



1. Policy

1.1 The Rachel Griffiths. Bethshan Home Manager, Rachel Griffiths, and Responsible Individual, Leslie Allen, of Bethshan Care Home, have overall management responsibility for this policy and procedure. This is in line with the Policy Management Policy and Procedure at Bethshan Care Home.

1.2 Complaints

- Bethshan Care Home understands complaints to be an expression of dissatisfaction requiring a response, communicated verbally, electronically, or in writing. Complaints may be made by any users of the service, their families or advocates acting on their behalf, with their consent or in their best interests
- Bethshan Care Home takes complaints seriously. It 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 Bethshan Care Home will achieve this. The detail of how the service will do this will be found in the associated procedures
- Bethshan Care Home 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 or concerns 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

1.3 Bethshan Care Home 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
- 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. Bethshan Care Home 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 Resident can understand.

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

1.4 Data Protection Complaints

Bethshan Care Home recognises that individuals have the right to raise concerns regarding how their personal information has been collected, used, stored, shared or otherwise processed.

Complaints relating to data protection, confidentiality, privacy, information sharing, subject access requests, consent, data accuracy, information security incidents or any other matter

relating to personal information will be managed through this Complaints, Suggestions and Compliments Policy and Procedure.

All data protection complaints will be:

- Recorded and acknowledged in line with this procedure
- Investigated by an appropriately authorised manager, Data Protection Lead or nominated representative
- Managed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018
- Responded to within agreed organisational timescales
- Retained as part of the governance and compliance records at Bethshan Care Home

Where a complainant remains dissatisfied following the completion of the complaints process at Bethshan Care Home, they will be informed of their right to raise concerns with the Information Commissioner's Office (ICO).

1.5 Seeking Views and Engaging with Residents

Bethshan Care Home will seek out opportunities to obtain feedback from Residents and stakeholders. Bethshan Care Home will act with sensitivity, integrity and professionalism by treating individuals who do complain or raise a suggestion with compassion, courtesy and respect. Bethshan Care Home will protect the Resident's right to confidentiality. Bethshan Care Home will ensure that alternative methods of communication and support are available so that the complaints and suggestions procedures are accessible for Residents 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.

1.6 Bethshan Care Home understands that it can be difficult to separate a complaint from a concern and ultimately both require action. Therefore, Bethshan Care Home will follow this policy when any dissatisfaction arises with the service.

1.7 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 Resident's care file and reported in line with contractual or regulatory requirements.

1.8 Safeguarding Concerns

Where a complaint or concern is raised that relates to an Resident being harmed or likely to be harmed, Bethshan Care Home will follow its Safeguarding Policy and Procedure in addition to the complaints procedure, seeking advice and guidance from the , Powys Safeguarding Adults Team. Bethshan Care Home will also notify the CIW in line with its statutory duty.

1.9 Roles and Responsibilities

All Staff

It is acknowledged that all staff working at Bethshan Care Home 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 must:

- 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
- Understand how to recognise, record and appropriately escalate data protection complaints, confidentiality concerns and information governance issues in accordance with organisational policies and procedures
- 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 Residents or their representatives that is of concern needs immediate resolution, where possible, to their satisfaction. Personal Plans will be updated to reflect the planned changes to care and Rachel Griffiths informed of the feedback. Failing to do this could result in a complaint
- Be clearly advised that, on presentation of a complaint, swift escalation to management is necessary and that purposefully withholding or concealing concerns expressed by Residents or their representatives could lead to disciplinary action

Bethshan Care Home 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.

Bethshan Care Home Responsible Individual (RI)

- The Responsible Individual at Bethshan Care Home has requirements under Regulation 77 to ensure that there are systems in place to record complaints
- The intent of Parts 16 to 20 of the Regulations is to ensure that a designated person at an appropriate seniority level holds accountability for both service quality and compliance. The regulations place specific requirements upon the RI and enable the service regulator to take action not only against the service provider but also against the RI in the event that the regulatory requirements are breached. The regulations in these parts are made under Section 28 of the Act
- The RI is responsible for overseeing the management of the service and for providing assurance that the service is safe, well-run and complies with regulations. The RI is responsible for ensuring that the service has a manager, sufficient resources and support. The RI is not responsible for the day-to-day management of the service (unless they are also the manager); this rests with the manager

