

What should I do if I am concerned about a child?

Everyone is responsible for helping to keep children safe. When anyone becomes aware that a child might be at risk of suffering from abuse or neglect, they have a duty to do something about it.

It is important to act as quickly as possible if you think a child is being harmed.

If you think a child might be in danger

If you are worried about a child/young person or think that they might be at risk of harm, abuse or neglect, you can **contact the Early Help and Safeguarding Hub (EHaSH)** to log your concern and receive advice:

During office hours (Monday to Thursday 9am-5pm, Friday 9am-4.30pm), you can contact EHaSH on: **Tel:** 01482 395500.

Email: childrens.socialcare@eastriding.gcsx.gov.uk

If you know the child is already receiving a service from children's social care, you can call the children's social care family support team where the child lives. **If you are in any doubt** contact the Customer Services Team using the details above.

If there is an emergency outside normal office hours, contact the East Riding of Yorkshire Emergency Duty Team:

Tel: 01377 241273.

Email: emergency.duty.team@eastriding.gcsx.gov.uk

If a child is suffering abuse and requires urgent attention because of immediate danger, call the police **Tel: 999**

Further Guidance

Guidance on East Riding of Yorkshire Council's support for **Children and Families** can be found on the East Riding of Yorkshire website:

<http://www2.eastriding.gov.uk/>

Guidance on Safeguarding children can be found on the **East Riding Safeguarding Children Board** website: <http://www.erscb.org.uk/>



Information Service

healthwatch
East Riding
of Yorkshire

A practical guide to

**Providing feedback and making
complaints about
Health and Social Care Services**

Including safeguarding concerns

*Revised edition
June 2015*



Everyone has the right to information and education about how to take care of themselves and what they are entitled to within the health and social care system



The right to complain or give feedback about an unsatisfactory service is a key consumer right. This booklet has been designed to support you to complain and help you obtain further information.

If you are unsure of the complaints process, you can ask the provider to give you a copy of the complaints procedure for the service you are unhappy about. This will tell you who to contact, how they handle your complaint and how they will learn from your complaint.

Please note that service providers and commissioners welcome all feedback from clients.

The same contact details can also be used if you are pleased with the Service(s) you have used.

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Financial: Includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits

Neglect: Includes ignoring medical, physical and personal care needs—withholding of the necessities of life, for example; not providing assistance with feeding, drinking or medication. Inadequate, inappropriate or insufficient nursing care needs resulting in pressure sores.

Discriminatory: Discriminatory abuse is often on the grounds of language, culture, race, religion, age, disability, sexuality or illness. It can include being treated differently, given preferential treatment or being excluded and isolated due to being excluded and isolated due to being different. Mencap have introduced the 'Stand by Me' campaign to eradicate hate crime and this can be included in this form of abuse.

Who do I report safeguarding concerns to?

What should I do if I'm concerned about an Adult?

If you think a vulnerable adult is in danger, at risk, is being mistreated or you have concerns about them, you should contact the safeguarding adults team or the police as soon as possible.

East Riding of Yorkshire Council Safeguarding Adults Team

County Hall, Beverley, East Riding of Yorkshire, HU17 9BA

Tel: (01482) 396940 Monday to Thursday 9am-5pm; Friday 9am - 4.30pm

For out of hours enquires, contact the emergency duty team

Tel: (01377) 241273.

Secure email: safeguardingadultsteam@eastriding.gcsx.gov.uk

Who else may need to be informed?

Police - (emergency) Tel: 999

Police - (non emergency) Tel: 101

Care Quality Commission (CQC) Tel: 03000 616161

East Riding of Yorkshire Council Emergency Duty Team

Tel: 01377 241273

East Riding of Yorkshire Council Customer Service Centre

Tel: 01482 393939

For further guidance see: <http://www.ersab.org.uk/>

Safeguarding Vulnerable Adults and Children

“Safeguarding is everybody’s business”

In some cases, a complaint about a service may also be a safeguarding issue, for example, where failures in treatment or care constitute abuse. If an in-patient is given a meal that they don’t like this may be a cause for complaint.

However, if a patient does not receive a meal at all or any assistance with feeding, this is neglect, which is a type of abuse and should be reported to the appropriate Adult Safeguarding Team – or in the case of a child, to the Children’s Support and Safeguarding Service.

