

Resources and further reading

In this section

Legal guidance

General guidance

UK Care Home Providers for Older People - Advice on Consumer Law Helping Care Homes Comply with Their Consumer Law Obligations

assets.publishing.service.gov.uk/media/61b09fbde90e070448c520f0/CMA_care_homes_consumer_law_advice_----.pdf

Care Homes and Consumer Law Short guide

assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/756656/short_guide_for_businesses_care_homes.pdf

Principles of Good Complaint Handling ombudsman.org.uk/sites/default/files/page/0188-Principles-of-Good-Complaint-Handling-bookletweb.pdf

My Expectations for Raising Concerns and Complaints

ombudsman.org.uk/sites/default/files/Report_My_expectations_for_raising_concerns_and_complaints.pdf

England

'Care Quality Commission, Regulation 16: Receiving and acting on complaints' cqc.org.uk/guidance-providers/regulations-enforcement/regulation-16-receiving-acting-complaints#guidance

Key lines of enquiry, prompts and ratings characteristics for adult social care services

cqc.org.uk/sites/default/files/20171020-adult-social-care-kloes-prompts-and-characteristics-final.pdf

Wales

Statutory Guidance: For Service Providers and Responsible Individuals on Meeting Service Standard Regulations for:

- care home services
- domiciliary support services
- secure accommodation services; and
- residential family centre services gov.wales/sites/default/files/publications/2019-04/guidance-for-providers-and-responsible-individuals.pdf

A Guide to Handling Complaints and Representations by Local Authority Social Services
gov.wales/sites/default/files/publications/2019-05/a-guide-to-handling-complaints-and-representations-by-local-authority-social-services.pdf

Scotland

Health and Social Care Standards gov.scot/publications/health-social-care-standards-support-life/pages/1/

The Social Work Model Complaints Handling Procedure (Model CHP) Guide to Implementation
spsso.org.uk/the-model-complaints-handling-procedures

The Social Work Model Complaints Handling Procedure spsso.org.uk/the-model-complaints-handling-procedures

Northern Ireland

Residential Care Homes Minimum Standards 2011 rqia.org.uk/RQIA/files/ea/ea7c184c-8bb5-41e3-a270-db34fc2fad9a.pdf

Care Standards for Nursing Homes - April 2015
rqia.org.uk/RQIA/files/7d/7dec5d24-796a-440a-9a60-7deb7112c994.pdf

'Complaints procedure' gov.uk/government/organisations/department-of-health-and-social-care/about/complaints-procedure

'Raising a concern about a service' rqia.org.uk/guidance/guidance-for-the-public/raising-a-concern-about-a-service/

Laws and regulations

Consumer protection law

Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013
Consumer Protection from Unfair Trading Regulations 2008
Consumer Rights Act 2015

England

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 16

Wales

The Regulation and Inspection of Social Care (Wales) Act 2016
Regulated Services (Services Providers and Responsible Individuals) (Wales) Regulations 2017 (as amended)
The Social Services Complaints Procedure (Wales) Regulations 2014
The Representations Procedure (Wales) Regulations 2014
Section 33(1) of the Public Services Ombudsman (Wales) Act 2005
The Adult Placement Schemes (Wales) Regulations 2004

Scotland

Section 22(2)(a) of the Scottish Public Services Ombudsman Act 2002
Public Services Reform (Scotland) Act 2010

Northern Ireland

The Residential Care Homes Regulations (Northern Ireland) 2005
The Nursing Homes Regulations (Northern Ireland) 2005
Section 25 of the Public Services Ombudsman Act (Northern Ireland) 2016

UK regulators

England

Care Quality Commission
cqc.org.uk

Wales

Care Inspectorate Wales
careinspectorate.wales

Scotland

Care Inspectorate
careinspectorate.com

Northern Ireland

Regulation and Quality Improvement Authority rqia.org.uk; also: RQIA guidance on raising a concern:
rqia.org.uk/contact/complaints-feedback/raising-a-concern-about-a-service

UK ombudsmen

England

Local Government and Social Care Ombudsman
lgo.org.uk

General resources lgo.org.uk/adult-social-care/resources-for-care-providers; My Expectations for Raising Concerns and Complaints lgo.org.uk/information-centre/reports/guidance-notes/my-expectations-for-raising-concerns-and-complaints; Guidance on running a complaints system lgo.org.uk/information-centre/reports/guidance-notes/guidance-on-running-a-complaints-system; Training for providers: lgo.org.uk/training/providers

