



**CLOVER  
CARE  
GROUP**

THE BEST PEOPLE CARE

Specialists in complex  
care packages for  
Children and Adults

We strongly believe that  
**the best people care** and  
that is exactly what we do





“ Everything they do is uniquely adapted to meet my preferences and needs. They are always completely open, honest and transparent in everything they do. ”

HELEN ANDERSON, DURHAM

## Clover Care Compliant Policy

Clover Care Group Ltd understands complaints to be an expression of dissatisfaction requiring a response, communicated verbally, electronically, or in writing. Complaints may be made by any Service User, their family or advocate acting on their behalf, with their consent or in their best interests.

Clover Care Group Ltd takes complaints seriously. We will aim to put things right that have gone wrong and learn lessons to avoid the problem happening again. This policy sets out the framework for how Clover Care Group Ltd will achieve this. The detail of how Clover Care Group Ltd will do this will be found in the associated procedures

We will comply with legislation, national guidelines, regulation and best practice when managing complaints and suggestions. A systematic approach will be taken with all aspects of complaints and suggestions

Complaints made or concerns raised by staff will be addressed via the grievance process if the complaint or concern relates to them individually, or via the Whistleblowing procedure where a protected disclosure is made

“ Our father is so happy and relaxed, they have so much in common and seem to have built a lovely relationship. ”

JOHN PIPE, CARDIFF



Clover Care Group Ltd understands its statutory obligations in respect of the Duty of Candour and will ensure it follows the agreed policy and procedure







“ I am included every step of the way. I even helped in the recruitment of my care team. I can't recommend them highly enough.”

FRANK MITCHELL, SALISBURY

## MAKING A POSITIVE DIFFERENCE TO THE LIVES OF PEOPLE WHO NEED SUPPORT

Clover Care Group Ltd will ensure that its complaints and compliments process is fair and transparent and does not discriminate directly or indirectly because of the following:

- Age
- Being or becoming a transgender person
- Being married or in a civil partnership
- Being pregnant or on maternity leave
- Disability
- Race including colour, nationality, ethnic or national origin
- Religion, belief or lack of religion/belief

The complainant will feel free to complain without fear of reprisal and will be treated with courtesy, respect and compassion. Clover Care Group Ltd will ensure that the process for how to make a complaint and the feedback given to the complainant are provided in a way that meets the Accessible Information Standard and are in a format that the Service User can understand.

### Seeking Views and Engaging with Service Users

Clover Care Group Ltd will seek out opportunities to obtain feedback from Service Users and stakeholders. Clover Care Group Ltd will act with sensitivity, integrity and professionalism by treating individuals who do complain or make a suggestion with compassion, courtesy and respect.



Clover Care Group Ltd will protect the Service User's right to confidentiality. Clover Care Group Ltd will ensure that alternative methods of communication are available so that the complaints and suggestions procedures are accessible for Service Users who experience difficulties with communication or whose first language is not English. Staff will undertake training on how to manage complaints in line with their roles and responsibilities.

Clover Care Group Ltd understands that it can be difficult to separate a complaint from a concern and, therefore, Clover Care Group Ltd will follow this policy when there is any dissatisfaction with the service.







## SUPPORTING YOUNG PEOPLE AND ADULTS WITH COMPLEX CARE AT HOME AND SUPPORTED LIVING

“ We know our little girl is in safe, caring hands and her carer has quickly become one of the family! ”

HANNAH JANAWAY, ST ALBANS

A full record will be held of all complaints received regardless of the level of seriousness and means of communication. This approach allows an open and transparent culture around raising concerns in the earliest stage to allow resolution. A record of the complaint will also be held in the Service User's Care file and will be reported in line with contractual or regulatory requirements

### Safeguarding Concerns

Where a complaint or concern is raised that relates to a Service User being harmed or likely to be harmed, Clover Care Group Ltd will follow its Safeguarding Policy and Procedures in addition to the complaints procedures, seeking advice and guidance from the Tower Hamlets Safeguarding Adults Team and escalating concerns in line with Tower Hamlets procedure. Clover Care Group Ltd will also notify the CQC in line with its statutory duty

### Roles and Responsibilities All Staff

It is acknowledged that all staff working within Clover Care Group Ltd may be presented with an individual wishing to raise a concern or complaint at any time. Therefore, staff need to be able to manage this in a sensitive, structured and timely manner. To do this, staff will:

- Be trained on induction and as a routine measure to ensure knowledge is embedded and refreshed around the complaints procedure
- Have access to the complaints procedure
- Be provided with the opportunity to reflect and learn from complaints as a means of developing and driving quality care
- Appreciate that any feedback from Service Users or their representatives that is of concern needs immediate resolution, where possible, to their satisfaction. Care Plans will be updated to reflect the planned changes to care and Mary Dunn informed of the feedback. Failing to do this may result in a complaint
- Be clearly advised that, when presented with a complaint, swift escalation to management is necessary and that purposefully withholding or concealing concerns expressed by Service Users or their representatives may lead to disciplinary action

### Management Team at Clover Care Group Ltd

The management team at Clover Care Group Ltd is responsible for ensuring compliance with this policy, regulations, improvement planning and for having arrangements in place to provide relevant reports and information regarding complaints.

- **Dunn is the main point of contact for the receipt, investigation and management of complaints within Clover Care Group Ltd. However, this may be delegated to a senior member of staff within Clover Care Group Ltd who holds the experience, knowledge and competence to investigate and manage complaints**
- **Clover Care Group Ltd will ensure the procedure for raising a complaint is accessible and displayed prominently in Clover Care Group Ltd, on the website of Clover Care Group Ltd and in Service User information and guides. Alternative languages and formats will be available on request**

**Please contact Mary Dunn on 0330 818 0500 or email [Enquiries@clovercare.co.uk](mailto:Enquiries@clovercare.co.uk)**

### Compliments and Suggestions

Clover Care Group Ltd welcomes compliments and suggestions and recognises their importance in celebrating and recognising the success of its service and opportunities for improvement. We will engage with a wide range of stakeholders in addition to Service Users to support service development and improvement. We will share feedback with our staff.

### One Complaint, One Response

Clover Care Group Ltd will follow the Local Government and Social Care Ombudsman best practice and, where Service Users are receiving services from more than one organisation, it will ensure they can make a complaint to anyone and be provided with a single response following a joint investigation



**CLOVER CARE**  
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Clover Care Group, Runway East, Aldgate East, 2 Whitechapel Road, London E1 1EW

If you are looking for Care, or would like to speak to us, please use our contact details below.

**Telephone: 0330 818 0500 Clinical Lead: 0330 818 0001 Email: [enquiries@clovercare.co.uk](mailto:enquiries@clovercare.co.uk) or visit us at [www.clovercare.co.uk](http://www.clovercare.co.uk)**