Definition of a vulnerable adult

A person aged 18 years or over:

Who is or may be in need of community care services by reason of mental or other disability, age or illness; and

Who is, or may be, unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

Definition of abuse

A violation of an individual’s human and civil rights by another person or persons.

Types of abuse:

Institutional: Care settings include residential and nursing homes, hospitals, day centres, sheltered housing schemes, group or supported housing projects. Little or no personal choice; having to wear clothes belonging to other people; meeting the needs of the service rather than the needs of the person; having to get up washed and dressed at 5.30 am due to staff shortages.

Physical: includes hitting, slapping, pushing, kicking, medication being used inappropriately, restraint.

Sexual: includes rape and sexual assault

Psychological or Emotional: Includes threats of harm or abandonment, deprivation of contact, humiliation, blaming...verbal abuse

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We welcome your feedback on local services

Healthwatch East Riding of Yorkshire works to help local people get the best out of their local health and social services. Whether it's improving them today or hoping to shape them for tomorrow.

Healthwatch East Riding of Yorkshire is all about local voices being able to influence the delivery and design of local services. We welcome feedback about problems with local health and social services and reports of good practice.

Sometimes, people who have received treatment or care may wish to give *informal feedback* and comments on the quality and manner of their own care without making a formal complaint. They may be dissatisfied with a service but reluctant to make a complaint because of concerns about the consequences—either in terms of their own future care or because they feel that making a complaint is too complex and time-consuming.

By reporting your concerns to Healthwatch East Riding, we can monitor patterns and trends which may warrant further research. We can also identify good practice and highlight where there are gaps in services. This provides us with an overview of patients' and service users' experiences and enables us to provide useful feedback and recommendations for improvement to local service commissioners and providers.

Individuals may also want to raise a formal complaint. The NHS Constitution sets out a number of specific legal rights for patients and the public in relation to complaints, including the right to have any complaint they make about an NHS service acknowledged within 3 days and to have it properly investigated. The Constitution also contains a pledge that making a complaint will not adversely affect someone's future treatment.

Users of social services commissioned by local authorities, whether they are funded by the local authority or by the service user (self-funded) also have a statutory right to complain. All health and social care commissioners must have a proper written complaint procedures to enable them to do so.

Healthwatch cannot act for individuals if they want to raise a formal complaint but we can advise on how to take up a complaint and signpost or refer to local advocacy services.

This guide provides basic information and contact details for making complaints and also for safeguarding adults and children. Please note it does not constitute legal advice.

To contact our Information and Signposting Service:

Phone: Helpline 01482 334999 Email: enquiries@healthwatcheastridingofyorkshire.co.uk

Care Quality Commission (CQC)

The CQC checks that hospitals, care homes, GPs, Dentists and services in your home are meeting national standards. They do not investigate complaints, but they welcome feedback and concerns about health and social care services.

CQC National Customer Service Centre

Citygate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA
Tel: 03000 61 6161

Use their on-line form:

Website: <http://www.cqc.org.uk/>

This Website also gives detailed guidance on how to complain.

Citizens Advice Bureau (CAB)

The CAB's website also provides full guidance - **Complaints about the NHS and adult social care - advice and support** which includes useful tools such as decision flowcharts and sample complaints letters.

Website: <https://www.citizensadvice.org.uk/>

Further help:

If you are still not sure who to complain to – or how, contact
Healthwatch East Riding of Yorkshire :

Email:
enquiries@healthwatcheastridingofyorkshire.co.uk

Tel: 01482 665684

Twitter @HWEastYorks

How to complain about adult social care services?

If your complaint is about an adult social care service provider, you can contact them directly. This will give the care service the chance to resolve any problem you may have and put things right for you.

However, if your complaint refers to an adult social care service funded by East Riding of Yorkshire Council, you can raise any concerns with the **Customer Feedback Team** in any of the following ways:

write to:
Customer Relations Manager
East Riding of Yorkshire Council
County Hall
Beverley
East Riding of Yorkshire
HU17 9BA

Tel: 01482 396422
Text/mobile: 07876 257320
Email:
social.services.complaints@eastriding.gov.uk

Complete a complaints leaflet
(available from the Customer service network)

Contact the manager of your usual worker or

Contact staff at the Customer Service Network Tel: 01482 393939

Full details are provided on the EYRC website:
<http://www2.eastriding.gov.uk/>

How to complain about children's, young people and family services?

