equally and with dignity and respect
- Care and support are tailored to individual needs, preferences and desired outcomes
- Staff follow legal, regulatory, and professional guidance at all times
- Person-centred approaches are used to promote independence, choice, and wellbeing

To support this approach, staff will also follow the policies and procedures below where applicable:

- Person-Centred Care and Supporting Planning
- Safeguarding Adults
- Raising Concerns, Freedom to Speak Up and Whistleblowing
- Mental Capacity Act (MCA) 2005
- Deprivation Of Liberty in Community Settings
- Consent to Care, Support and Treatment
- Equality, Diversity and Human Rights
- Overarching Medicines Management
- Positive Behaviour Support Including Challenging Behaviour
- Restrictive Practices Including Restraint and Physical Interventions
- Sex, Sexuality and Relationships

This list is not exhaustive and there will be additional policies and procedures in place to support specific Adult needs. Staff must seek clarification from their line manager or the Registered Home Care Manager, Mr Olasunkanmi Adewusi, if there is any uncertainty.

Staff supporting any specialist area of need will receive appropriate induction and training. They will complete competency assessments, where required, to meet the needs of Adults as outlined in the Training Policy and Procedure at Nema Homecare Limited.

To ensure Adults receive person-centred care and support from Nema Homecare Limited, staff must adhere to the following **Supporting People with a Learning Disability**

Staff must support people with a learning disability in line with this policy and the individual care and support plan. Staff must follow any assessed needs, reasonable adjustments, and personal preferences, which include:

- Communicating in ways the person understands
- Supporting choice, dignity and independence
- Ensuring care and support are compassionate and outcome focused

In addition, staff will also follow these policies:

- Access to NHS Services
- Advocacy

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- Co-Production
- Specialist Needs
- Supporting those with a Learning Disability
- Supporting Communication and Sensory Needs
- Positive Risk Taking
- Trauma Informed Care and Support

Supporting People with Mental Health Needs

Staff must support individuals with mental health needs safely, respectfully, and in line with their care and support plan which should include information that enables staff to know, understand and follow:

- The promotion of recovery and wellbeing
- Any crisis or relapse prevention plans
- The process for recording and reporting any changes in mood or behaviour
- Any individualised risk assessments completed

In addition, staff will also follow these policies:

- Access to NHS Services
- Community Treatment Orders
- Mental Health Act 1983 and Regulations 2008
- Prevention and Management of Self-harm and Suicide
- Safe and Supportive Observations
- Supporting Mental Health Conditions
- Trauma Informed Care and Support

Supporting People Living with Dementia

Staff will provide compassionate and person-centred care and support for individuals living with dementia, following both this policy and their care and support plan which should include:

- Using calm, reassuring communication
- Supporting orientation and familiar routines
- Information about providing stimulating and engaging environments
- Meaningful activities and engagement
- Respecting life history and personal preferences.

In addition, staff will also follow these policies:

- Dementia
- Dignity, Respect and Choice
- Specialist Needs
- Supporting Communication and Sensory Needs

Supporting People with Autism

Staff will ensure that individuals with autism are supported according to their care and

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support plan, respecting their sensory, communication, and social needs. This includes:

- Following individual communication and sensory care and support profiles
- Maintaining structure and predictability
- Involving and including people important to the individual
- Making any reasonable adjustments in line with the Equality Act 2010

In addition, staff will also follow these policies:

- Access to NHS Services
- Adults with Autism
- Advocacy
- Co-Production
- Specialist Needs
- Supporting Communication and Sensory Needs
- Positive Risk Taking
- Trauma Informed Care and Support

Supporting People with Sensory Impairments

Staff will support people with visual, hearing, or dual sensory impairments as detailed in their care and support plan which should also include:

- Using agreed communication methods (e.g. sign language, large print)
- Ensuring the environment supports safe access and orientation
- Providing specialist equipment or aids as assessed

In addition, staff will also follow these policies:

- Specialist Needs
- Supporting Communication and Sensory Needs

Supporting People with Physical Disabilities

Staff will provide support that promotes independence, dignity, and safety in line with the individual care and support plan which should also include:

- The use of correct moving and handling techniques
- Supporting access to equipment or adaptations
- Encouraging choice and autonomy

In addition, staff will also follow these policies:

- Access to NHS Services
- Specialist Needs
- Mobility

Supporting People who Misuse Drugs or Alcohol

Staff will offer non-judgmental, person-centred support to individuals affected by drug or alcohol misuse, following their care and support plan which should include information

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regarding:

- The promotion of harm reduction and recovery
- Following any risk or relapse management plan
- Working closely with healthcare or addiction services

