

RESPONDING TO THE EXPERIENCES OF RESIDENTS

2020-21



Vista Care Solutions Ltd trading as Sunlight Care Newham. Registered in England. Company No: 11353031.
Registered Office: 3-9 Balaam Street, London, E13 8EB

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Introduction

This policy sets out the values, principles and approach of Sunlight Care to communicating with residents, learning from their experiences, and listening to their views about Sunlight Care and the service it provides, all with a view to improving the quality of the service it provides.

Sunlight Care believes that its services can be enhanced by listening to what its residents have to say about the quality of the care and support they receive and by acting on what they say.

Listening to Residents

Sunlight Care will take every possible opportunity to enable its residents to express views about their care and support. Sunlight Care will do this by:

- encouraging all staff to be alert to views, whether of praise or criticism, expressed by residents in the course of each day
- providing systems for staff to report such informal feedback
- ensuring that informal feedback is taken seriously, is considered, and where appropriate is used to improve the quality of the service
- informing residents of the value of their feedback and of action taken in response
- observing residents whose capacity to communicate to see if there are indicators of their views.
- arranging meetings of residents on a regular basis to discuss the quality of service and any improvements that they may want to be put in place

Feedback from Residents' Friends, Relatives and Other Representatives

Sunlight Care values feedback not only from residents, but also from friends, relatives and other health professionals. It regards the feedback from different sources as a valuable tool to understand the views of residents. This is achieved partly by the use of regular surveys.

Sunlight Care will encourage anyone who has contact with a resident to pass on any views they have, or they pick up, especially where this helps to understand the views of residents who might otherwise be unable or unwilling to communicate directly. Sunlight Care will arrange regular meetings of relatives' groups or forums to allow them to express their view collectively, and will inform the residents, relatives, and other visitors of action taken in response to what they have told us.

Sunlight Care will take specific steps to formulate the views of residents, and others by carrying out regular service audits, by carrying out surveys, and by seeking information from informed stakeholders such as visiting practitioners and other health professionals.

Compliments and Suggestions

Sunlight Care welcomes compliments and suggestions from residents, their families and friends, and other health professionals. Compliments may communicate deep satisfaction and gratitude for a specific contribution or service or relate to specific aspects of the work or to individual staff.

Sunlight Care uses a compliments book where individuals may write particular comments and a suggestions box is also available for any suggestions of improvements that could be made to the service.

Training

All staff are trained to be responsive to the experiences and views of the residents using the service. Staff involved in quality assurance procedures will be given specialised training to enable them to fulfil their roles.



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