Contact the Customer Feedback Team at East Riding of Yorkshire Council, using the same contacts details as given for Adult Services above.

If you are not satisfied with the final reply you get from the care service or your local council, you have the right to ask the **Local Government Ombudsman** to investigate your complaint.

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Tel: 0300 061 0614
Or Use the on-line complaints form at:

Web: <http://www.lgo.org.uk/>

The LGO Website provides a range of detailed guidance on making a complaint.

How to complain about health & social care services

When should I complain?

You should make your complaint as soon as possible. The NHS complaints procedure states that you should make your complaint within 12 months of either the event you are complaining about or as soon as the matter came to your attention. This time limit can be extended as long as the complaint can still be satisfactorily investigated so don't let this prevent you from contacting NHS England about your complaint.

How to complain about NHS treatment (GPs, dentists, pharmacies or opticians)?

Stage One:

You can either complain directly to the provider of the service through their processes i.e. to the Practice Manager at your GP surgery or you can complain directly to the commissioner (funder) of the Service i.e. NHS England.

NHS England
PO Box 16738
Redditch
B97 9PT

Tel: 0300 311 2233
(Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Email:
england.contactus@nhs.net

Please write 'For the attention of the Complaints Manager' in the subject line.

Website:
<http://www.england.nhs.uk>

Stage Two:

If you are still not happy, you can raise the complaint with the **Parliamentary and Health Service Ombudsman**.

The Parliamentary and Health Service Ombudsman (PHSO)
Millbank Tower
Millbank
London
SW1P 4QP

Telephone: 0345 015 4033

Email:
phso.enquiries@ombudsman.org.uk

Website:
<http://www.ombudsman.org.uk>

The PHSO undertakes independent investigations into complaints alleging that government departments and other public bodies in the UK, including NHS England, have not acted properly or fairly or have provided a poor service.

How to complain about hospitals?

Stage One:

Raise problems with the staff in the first instance. Each hospital also has a Patient Advice and Liaison Service (PALS), which is an impartial, open and confidential service for people who would like information and advice about services or help to resolve concerns or problems when they are using the NHS. They provide information about the NHS complaints procedure and how to get independent help if you decide you want to make a complaint.

For Alfred Bean Hospital

Contact: The Patient Advice and Liaison Service (PALS)

Tel: 1482 303966

Email: HNF-TR.pals@nhs.net

Contact: Complaints

Tel: 01482 303930

Email:

HNF-TR.complaints@nhs.net

For Bridlington Hospital

Contact: The Patient Advice and Liaison Service (PALS)

Tel: 01723 342434

Email:

pals.scarborough@york.nhs.uk

For Castle Hill Hospital

Contact: The Patient Advice and Liaison Service (PALS)

Tel: 01482 623065

Email: pals@hey.nhs.uk or

Contact: The Complaints Team

Tel: 01482 675048/675542

Email: complaints@hey.nhs.uk

For East Riding Community Hospital (Beverley)

Contact: The Patient Advice and Liaison Service (PALS)

Tel: 01482 303966

Email: HNF-TR.pals@nhs.net

Contact Complaints:

Tel: 01482 303930

Email:

HNF-TR.complaints@nhs.net

For Goole and District Hospital

Contact: The Patient Advice and Liaison Service (PALS):

Tel: 01724 290132

Email: nlg-tr.PALS@nhs.net

For Hornsea Cottage Hospital

Contact: The Patient Advice and Liaison Service (PALS)

Tel: 01482 303966

Email: HNF-TR.pals@nhs.net

Contact Complaints:

Tel: 01482 303930

Email:

HNF-TR.complaints@nhs.net

For Hull Royal Infirmary

Contact: The Patient Advice and Liaison Service (PALS):

Tel: 01482 623065

email: pals@hey.nhs.uk or

Contact The Complaints Team

Tel: 01482 675048/675542

email: complaints@hey.nhs.uk

For Scarborough Hospital

Contact: The Patient Advice and Liaison Service (PALS)

Tel: 01723 342434

email:

pals.scarborough@york.nhs.uk

How to complain about mental health services?