In addition, staff will also follow these policies:

- Access to NHS Services
- Community Treatment Orders
- Consumption of Alcohol
- Illegal Possession of Drugs on Premises
- Mental Health Act 1983 and Regulations 2008
- Safe and Supportive Observations
- Substance Abuse
- Supporting Mental Health Conditions
- Trauma Informed Care and Support

Supporting People with an Eating Disorder

Staff will support individuals with eating disorders safely and sensitively, following guidance in their care and support plan. Staff must:

- Follow care and meal support plans closely
- Monitor and report any physical or behavioural changes
- Work with health professionals and families where appropriate

In addition, staff will also follow these policies:

- Access to NHS Services
- Nutrition and Hydration
- Prevention and Management of Self-harm and Suicide
- Safe and Supportive Observations
- Supporting Mental Health Conditions
- Trauma Informed Care and Support

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4.3 Nema Homecare Limited Responsibilities and Representatives

The Registered Home Care Manager, and nominated individual of Nema Homecare Limited, have overall management responsibility for this policy and procedure and for ensuring the proper governance of Nema Homecare Limited.

The Registered Home Care Manager role is held by: Mr Olasunkanmi Adewusi

The nominated individual role is held by: Olasunkanmi Adewusi

We recognise that dual roles of registered manager and nominated individual are not considered best practice. At times, the responsibilities of these roles may conflict or create risk. To address potential conflicts and ensure impartiality and accountability, we have

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implemented measures to mitigate risks and maintain a high-quality, compliant service, including:

- A peer-to-peer agreement with a local registered provider to support governance evaluation.
- We will commission experienced social care professionals for audits and quality assurance when needed.
- Supervision via peer support from a local registered provider, social care professional. Both roles require ongoing professional development to enhance knowledge, promote best practice, and expand skills.

The registered manager is professionally and operationally accountable for the day-to-day management and regulatory compliance of the service.

The nominated individual is responsible for supervising the regulated activity, ensuring a high-quality, compliant service.

Both roles are required to undertake regular continuing professional development to enhance knowledge, promote best practice and expand their skill set.

Nema Homecare Limited will ensure that at all times:

- The organisation is managed and governed appropriately
- Suitable systems are in place to effectively assess, monitor and improve the service
- Records are completed accurately and stored safely and securely
- That the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 are met
- Care and support delivered is consistent, safe and of high-quality

4.4 Complaints

- Nema Homecare Limited understands complaints to be an expression of dissatisfaction requiring a response, communicated verbally, electronically, or in writing. Complaints may be made by any Adult, their family or advocate acting on their behalf, with their consent or in their best interests
- Nema Homecare Limited takes complaints seriously. We will aim to put things right that have gone wrong and learn lessons to avoid the problem happening again. This policy sets out the framework for how Nema Homecare Limited will achieve this. The detail of how Nema Homecare Limited will do this will be found in the associated procedures
- Nema Homecare Limited will comply with legislation, national guidelines, regulation and best practice when managing complaints and suggestions. A systematic approach will be taken with all aspects of complaints and suggestions
- Complaints made or concerns raised by staff will be addressed via the grievance process if the complaint or concern relates to them individually, or via the Whistleblowing procedure where a protected disclosure is made
- Nema Homecare Limited understands its statutory obligations in respect of the Duty of Candour and will ensure it follows the agreed policy and procedure

4.5 Nema Homecare Limited will ensure that its complaints and compliments process is fair and transparent and does not discriminate directly or indirectly because of the following:

- Age
- Being or becoming a transgender person
- Being married or in a civil partnership
- Being pregnant or on maternity leave
- Disability
- Race including colour, nationality, ethnic or national origin

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- Religion, belief or lack of religion/belief
- Sex
- Sexual orientation

The complainant will feel free to complain without fear of reprisal and will be treated with courtesy, respect and compassion. Nema Homecare Limited will ensure that the process for how to make a complaint and the feedback given to the complainant are provided in a way that meets the Accessible Information Standard and are in a format that the Adult can understand.

For Adults who require additional support such as an interpreter, advocate or any other support necessary, Nema Homecare Limited will acknowledge this and help people receive the support required to be able to complain should they wish.

4.6 Seeking Views and Engaging with Adults

Nema Homecare Limited will seek out opportunities to obtain feedback from Adults and stakeholders. Nema Homecare Limited will act with sensitivity, integrity and professionalism by treating individuals who do complain or make a suggestion with compassion, courtesy and respect. Nema Homecare Limited will protect the Adult's right to confidentiality.

Nema Homecare Limited will ensure that alternative methods of communication and support are available so that the complaints and suggestions procedures are accessible for Adults who experience difficulties with communication or whose first language is not English.