Bethshan Care Home Management Team

- The Management team have responsibilities for ensuring compliance with this policy, regulations, improvement planning and having arrangements in place to provide relevant reports and information regarding complaints
- Rachel Griffiths is the main point of contact for the receipt, investigation and management of complaints within Bethshan Care Home. However, this could be delegated to a senior member of staff within Bethshan Care Home who has the experience, knowledge and competence to investigate and manage complaints
- Bethshan Care Home will ensure that the procedure for raising a complaint is accessible and displayed prominently at Bethshan Care Home, on the website of Bethshan Care Home and within any Resident information and guides. Alternative languages and formats must be available on request

1.10 Compliments and Suggestions

Bethshan Care Home welcomes compliments and suggestions and recognises their importance in celebrating and recognising the success of its service and opportunities for improvement. It will engage with a wide range of stakeholders in addition to Residents to support service development and improvement, and will share feedback with its staff.

1.11 Bethshan Care Home will ensure that this policy and procedure is in an easy to read format, well publicised, readily available and accessible to individuals using the service,

their families, significant others, visitors, staff and others working at the service.

1.12 Bethshan Care Home will ensure that Residents do not suffer discrimination, disadvantage, or the withdrawal or reduction of a service as a result of making representations or complaints.

1.13 Bethshan Care Home will ensure that consent will be gained and confidentiality maintained during the complaints process, unless there are professional or statutory obligations which would not make this possible, such as those in relation to safeguarding.



2. Procedure

2.1 Raising Complaints

A complaint can be received by Bethshan Care Home either verbally or in writing and can be made by:

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

Bethshan Care Home must ensure that Residents are given information in an easy-to-read format on how to make a complaint and the process once a complaint has been made, in a format they understand, including any agreed timescales.

Complaints, regardless of how they are submitted, will be acknowledged by Bethshan Care Home unless complaints are made anonymously.

Raising Complaints

A complaint can be made to Bethshan Care Home by:

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

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, Bethshan Care Home will make a written record and provide a copy of it within 5 working days:

- By letter
- By email

Complaints can be sent to:

The Rachel Griffiths. Bethshan Home Manager

Bethshan Care Home

Heol Treowen
Newtown
Powys
SY16 1JA

Verbal complaints can be made in person or via:

Bethshan Care Home Telephone Number: 01686610070

Bethshan Care Home Email: admin@bethshan.uk

On Call Telephone Number: 01686 610070

Accessibility

Bethshan Care Home will ensure that Residents are given information on how to make a complaint and the process once a complaint has been made, including any agreed timescales.

Bethshan Care Home will support individuals who wish to lodge a complaint by ensuring accessibility and providing the necessary assistance in line with the Accessible Communication and Information Standards in Healthcare. Bethshan Care Home commits to offering information in various accessible formats such as easy read documents, audio versions, and translated materials through interpreters.

Additionally, for Residents who require additional support, Bethshan Care Home 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 Residents with communication needs can be found in the Supporting Communication and Sensory Needs Policy and Procedure and Person-Centred Care and Support Planning Policy and Procedure. Advocacy support information can be found in the Advocacy Policy and Procedure of Bethshan Care Home.

2.2 Time Limits for Submitting a Complaint

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

The time limit, however, can and must 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, for example) and
- The complainant can demonstrate reasonable cause for the delay in making the complaint

It is at the discretion of Rachel Griffiths if the time limit can be set aside.

2.3 Duty of Candour

Regulation 13 of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 outlines the need for openness and transparency being shown in all aspects of the care and support provided. Bethshan Care Home will ensure that all issues are fully investigated with results shared and apologies provided where appropriate.

Bethshan Care Home will also ensure that all staff are aware of the need to be open and transparent in their working, and will be encouraged to follow this policy.

2.4 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 there was the need to complain in the first instance, and explain the complaints process as described in the procedure steps.

Step 3:

Staff will report the complaint to the most senior member of staff on duty and the complaint will be logged.

Step 4:

Formal acknowledgement of the complaint will be sent within 5 working days of receipt to the complainant and this could be via letter or email. Bethshan Care Home 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 must state what the investigation will be focused on
- A time limit for the investigation to be concluded. This must be 20 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. Where the complaint relates to the processing of personal information, confidentiality or data protection matters, the response will also advise the complainant of their right to contact the Information Commissioner's Office (ICO) if they remain dissatisfied following completion of the complaints process at Bethshan Care Home

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 Public Services Ombudsman for Wales and, in the case of children, the Children's Commissioner
- Where applicable, information regarding the complainant's right to escalate data protection concerns to the Information Commissioner's Office (ICO)
- 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, Bethshan Care Home will support the complainant to access further support (refer to sections 5.9 and 5.10).