Humber NHS Foundation Trust Complaints

Trust Headquarters

Willerby Hill

Beverley Road

Willerby

HU10 6ED

Contact Complaints:

Tel: 01482 303930

Email:

HNF-TR.complaints@nhs.net

How to complain about private healthcare?

Contact the organisation who provided your service e.g. the hospital or company, to make a complaint. Many providers will have their formal complaints process detailed on their website.

If you can't resolve a problem by dealing directly with a practitioner, you can contact the professional organisation that regulates that area of practice, for example, the **General Medical Council**, which sets the standards for doctors and manages the UK Medical register.
<http://www.gmc-uk.org/>

Professional organisations will usually only help with complaints about serious misconduct, although they may be willing to arbitrate informally on other matters. They will usually advise that unless you are complaining about serious misconduct, you should take your complaint to court.

Independent Healthcare Advisory Services (IHAS)

(IHAS) is an association which represents many independent hospitals and clinics. If your practitioner is a member of IHAS, it must comply with a Code of Practice for handling patient complaints and have access to an independent adjudication service provided by IHAS.

Their **Independent Sector Complaints Adjudication Service (ISCAS)** can be contacted at:

Tel: 020 37131740

E-mail: info@iscas.org.uk

For further help with complaints about private health care contact:

The Citizens Advice Bureau Consumer Helpline

Tel: 03454 040506

Help with your complaint

Independent Complaints Advocacy (ICA) is a free confidential service. This service helps and supports people making, or thinking about making, a complaint about their NHS funded care or treatment.

East Riding of Yorkshire
Independent Complaints
Advocacy
Community Enterprise Centre
Cottingham Road,
Hull
HU5 2DH
Tel: 0808 802 3000
Email: erica@carersfederation.co.uk

How to complain about community health services?

City Health Care Partnership CIC

If you would like to discuss a concern or complaint, please speak to a member of the team who provided your service, or contact the Customer Care Advisor.

Customer Care Advisor
City Health Care Partnership CIC
5 Beacon Way
HULL
HU3 4AE

Tel: 01482 347 627

Email:
chcp.customercare@nhs.net

Or fill out the form on the Website:
www.chcphull.nhs.uk

Humber NHS Foundation Trust

This Trust also provides a range of community services, including mental health, learning disability, and addictions services for people from Hull and the East Riding. If you wish to raise an issue or make a complaint their services contact:

Humber NHS Foundation Trust Patient Advice and Liaison (PALS) and Complaints

Trust HQ
Willerby Hill
Beverley Road
Willerby
HU10 6ED

PALS
Tel: 01482 303966
Email: HNF-TR.pals@nhs.net

Complaints
Tel: 01482 303930
Email:
HNF-TR.complaints@nhs.net

For Withernsea Community Hospital
Contact: The Patient Advice and Liaison Service (PALS)
Tel: 01482 303966
Email: HNF-TR.pals@nhs.net
Contact Complaints:
Tel: 01482 303930
Email:
HNF-TR.complaints@nhs.net

For York Hospital
Contact: The Patient Advice and Liaison Service (PALS)
Tel: 01904 726262
Email: pals.york@york.nhs.uk

Stage Two:

Clinical Commissioning Groups (CCGs)

If your complaint is about a CCG commissioning or funding decision you can contact:

NHS East Riding of Yorkshire Clinical Commissioning Group (CCG)
Patient Services
manages complaints, concerns and compliments on behalf of NHS East Riding of Yorkshire CCG for services that they commission, which includes local community and hospital services.

Contact the CCG to discuss any concerns you have informally:
Tel: 01482 650700

If you want to make a formal complaint contact:

Patient Services
East Riding of York CCG
Health House
Grange Park Lane
Willerby
East Yorkshire
HU10 6DT

Tel: 01482 672047
Email:
ERYCCG.ComplaintsAndConcerns@nhs.net

NHS Vale of York Clinical Commissioning Group (CCG)

For residents of **Pocklington**, local community and hospital services are commissioned by the Vale of York CCG. If you're pleased with one of the services commissioned by CCG or wish to raise a concern or make a complaint, then contact:

Patient Relations
Unit 1
Triune Court,
Monks Cross North,
YO31 9GZ
Tel: 0800 068 8000
Email:
CCG.PatientRelations@nhs.net