Staff will undertake training on how to manage complaints in line with their roles and responsibilities.

4.7 Nema Homecare Limited understands that it can be difficult to separate a complaint from a concern and, ultimately both require action. Therefore, Nema Homecare Limited will follow this policy when there is any dissatisfaction with the service.

4.8 A full record will be held of all complaints and concerns received regardless of the level of seriousness and means of communication. This approach allows an open and transparent culture around raising concerns in the earliest stage to allow resolution. A record of the complaint will also be held in the Adult's Care file and will be reported in line with contractual or regulatory requirements.

4.9 Safeguarding Concerns

Where a complaint or concern is raised that relates to the Adult being harmed or likely to be harmed, Nema Homecare Limited will follow its Safeguarding Policy and Procedures in addition to the complaints procedures, seeking advice and guidance from the Essex County Council, London Borough of Islington & Southend- on -sea. Safeguarding Adults Team and escalating concerns in line with Essex County Council, London Borough of Islington & Southend- on -sea. procedure. Nema Homecare Limited will also notify the CQC in line with its statutory duty.

4.10 Roles and Responsibilities**All Staff**

It is acknowledged that all staff working at Nema Homecare Limited may find themselves presented with a person wishing to raise a concern or complaint at any time. Therefore, staff need to be able to manage this in a sensitive, structured and timely manner. In order to do this, staff will:

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- Be trained on induction and as a routine measure to ensure knowledge is embedded, refreshed and understood around the complaints procedure
- Have access to the complaints, suggestions and compliments procedure
- Be provided with the opportunity to reflect and learn from complaints as a means of developing and driving quality care
- Appreciate that any feedback from Adults or their representatives that is of concern needs immediate resolution, where possible, to their satisfaction. Care Plans will be updated to reflect the planned changes to care and Mr Olasunkanmi Adewusi informed of the feedback. Failing to do this may result in a complaint
- Be clearly advised that, when presented with a complaint, swift escalation to management is necessary and that purposefully withholding or concealing concerns expressed by Adults or their representatives may lead to disciplinary action

Nema Homecare Limited has, and continues to develop, an open culture of continuous development which is instilled in everyone who works within the organisation, with a clear ethos of viewing concerns and complaints as opportunities for improvement.

Management Team at Nema Homecare Limited

- The management team at Nema Homecare Limited is responsible for ensuring compliance with this policy, regulations, improvement planning and for having arrangements in place to provide relevant reports and information regarding complaints
- Mr Olasunkanmi Adewusi is the main point of contact for the receipt, investigation and management of complaints within Nema Homecare Limited. However, this may be delegated to a senior member of staff within Nema Homecare Limited who holds the experience, knowledge and competence to investigate and manage complaints
- Nema Homecare Limited will ensure the procedure for raising a complaint is accessible and displayed prominently in Nema Homecare Limited, on the website of Nema Homecare Limited and in Adult information and guides. Alternative languages and formats are available on request

4.11 Compliments and Suggestions

Nema Homecare Limited welcomes compliments and suggestions and recognises their importance in celebrating and recognising the success of its service and opportunities for improvement. We will engage with a wide range of stakeholders in addition to Adults to support service development and improvement. We will share feedback with our staff.

4.12 One Complaint, One Response

Nema Homecare Limited will follow the Local Government and Social Care Ombudsman best practice (a link to which can be found in the Underpinning Knowledge section of this policy) and, where Adults are receiving services from more than one organisation, it will ensure they can make a complaint to anyone and be provided with a single response following a joint investigation.

4.13 Policy Accessibility

Nema Homecare Limited understands that some Adults may take in and retain information in different ways. To support full understanding and engagement, this policy is available in accessible formats. The ReciteMe tool has various ways of making this policy accessible by providing this policy in:

- Audio
- Large print
- Multiple languages

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This policy can also be made available in:

- Easy-read versions
- Simple-policy view to reduce navigation and complexity

These options are in place to help Adults to understand and engage with this policy more easily.

