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| Services covered by this policy: | General Pre-school Children's Service | The Hamlet at Home Adult Services |
| Post holder(s) responsible for this policy: | Operations Manager | |
| Date approved: | 3 rd December 2024 | |
| Approved by: | Lorraine Ewing | |
| Signed: |  | |
| To be reviewed: | December 2026 | |

A. Policy statement

Our belief is that everyone at The Hamlet should be happy and safe, is unique and valued, can explore choice and opportunities, is encouraged to unlock their potential, can communicate in their own way and is part of the wider community.

B. Purpose of this policy and why we have it

This policy sets out the values, principles and procedures underpinning The Hamlet's approach to communicating with Hamlet users, learning from their experiences and views about the service and using their feedback to improve service quality.

The Hamlet believes that its services can be enhanced by listening attentively to what its users have to communicate about the quality of the care and support they receive and by acting on that information. We welcome feedback in all formats and use this to further improve our services or acknowledge our good work.

C. Scope of this policy

- The Hamlet Users
- Parents/carers/home support staff of Hamlet Users
- The Hamlet staff
- The Hamlet Volunteers
- Educational or work placements e.g., Occupational Therapy or Nursing
- Visitors

D. Policy

Listening to Hamlet Users

We will take every possible opportunity to enable Hamlet users to express views about the care and support we provide and will act on the comments we receive to improve the service, in particular by:

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- creating conditions in which Hamlet Users feel comfortable about giving feedback on the service to staff
- enabling Hamlet users to give their views on the service and make improvements through such means as regular Hamlet User meetings and Hamlet User Surveys.
- encouraging all staff to be alert to views, whether of praise or criticism, expressed by Hamlet Users about day-by-day service delivery
- supporting staff to report such informal feedback via [Access Care Planning](#)
- ensuring that informal feedback is considered seriously by managers and where appropriate used to improve the quality of the service
- informing service users of the value of their feedback and of action taking in response
- Offering a range of communication aids and opportunities to allow Hamlet User's to share their feedback with us. This may be by using equipment such as talking mats, Eye-gaze or iPads or by using communication systems such as Signalong, BSL (British Sign Language) or PECS (Pictorial Exchange Communication System).

Feedback from Hamlet Users' friends, relatives and other representatives

We value feedback from Hamlet Users' friends, relatives and other representatives as providing an important route to understanding the views of Hamlet Users themselves. This is done through continuous checking with the Hamlet Users, and others who are involved in their care, and the use of regular satisfaction surveys. In particular, we will:

- encourage anyone who has contact with the service to pass on any views about the service that they pick up, especially where this helps us to understand the views of Hamlet Users who might otherwise be unable or unwilling to communicate directly
- facilitate the formation of carers' groups or forums and other mechanisms for relatives and others to express their view collectively
- inform relatives and carers of action taken in response to what they have told us.
- Formal gathering of feedback
- We will take specific steps to gather the views of Hamlet Users, and others who represent their view, by:
 - carrying out regular service audits and surveys of opinion
 - seeking information from informed stakeholders such as those delivering services with which we co-operate in the care of Hamlet Users
 - publishing the results of all audits and surveys.

Training

All staff are trained to be responsive to the experiences and views of the people using the service.

Staff involved in quality assurance procedures are expected to have specialised training to carry out their roles as part of their ongoing training. This could form

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part of their Diploma in Health and Social Care programmes and corresponding management training.

E. Procedures and monitoring

Giving Compliments and Thanks

A compliment or thanks can be received by The Hamlet Charity either verbally or in writing and can be made by:

- Hamlet Users
- Someone acting on behalf of a Hamlet User and with their written consent, e.g. an advocate, relative, carer
- Someone acting on behalf of a Hamlet User who is unable to represent their own interests, provided this does not conflict with the Hamlet User's right to confidentiality or a previously expressed wish of the Hamlet User
- Members of the public
- Professionals visiting or working within our services or observing our practice within the community.

Compliments and Thanks Procedure

Step 1

Staff will note any compliment or thanks on Access Care Planning using the [Compliment and Thanks form](#) in the 'Feedback' section on the profile of the Hamlet User concerned.

Staff should record compliments or thanks that do not concern a specific Hamlet User under the relevant service profile i.e. 'Children's Services', 'Adults Services', 'Community Support Services' etc.

Step 2

When a [Compliment and Thanks form](#) is submitted, Access Care Planning will send an automatic alert email to the relevant service manager/s and senior manager/s. No follow-up is necessary, but the service manager should ensure that the message is passed on to those the compliment or thanks is intended for e.g. support workers.

F. Regulations (Health and Social Care Act) and other legal references

- Consumer Rights Act 2015
- Care Act 2014

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- Health and Social Care Act 2012
- Equality Act 2010
- Health and Social Care Act 2008
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Care Quality Commission (Registration) Regulations 2009

This policy should be read in conjunction with any other relevant Hamlet policies and accompanying procedures.

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