2.5 The Complaints Log

- A record will be held of all complaints raised and contain the following information:
 - Each complaint received
 - Subject matter and outcome
 - Details of any reason for delay where investigations took longer than the agreed response period
 - The date the report of the outcome was sent to the complainant
 - If no action is taken this will also be recorded
- Where complaints relate to the Resident, a copy of the complaint will be held in their care records so that the Resident can reflect on the recommendations
- Where complaints are raised verbally in person or by telephone, the log will include the date and time of the conversation/call and this must be followed up with written confirmation of the areas discussed
- Where a complaint indicates the potential abuse of Residents, safeguarding policies will be followed as per , Powys's expectation and the necessary notifications made to the CIW
- Where complaints are to be shared as part of learning, the complaint must be anonymised so that there is no identifiable Resident information

2.6 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 Bethshan Care Home. 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.

If an investigation of a complaint results in disciplinary action taken against staff within Bethshan Care Home, 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 must remain confidential.

Responsible Individual Details:

Leslie Allen, the Responsible Individual, will have oversight of the complaints in Bethshan Care Home, as complaints will be reviewed during their monitoring visits to Bethshan Care Home.

2.7 Who is Responsible for Complaint Resolution at Bethshan Care Home?

All efforts will be made by Rachel Griffiths to resolve all complaints within Bethshan Care Home. If a particular Resident does not wish to raise a complaint directly to management within Bethshan Care Home, in the first instance, staff will try and sensitively establish their reasons why and aim to resolve and address any concerns that present.

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

Handling Complaints About the Registered Manager

If the complaint relates to the conduct of the Rachel Griffiths. Bethshan Home Manager:

Alternative Contact - The person making the complaint may feel more comfortable directing their complaint to the Responsible Individual or Bethshan Sheltered Housing.

When the Rachel Griffiths. Bethshan Home Manager Holds Dual Roles- We recognise that having dual roles of Rachel Griffiths. Bethshan Home Manager and Responsible Individual has the potential to increase conflict of interest and risk within the service. To ensure impartiality, if there is a complaint about the Rachel Griffiths. Bethshan Home Manager who holds dual role for Responsible Individual, Complaints or Concerns will be referred to an external professional, such as a health and social care consultant or an alternative social care provider registered with CIW for oversight and management. Where this is necessary, Bethshan Care Home clearly identifies who individuals may direct their complaint to.

External Investigation - To ensure impartiality, Bethshan Care Home may instruct an external professional, such as a health and social care consultant or an alternative social care provider registered with CIW, to conduct the investigation on its behalf.

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

Please see the Complaint Procedure for Residents in the Forms section.

2.8 Anonymous Complaints

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

2.9 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 Bethshan Care Home. Upon being notified of this Bethshan Care Home 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 Leslie Allen.

When to Appeal:

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

Bethshan Care Home 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.

2.10 Unresolved Complaints

There are many bodies that can support with, or will need to be informed of, unresolved complaints:

1. Care Inspectorate Wales

Individuals can share their complaint with the Care Inspectorate Wales via:

Welsh Government Office
Sarn Mynach
Llandudno Junction
LL31 9RZ

Tel: 0300 7900 126

Website: CIW@gov.wales

CIW has no powers to investigate individual complaints. However, it is happy to receive information about concerns about a service.

2. The Public Services Ombudsman for Wales and, in the case of children, the Children's Commissioner for Wales (for those Residents who are funded by local authority-funded social services care or self-funded)

Individuals have the right to raise their complaint with the Public Services Ombudsman for Wales and, in the case of children, the Children's Commissioner. This is a free service and individuals can contact their Public Services Ombudsman for Wales and, in the case of children, the Children's Commissioner via:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

Tel: 0300 790 0203

Fax: (01656) 641199

Individuals must be advised that the Public Services Ombudsman for Wales (and in the case of children, the Children's Commissioner) will not investigate the complaint until the provider has had the opportunity to respond and resolve the matter in the first instance.