5. Procedure

5.1 Raising Complaints

A complaint can be made to Nema Homecare Limited by:

- Adults
- Someone acting on behalf of the Adult and with their written consent, e.g. an advocate, relative, Member of Parliament
- Someone acting on behalf of the Adult who is unable to represent his or her own interests, provided this does not conflict with the Adult's right to confidentiality or a previously expressed wish of the Adult

Complaints can be received either verbally or in writing, and could be:

- In person
- By telephone
- In writing
- Through a member of our staff
- Through an advocate or representative

Where someone complains verbally, Nema Homecare Limited will make a written record and provide a copy of it within 3 working days:

- By letter
- By email

Complaints can be sent to:

The Registered Home Care Manager

Nema Homecare Limited

Nema Home Care Limited
48 Station Way
Buckhurst Hill
Essex
IG9 6LN

Verbal complaints can be made in person or via:

Nema Homecare Limited Telephone Number: Tel: 0207 952 1480 Out of Hours:
07701387742

Nema Homecare Limited Email: info@nemahomecare.co.uk

On Call Telephone Number: 07701387742

Accessibility - Including Support for Adults with a Learning Disability or Autism

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Nema Homecare Limited recognises that there are times where some Adults will need additional support to be able to provide feedback to the service. Nema Homecare Limited commits to offering information in various accessible formats such as easy read documents, audio versions, and translated materials through interpreters.

At the time of the preservice assessment Nema Homecare Limited will identify how much support the Adult may require in this area. This will be logged in the agreed Care Plan, and reviewed as part of the ongoing evaluation process of the Adult's Care needs.

Nema Homecare Limited provides easy read versions of the Complaints, Suggestions and Compliments policy and procedure and ensures that Adults are given information on how to make a complaint and the process once a complaint has been made, including any agreed timescales.

Nema Homecare Limited will ensure that Adults are given information on how to make a complaint and the process once a complaint has been made, including any agreed timescales.

Nema Homecare Limited will support individuals who wish to lodge a complaint by ensuring accessibility and providing the necessary assistance in line with the Accessible Information Standard.

Additionally, for Adults who require further support, Nema Homecare Limited will help to arrange advocacy services to assist individuals in navigating the complaint process, ensuring their concerns are heard and addressed effectively. This is to support the complaint process and ensure it is as inclusive and supportive as possible for everyone.

Further information on supporting Adults with communication needs can be found in the:

- Supporting Communication and Sensory Needs Policy and Procedure
- Person-Centred Care and Support Planning Policy and Procedure

Advocacy support information can be found in the Advocacy Policy and Procedure of Nema Homecare Limited.

5.2 Time Limits for Submitting a Complaint

Complaints should be submitted within 12 months of the incident or concern arising.

The time limit, however, can and should be waived, if:

- It is still practical and possible to investigate the complaint (the records still exist and the individuals concerned are still available to be questioned, etc.) and
- The complainant can demonstrate reasonable cause for delay in making the complaint

It is at the discretion of the manager of the service if the time limit can be set aside.

5.3 Complaints Procedure:**Step 1**

When a complaint is raised to staff, staff will make an effort to resolve it immediately to the satisfaction of the complainant.

Step 2

Staff will apologise for the fact that there was the need to complain in the first instance and explain the complaints process as described in the procedure steps.

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Step 3

Staff will report the complaint to the most senior member of staff on duty and the complaint will be logged. If the complaint relates to that individual, the staff member will report the complaint to the member of staff who is next in line in seniority.

Step 4

Formal acknowledgement of all complaints received (whether verbal or written) will be sent within 3 working days to the complainant. This could be via letter or email. Nema Homecare Limited will have a local system in place to manage out-of-hours and weekend complaints received.

The acknowledgement will include:

- An invitation to meet and discuss the complaint
- Who will be investigating the complaint
- How the investigation will be handled - the response should state what the investigation will be focused on
- A time limit for the investigation to be concluded. This should be 28 working days. However, some cases may take longer and the complainant will be made aware of this
- The complaints procedure and contact details of bodies that can be accessed in the event of dissatisfaction with the outcome of the investigation

Step 5

Following a full investigation, a response letter will be sent and this will include the following:

- A summary of the issue from the complainant's point of view
- Details of the evidence and sources consulted in order to investigate the issue fully and fairly
- A presentation of the findings for each issue clearly and concisely described
- A conclusion, stating clearly whether the issue is 'upheld', 'partially upheld' or 'not upheld'; unless it is ineligible, in which case the reason for this will be given, e.g. out of time or out of jurisdiction
- An explanation of the outcome and whether any remedial action or learning points arise from the investigation of that issue
- An apology where the issue is upheld and shortcomings or failings have been found
- The complainant's rights if not satisfied with the outcome to refer to The Local Government and Social Care Ombudsman
- A signature from the responsible individual or sent by email in their name

Step 6

The complaint will be closed once confirmation has been received that there is satisfaction with the outcome. In the event of dissatisfaction, Nema Homecare Limited will support the complainant to access further support. (Refer to section 5.9 and 5.10)

5.4 The Complaints Log

A record will be held of all complaints raised and contain the following information:

- Each complaint received
- Subject matter and outcome

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- Details of any reason for delay where investigations took longer than the agreed response period
- The date the report of outcome was sent to the complainant
- If no action is taken this will also be recorded

Where complaints relate to a particular Adult, a copy of the complaint will be held in their care records so that the Adult can reflect on the recommendations.

