

Your ongoing care

You may feel anxious about talking through your experience with the people who have been delivering your care, especially if your care needs to continue. You can expect to continue to receive all future care with respect, compassion and dignity. However, should you wish to receive care from another team or provider, we shall make arrangements for this.

Improving our services

We can learn from your experience whilst in our care and in sharing your experience we hope that you will feel that you have contributed to preventing the same mistakes from happening to someone else. Also, people who have been affected by any care that has gone wrong often say that they cope much better once they get an apology and understand what went wrong.

Sharing your information

Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential.

Care Plus provides a wide range of high quality community health services.



How to make a complaint Contact:

Quality & Performance Team
Freeman Street Resource Centre
41-43 Kent Street
Grimsby
North East Lincolnshire
DN32 7DH

Tel: (01472) 266966

Email: CPG.CareplusAssure@nhs.net

www.facebook.com/careplusgroup

www.twitter.com/careplusgroup

All contact will be treated confidentially.

This information can be made available in other formats and languages. Please contact the Quality & Performance Team as above.



Being Open

A Guide to Service User Safety Incidents



What is 'being open'

Despite our best efforts, mistakes occasionally happen. Although there are numerous safety checks to ensure that these do not affect service users, sometimes these systems break down and patients may be harmed whilst in our care. Please be assured that this happens very rarely. However in the unlikely event that this were to happen to you we are committed to being open and honest in telling you, we will share our understanding of why it happened and offer you involvement in how we plan to reduce the chances of the same mistake happening again.

What happens next?

A full investigation of the incident will be carried out.

An investigator will meet with you and/or your family to ensure that your accounts of the events, leading up to the incident, are included in the investigation.

Your consent will be sought should information need to be disclosed to anyone other than the professionals involved in your care.

It can sometimes take weeks or months to fully investigate a problem, so it might be that at the first meeting, no one can tell you exactly what went wrong. In order to keep you informed on progress, answer your questions and offer you on-going support, we have nominated the person below to meet with you at agreed times.

Please contact them if you have any questions or concerns:

Name

Contact details

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How will I be kept informed about the investigation and its findings?

The lead investigator will arrange to regularly share their findings with you. When the investigation is completed, a report of the findings and any proposed changes to current practice will be shared with you.

Will my comments and suggestions be listened to?

Yes. Your views on what happened and why, are essential for us to understand and reduce the risk of the same mistake happening again. Please be open with us.

What if I want to make a complaint?

Being open with you and involving you in understanding what has happened does not affect your right to make a formal complaint. The contact details of how to make a complaint are on the back of this leaflet.

Is support available if I need it?

Yes. The Quality & Performance Team or the investigator will help you identify specific support relevant to your needs.