3. Citizen Voice Body (Llais)

Individuals can share their complaint via:

Llais
3rd Floor
33-35 Cathedral Road
Cardiff
CF11 9HB
Tel: 02920 235558

4. Local Health Board

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. Each health board or trust has its own concerns team. To find their details, you can phone NHS Direct Wales on 0845 4647.

5. 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 Rachel Griffiths.

For any external bodies managing complaints, Bethshan Care Home will work with the external body, providing information as requested within any agreed timescales expected.

2.11 Vexatious Complaints

Occasionally, Bethshan Care Home may receive complaints that are vexatious in that they cause considerable disruption to the work at Bethshan Care Home, 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).

Bethshan Care Home will ensure that it meets the requirements of the Equality Act 2010 to make 'reasonable adjustments' for disabled customers. In some circumstances, customers 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, Bethshan Care Home will consider the needs and circumstances of the Resident or complainant in the first instance and use this information to inform any decisions that are made.

Where appropriate, Bethshan Care Home will consider complaints to be vexatious but would not label an individual complainant as vexatious. Even if Bethshan Care Home decides that an individual's complaint about the service is vexatious, that does not preclude that person from making a formal complaint. Bethshan Care Home 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 Bethshan Care Home 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 Bethshan Care Home, 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 Bethshan Care Home, 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 Rachel Griffiths. Bethshan Home Manager with a summary of why it is thought to be vexatious.

The Rachel Griffiths. Bethshan Home Manager 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 Rachel Griffiths. Bethshan Home Manager will respond directly to the complainant explaining why it is thought to be so and explain that the complaint will be closed with no further action. The Rachel Griffiths. Bethshan Home 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.

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 , Powys's complaints team and Public Services Ombudsman for Wales will be shared with the complainant.

2.12 Compliments

Receiving compliments is an opportunity to celebrate and recognise success. Bethshan Care Home will ensure that:

- All compliments are shared with staff and displayed in public areas to highlight good practice
- Compliments are anonymised, or permission sought before displaying
- Numbers of compliments received are logged as part of a quality assurance programme
- Verbal positive feedback from Residents and relatives are also deemed as compliments and must be recorded and shared with colleagues
- Compliments form a core agenda item at staff, Resident and relative meetings

2.13 Suggestions

Suggestions can be made verbally or in writing, and are generally 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 must be documented and then the outcomes of such suggestions recorded to show consideration
- Staff must be encouraged to share their suggestions or suggestions received by relatives and Residents with Rachel Griffiths
- Rachel Griffiths must consider implementing a suggestions system to encourage comments from Residents, staff, and visitors

2.14 Audit and Evaluation

Bethshan Care Home will monitor, review and analyse all information received about the service as a means of continuously reviewing performance, quality and safety.

Bethshan Care Home operates with an ethos of continuous improvement and will:

- Share themes and trends with Carers working for Bethshan Care Home
- 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

Bethshan Care Home will ensure that actions taken in response to complaints are reported on as part of the governance arrangements for the service. This will be via the Quality of Care Review and/or when requested by the service regulator within 28 days of being requested to do so.

Using Feedback from Complaints to Improve the Service at Bethshan Care Home

Bethshan Care Home 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 Bethshan Care Home

As part of the commitment of Bethshan Care Home 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. Bethshan Care Home 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

Bethshan Care Home 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. Bethshan Care Home will seek external support from an independent consultant should it be deemed necessary.

For more details, staff should also refer to the Good Governance Policy and Procedure, Quality and Quality Assurance Policy and Procedure and Auditing Policy and Procedure.

2.15 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, for the betterment of our service.

We share our overarching identified lessons learned and outcomes with both staff and Residents to make sure that they feel part of this process and are kept informed.

2.16 Citizen Voice Body (Llais) and Independent Advocacy

Citizen Voice Body (Llais) is an independent statutory body set up by the Welsh Government to help people get the health and social care services that they want in Wales. Llais provides assistance and support for individuals wishing to raise concerns or complaints about their care. As a transparent provider, Bethshan Care Home welcomes this and actively encourage Residents and their relatives to use Llais if they wish to do so. Bethshan Care Home nurtures a culture of continuous improvement and ensures that all complaints are handled with fairness and respect.

Additionally, Residents, or those acting legally on their behalf, are supported to access support from independent advocacy providers where this is available locally.

Quality Compliance Systems
Bethshan Care Home
Downloaded: 13 August 2026
Deborah Cade