Where complaints are raised by telephone, the log will include the date and time of the call and this will be followed up with written confirmation of the areas discussed.

Where a complaint indicates the potential abuse of Adults, safeguarding policies will be followed as per local authority expectation and necessary notifications made to the regulatory body. Where Care is commissioned by Essex County Council, London Borough of Islington & Southend-on-sea., their reporting procedure for notifying them of complaints will be followed.

Where complaints are to be shared as part of learning, the complaint will be anonymised so there is no identifiable Adult information, in line with UK GDPR and data protection law.

5.5 Investigations

All investigations will be managed by using the following approach:

- Investigating the fact
- Assessing evidence
- Review of records
- Interviewing those involved

Where necessary, advice and support will be sourced via senior managers within the organisation. The complaint must be investigated by a member of staff with the knowledge, experience and seniority to undertake the investigation robustly.

Confidentiality of information will be considered at all times and staff will adhere to the confidentiality policies and relevant codes of practice.

Appropriate action will be taken without delay to respond to any failures identified by a complaint or the investigation of a complaint.

If an investigation of a complaint results in disciplinary action against staff within Nema Homecare Limited, the complaint will continue to its conclusion. The complainant will be informed that the investigation has led to the disciplinary process, but the details of the outcome or ongoing investigation will remain confidential.

Nema Homecare Limited conducts investigations impartially and without discrimination, the approach to a Adult's support will remain unchanged in this way and indiscriminate treatment will be provided.

5.6 One Complaint, One Response

Where more than one organisation is involved in the Adult's Care, they, or their representative, will be able to complain to any of them and Nema Homecare Limited will contact the other organisations, carry out a joint investigation and provide a single joint response. Adults must not have to contact each organisation separately.

If someone complains and Nema Homecare Limited is not responsible for the care or service complained about, rather than turning the complainant away, Nema Homecare Limited will share the concerns with the correct organisation(s). It will be necessary to

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obtain the individual's permission to do this. If the person prefers that their complaint is not shared with another organisation (or organisations), Nema Homecare Limited will signpost them to the right organisation instead and provide the person with their contact details.

Nema Homecare Limited will follow Local Government Ombudsman (LGO) guidance for managing this.

5.7 Who is Responsible for Complaints Resolution at Nema Homecare Limited?

All efforts will be made by Mr Olasunkanmi Adewusi to resolve all complaints within Nema Homecare Limited. If a particular Adult does not wish to raise a complaint directly with management within Nema Homecare Limited, in the first instance, staff will try and sensitively establish their reasons why and aim to resolve and address any concerns that present.

Nema Homecare Limited recognises the importance of Adults being able to speak freely and raise a concern or complaint regarding anyone in the organisation, including the Registered Home Care Manager. Adults are provided with information relating to who to contact in the event that this is necessary.

5.8 Handling Complaints About the Registered Manager

If the complaint relates to the conduct of the Registered Home Care Manager then the following process applies:

Dual Roles - We recognise that having the dual role of registered manager and nominated individual has the potential to increase conflict of interest and risk within the service. To ensure impartiality, if there is a complaint about the registered manager who also holds the role of nominated individual, complaints or concerns will be referred to our external consultant for oversight and management.

External Investigation - To ensure impartiality, investigations will be carried out by an external professional, such as a health and social care consultant or an alternative social care provider registered with the regulator, to conduct the investigation process.

Alternative Contact - The person making the complaint may feel more comfortable directing their complaint to the nominated individual or registered provider.

External Investigation – There may be times, to ensure impartiality, when investigations will be carried out by an external professional, such as a health and social care consultant or an alternative social care provider registered with the regulator.

This process ensures that all complaints are managed fairly and impartially.

Please see the Complaints Procedure for Adults in the Forms section.

5.9 Anonymous Complaints

Anonymous complaints will be investigated in the same way as named complaints. They will be logged and any corrective action necessary will be taken and also logged.

5.10 The Right to Appeal a Decision and Internal Review

Following the outcome of the investigation, if the complainant is dissatisfied with the response or handling of information, they have the right to appeal the decision by Nema Homecare Limited. Upon being notified of this Nema Homecare Limited will conduct an internal review of how the complaint was handled. The investigation will be conducted by a member of staff with suitable standing that is not the original responder to the complaint, such as the Olasunkanmi Adewusi.

