

WHO ARE SCA?

SCA is a not for profit organisation with charitable status, and has been operating since 1991. We are an innovative social enterprise, providing care solutions for people living at home.

Winner of the National Enterprising Solutions Award 2006

ISO Quality Accredited (BS EN ISO 9001:2000)

CQC Inspected

Annual Internal Audits carried out to ensure highest quality standards of service are maintained

SERVICE USER FEEDBACK

We review our own services and your views are very important to us. We welcome your comments, whether good or bad.

If you should have a complaint about the service, please do speak to any member of SCA staff, or the Complaints Officer at:

SCA Community Care Services,
Amplevine House
Dukes Road
Southampton SO14 0ST

Telephone: 023 8036 6663

If a complaint is received, our initial response will be within two working days of receiving the complaint, and feedback will be twenty working days thereafter. You also have the right to complain directly to your local Adult Services Department. Domiciliary Care complaints may also be made to the Care Quality Commission.

Your local CQC office telephone number is: 03000 616161

Your compliments on the service you receive are also welcomed, and may also be directed to the above SCA address.



www.scagroup.co.uk

SERVICE USER COMMENTS AND COMPLAINTS

INTRODUCTION

SCA Community Care Services is dedicated to providing high quality services to meet the needs of our Service Users. Comments and complaints are welcomed, as they give us an opportunity to continuously improve and maintain our systems and quality work practices.

By listening to our Service Users we are better equipped to ensure you are provided with an individual and flexible service to support your care needs.

To achieve this, we have in place various procedures which include:

- Service User Forums
- Regular spot checks on service operation and quality of provision
- Annual Internal Quality Audits on all our services
- Annual newsletter to Service Users, Staff and Commissioners
- Involvement of the Service User in the development of new services
- Involvement of the Service User in the development of their care plan
- Operating a "Comments and Complaints" system

WHERE TO CONTACT US

You can make your comments known either by writing to your local office, or using our website at www.scagroup.co.uk (select "contact us").

COMPLAINTS

If you are unhappy with any aspect of the service you receive, you should contact us immediately. In the initial stages you can talk to a member of staff from your local office to explain what the problem is. The member of staff will listen and try to resolve the issue. If the issue cannot be resolved quickly and to your satisfaction at this stage, then please contact the complaints officer at:

SCA Community Care Services
Amplevine House
Dukes Road
Southampton SO14 0ST

or via our website as listed previously.

Members of staff will be withdrawn from a service user in the event of a complaint being made against them, however, they may be allocated hours elsewhere whilst the complaint is being investigated.

The Complaints Officer will be in direct contact with you and keep you informed at all times of the process. The Complaints Officer will involve managers and staff in the process of investigating and solving any problems.

If you are unhappy with the outcome of the investigation into your complaint, you have the right to appeal. The Complaints Officer will arrange an appeal panel of the SCA Board of Management who will review the complaint and the outcome. You may have a friend, relative, carer or a member of our staff attend the appeal with you, or with your permission, represent you. Some areas also have Advocacy Workers who may be able to support you in your complaint.