Wales

Public Service Ombudsman for Wales
ombudsman.wales

Scotland

Scottish Public Services Ombudsman
[spso.org.uk](https://www.spsso.org.uk)

Scottish Public Services Ombudsman Complaints Standards Authority
<https://www.spsso.org.uk/spso>

Northern Ireland

Northern Ireland Public Services Ombudsman
[nipso.org.uk/nipso](https://www.nipso.org.uk/nipso)

Background reading

England

Adult social care: Quality matters

assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/795351/Adult_Social_Care_-_Quality_Matters.pdf

Quality Matters: Acting on Compliments, Feedback and Complaints About Adult Social Care - a Good Practice Guide for Adult Social Care Practitioners qualitycarecounts.com/wp-content/uploads/2018/08/Quality-Matters-complaints-guidance-july-2018-1.pdf

How to Complain About a Health or Social Care Service

cqc.org.uk/sites/default/files/documents/how_to_complain_about_a_health_or_soc_care_service_large_print_20110906_0.pdf

Wales

Want to Complain About the Care you Pay for? You and the Ombudsman ombudsman.wales/wp-content/uploads/2019/09/23181-Update-Want-to-complain-about-the-care-you-pay-for_E_v5.pdf

Putting Things Right

wales.nhs.uk/sitesplus/documents/1064/Putting%20Things%20Right%20April%202012.pdf

Scotland

SPSO Statement of Complaints Handling Principles

<https://www.spsso.org.uk/the-model-complaints-handling-procedures>

Care Inspectorate Scotland: How we Deal with Concerns and Complaints About Care

careinspectorate.com/images/documents/4107/How%20we%20deal%20with%20concerns%20and%20complaints.pdf

How to Complain About a Social Work Service

spso.org.uk/sites/spso/files/communications_material/leaflets_public/2018%20Social%20work.pdf

SPSO Complaints Improvement Framework <https://www.spsso.org.uk/complaints-improvement-framework>

Health and Social Care Standards: My Support, my Life gov.scot/publications/health-social-care-standards-support-life

Northern Ireland

'The Experience Of Living In A Nursing Home' patientclientcouncil.hscni.net/the-experience-of-living-in-a-nursing-home

Information leaflet for all authorities within the Ombudsman's jurisdiction nipso.org.uk/site/wp-content/uploads/2018/03/N9-Information-Leaflet-for-all-authorities-within-the-Ombudsmans-jurisdiction-February-2018.pdf

Adult Safeguarding Operational Procedures Adults at Risk of Harm and Adults in Need of Protection hscboard.hscni.net/download/PUBLICATIONS/safeguard-vulnerable-adults/niasp-publications/Adult-Safeguarding-Operational-Procedures.pdf

RQIA Provider Guidance 2019-20 Nursing Homes rqia.org.uk/RQIA/files/f5/f572c310-0a64-4c92-9f32-2967edf82cc9.pdf

Adult Safeguarding: Prevention and Protection in Partnership health-ni.gov.uk/sites/default/files/publications/dhssps/adult-safeguarding-policy.pdf

Signposting to the Ombudsman - a Guide for Public Authorities nipso.org.uk/site/wp-content/uploads/2018/04/Signposting-to-NIPSO.pdf

CMA Care Homes Market Study Evidence from the Commissioner for Older People for Northern Ireland assets.publishing.service.gov.uk/media/5981ebe8ed915d0228000048/the_commissioner_for_older_people_ni_response_to_update_paper.pdf

NI Direct website nidirect.gov.uk/information-and-services/care-and-support/residential-care-and-nursing-homes

HSC Trusts' websites online.hscni.net/

Advocacy and support organisations by nation

England

Patient Advice and Liaison Service nhs.uk/common-health-questions/nhs-services-and-treatments/what-is-pals-patient-advice-and-liaison-service

The NHS Complaints Advocacy Service nhscomplaintsadvocacy.org

Patients Association patients-association.org.uk

The Relatives and Residents Association relres.org

Citizens Advice citizensadvice.org.uk

Wales

Citizens Advice Wales
citizensadvice.org.uk/wales

Advocacy Matters Wales
advocacymatterswales.co.uk

Scotland

Scottish Independent Advocacy Alliance
siaa.org.uk

Citizens Advice Scotland
cas.org.uk

Northern Ireland

Patient and Client Council
patientclientcouncil.hscni.net

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