When to Appeal:

- You believe that the outcome of a complaint was incorrect and disagree with the

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initial decision

- You disagree with the initial decision as you suspect there was a failure in the complaint process
 - Such as insufficient investigation
 - A misunderstanding of your complaint
 - A misinterpretation of evidence
- You can provide new evidence or information that wasn't available during the initial complaint that affects the outcome
- You feel the decision is unfair or unreasonable

Nema Homecare Limited recognises that as a key part of transparency and continuous improvement, conducting an internal investigation of this process is necessary before signposting the complainant to an external body.

5.11 Unresolved Complaints & Independent Review

Following the initial handling of the complaint and the appeal process, in the event that the Adult feels their complaint is unresolved, there are many bodies that can support or will need to be informed to assist with this (to ensure there is no bias). These services may conduct an independent review on how the complaint has been handled and will consider if the complaint has been:

- Handled fairly
- Investigated thoroughly and efficiently, exploring all the facts
- Handled objectively

They will issue a final report that outlines their findings and recommendations.

Nema Homecare Limited will fully cooperate with this process and provide the independent reviewer all the information required to ensure transparency. We have a commitment to continuously improve, as part of that commitment we fully understand the importance of learning from the outcomes of this process.

The following external bodies can assist with a complaint that a person feels remains unresolved:

1. The Care Quality Commission

The Care Quality Commission will not investigate complaints on behalf of individuals but does like to be informed of any concerns regarding a care provider, such as poor care that has been seen or experienced. Information given to the CQC will help to prevent others from going through the same experience and can be fed back via:

- Website www.cqc.org.uk
- Email enquiries@cqc.org.uk
- Address: Care Quality Commission (CQC)
National Correspondence
Citygate, Gallowgate
Newcastle upon Tyne NE1 4PA
Tel: 03000 616161
Fax: 03000 616171

2. The Local Government and Social Care Ombudsman (for those Adults that are funded by local authority-funded social services care or self-funded)

Individuals have the right to raise their complaint with the Local Government and Social Care Ombudsman. This is a free service and individuals can contact their Local

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Government and Social Care Ombudsman via:

The Local Government and Social Care Ombudsman
PO Box 4771
Coventry CV4 0EH
Tel: 0300 061 0614
Email: advice@lgo.org.uk
Website: <https://www.lgo.org.uk/>
Complaint form: <https://www.lgo.org.uk/complaint-form>

Self-Funded Care

The Local Government Ombudsman (LGO) may investigate complaints from people who arrange their own care. Self-funders will have the right to complain to an independent and impartial Ombudsman.

Individuals must be advised that the Local Government and Social Care Ombudsman will not investigate the complaint until the provider has had the opportunity to respond and resolve the matter in the first instance.

3. Parliamentary and Health Service Ombudsman (for Adults that are NHS funded)

Individuals have the right to raise a concern about a service that is NHS funded. This is a free service and individuals can make contact via:

- Telephone 0345 0154033
- Email phso.enquiries@ombudsman.org.uk
- Website www.ombudsman.org.uk
- Address: Parliamentary and Health Service Ombudsman, Millbank Tower, 30 Millbank, Westminster, London, SW1P 4QP

Mr Olasunkanmi Adewusi can also signpost individuals to Healthwatch and the local Independent Complaints Advocacy Service (ICAS).

4. Integrated Care Systems

Individuals can make a complaint about a health service they are receiving or have received and can discuss this with the commissioner of the service.

5. Local Authority Complaints Teams

Individuals have the right to raise concerns and complaints about adult social care regardless of whether or not they pay for their own Care or if the Council funds it. Individuals can make a complaint about organisations that provide services on the Council's behalf. The contact details for the Local Authority Complaints Team are:

Local Authority Complaints Team

6. Professional Bodies

If a complaint involves the serious misconduct of a healthcare professional, their relevant professional body can be informed and this is determined on an individual case basis in discussion with the Registered Home Care Manager.

For any external bodies managing complaints, Nema Homecare Limited will work with the external body providing information as requested, within any agreed timescales expected.

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Decisions to raise complaints outside of Nema Homecare Limited will be fully respected and the Adult will be supported to raise their complaint with the commissioner of the service or to seek the support of an independent advocate or representative. Staff can also refer to section 5.6 for a further list of organisations that can be accessed.

Adults can also be signposted to Citizens Advice guidance.

5.12 Vexatious Complaints

Occasionally, Nema Homecare Limited may receive complaints that are vexatious in that they cause considerable disruption to the work at Nema Homecare Limited, disproportionate cost and time to handle, and impact the wellbeing of staff (because of the way the complaint is made or because of its repetitive nature).

Nema Homecare Limited will ensure that it meets the requirements of the Equality Act 2010 to make 'reasonable adjustments' for disabled Adults. In some circumstances, Adults may have a disability that makes it difficult for them to either express themselves or communicate clearly and/or appropriately. Where there is an indication that this may be the case, Nema Homecare Limited will consider the needs and circumstances of the Adult or complainant in the first instance and use this information to inform any decisions that are made.

Where appropriate, Nema Homecare Limited will consider complaints to be vexatious, but would not label an individual complainant as vexatious. Even if Nema Homecare Limited decides that an individual's complaint about the service is vexatious, that does not preclude that person from making a formal complaint. Nema Homecare Limited would still consider any such complaints in line with the usual procedures, as outlined in this policy.

To help decide whether a complaint is vexatious Nema Homecare Limited will consider the full history and context of interactions with the individual making the complaint, and will look at both the nature of the complaint and the manner in which it is made. The particular issues that will inform a decision will include whether:

- The primary purpose and/or effect of the complaint is to disturb, disrupt and or/pressurise Nema Homecare Limited, its staff or an individual member of staff
- The primary purpose and/or effect of the manner in which the complaint is made is to disturb, disrupt and or/pressurise the Nema Homecare Limited, its staff or an individual member of staff
- The complaint is otherwise clearly unreasonable

If at any point in the handling of a complaint a member of staff believes it meets the criteria to be deemed vexatious, it must be referred to the Registered Home Care Manager with a summary of why it is thought to be vexatious.

Mr Olanmi Adewusi will consider the complaint, seek external advice if appropriate, and will either declare the complaint as being vexatious or not. Where a complaint is not deemed to be vexatious it will be returned to the appropriate point in the complaints handling process.

If a complaint is deemed to be vexatious, the Registered Home Care Manager will respond directly to the complainant explaining why it is thought to be so and will explain that the complaint will be closed with no further action. The Registered Home Care Manager will also consider if the making of a vexatious complaint also requires the application of a restriction on communication following unreasonable behaviour.

The decision to declare a complaint as vexatious will be recorded in the complaints register for future reference.

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Any declaration that refers to the specific complaint being vexatious and any further complaints from the same individual will still be considered.

If any individual wishes to challenge a decision made in relation to this policy, and all attempts to resolve the complaint locally have been unsuccessful, details of the Complaints Team of Essex County Council, London Borough of Islington & Southend-on-sea. and Parliamentary and Health Service Ombudsman (PHSO) will be shared with the complainant.

5.13 Compliments

Receiving compliments is an opportunity to celebrate and recognise success. Nema Homecare Limited will ensure that:

- All compliments are shared with staff and displayed in a public area to highlight good practice
- Compliments are anonymised or permission is sought before displaying them
- The number of compliments received is logged as part of a quality assurance programme
- Verbal, positive feedback from Adults and relatives is also deemed a compliment and will be recorded and shared with colleagues
- Compliments form a core agenda item at staff, Adult and relative meetings

5.14 Suggestions

Suggestions can be made verbally or in writing and generally are in response to seeking a means of changing practice for the better.

- Suggestions are not complaints, but in some circumstances, if they are not considered or actioned, they could lead to a complaint
- When suggestions are raised in meetings or as part of a conversation, these will be documented and then outcomes of such suggestions recorded to show consideration
- Staff will be encouraged to share their suggestions, or suggestions received by relatives and Adults, with Mr Olasunkanmi Adewusi
- Mr Olasunkanmi Adewusi will consider implementing a suggestions system to encourage comments from Adults, staff and visitors

5.15 Audit and Evaluation

Nema Homecare Limited will monitor, review and analyse all information received about the service as a means of continuously reviewing performance, quality and safety.

Nema Homecare Limited operates with an ethos of continuous improvement and will:

- Ensure all complaints are logged as described in section 5.4
- Identify themes and trends
- Create actions to improve any identified themes and trends
- Share themes, trends and actions with Care Workers working for Nema Homecare Limited
- Ensure that staff are trained to deal with complaints and understand the procedure for managing complaints
- Conduct audits on the complaints process to evaluate timescales, outcomes and feedback

Using Feedback from Complaints to Improve the Service at Nema Homecare Limited

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Nema Homecare Limited values feedback from complaints as a critical tool for continuous improvement. It commits to thoroughly analysing all complaints received to identify patterns and areas for enhancement. Specific actions or changes that may be implemented based on complaints include revising policies, providing additional staff training, updating procedures, and enhancing communication channels. Each complaint will be documented and actionable insights and lessons learnt will be shared with relevant stakeholders to ensure that corrective measures are taken promptly to prevent recurrence and improve overall service quality.

Reviewing the Effectiveness of the System at Nema Homecare Limited

As part of the commitment of Nema Homecare Limited to good governance, the complaints process will remain effective and responsive, using a process of regular reviews and assessments. This includes audits of complaint records to evaluate response times, resolution rates, and customer satisfaction post-complaint resolution. Nema Homecare Limited will also gather feedback from complainants on their experience with the complaints process. Findings from these reviews will be used to refine the complaints handling procedures, ensuring they are user-friendly, efficient, and aligned with best practices. Regular staff training will be conducted to keep all team members updated on any changes and to reinforce the importance of effective complaint management.

Independent Review

Nema Homecare Limited is committed to the growth and development of the service. As such we recognise that concerning trends identified over time or processes that do not seem to be working may benefit from an independent review. Nema Homecare Limited will seek external support from an independent consultant should it be deemed necessary.

For more details, staff should also refer to the following policies and procedures:

- Good Governance Policy and Procedure
- Quality and Quality Assurance Policy and Procedure
- Auditing Policy and Procedure

5.16 Continuous Improvement and Development

Without feedback it is impossible to improve our service. We have a strong ethos on embracing the feedback we receive be it a compliment or concern to enhance our service.

As part of our commitment to create and maintain a positive culture, we embed this ethos in our staff training from induction onwards to make sure that any feedback is viewed as a catalyst for improvement. If we do not know about it, we cannot do anything to improve or change it.

We share our overarching identified lessons learned and outcomes with both staff and Adults to make sure that they feel part of this process, are kept informed and are invested in our commitment for the betterment of the service.

6. Definitions**6.1 Compliment**

- A compliment is an expression of satisfaction about a service the Adult has received

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- Compliments are positive feedback that can be received verbally or in writing and can include expressions of praise, admiration, congratulation and encouragement

6.2 Complaint

- A complaint is an expression of dissatisfaction, disappointment or discontent. This could be in response to an act of omission, decision or act
- Complaints can be made in various ways and include:
 - Verbally
 - Electronically
 - Local feedback channels
 - Writing

6.3 Self-Funded Care

- Self-funded care is defined as care that is paid for entirely by the person receiving it

6.4 Vexatious Complaint

- A vexatious complaint is one that is pursued, regardless of its merits, solely to harass, annoy or subdue somebody; something that is unreasonable, without foundation, frivolous, repetitive, burdensome or unwarranted

7. Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Any feedback received from Adults or their representatives can influence positive change and quality delivery of care and must be discussed with the manager
- The receipt of complaints, suggestions and compliments is everyone's responsibility and therefore staff will know what to say and how to respond. Staff need to be able to promote an open, honest and transparent service to encourage people to feel able to feedback and raise concerns
- Staff will be involved in quality improvement planning in response to themes from both compliments and complaints received by the service. Compliments will be recognised and celebrated and staff will be supported during any complaints investigations
- Services where dual roles are held by the Registered Home Care Manager have alternative external arrangements in place that are clearly documented to support people to complain without prejudice and to support impartiality

8. Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- The process for you to raise a concern, make a suggestion or give a compliment will be simple and it is our intention that you feel listened to and understood
- In line with our commitment to continuous improvement, your concerns, suggestions and compliments will make a positive difference to future care at Nema Homecare Limited



- You have the right to feel confident to raise a concern, make a suggestion or give a compliment

Further Reading

Parliamentary and Health Service Ombudsman - Principles of Good Complaint Handling:

<https://www.ombudsman.org.uk/about-us/our-principles/principles-good-complaint-handling>

Care Quality Commission - Complaints Matter Report 2014:

https://www.cqc.org.uk/sites/default/files/20141208_complaints_matter_report.pdf

Local Government and Social Care Ombudsman (2019) - Caring about Complaints - Lessons from our independent care provider investigations:

<https://www.lgo.org.uk/information-centre/news/2019/mar/ombudsman-issues-good-practice-guide-for-care-providers>

NHS England - What are Integrated Care Systems?

<https://www.england.nhs.uk/integratedcare/what-is-integrated-care/#ccq-e>

Outstanding Practice

To be "outstanding" in this policy area you could provide evidence that:

- All complaints are logged, investigated and the outcomes are fed back to the complainant within the agreed timescales
- The wide understanding of the policy is enabled by proactive use of the QCS App
- Trends in complaints are identified and tracked to improve service delivery
- There is evidence of annual reporting as a means of commitment to transparency and quality. Prepare and publish an annual report detailing the numbers of complaints, compliments and suggestions and the actions taken as a result
- Adults are involved in the complaints handling process and future design of procedures. Their views influence future management decisions
- The service is dedicated to continuous improvement and any complaints are viewed as a means to make things better

