

HOW WE ARE REGULATED & HOW TO COMPLAIN

How we are regulated

We are regulated by the Care Quality Commission (CQC), which inspects Bethany House. At our last inspection, the CQC rating was 'good'. A copy of the inspection report can be found on the CQC website at www.cqc.org.uk or you can ask us for a copy. You can also ask for a copy of our statement of purpose.

Preston Bethany Care (the charity which manages Bethany House) has also achieved the Investors in People Award and ISO 9001 accreditation. These external awards demonstrate that we have achieved a certain standard in the way Bethany House is managed.

Bethany House has been awarded the highest food hygiene rating.



INVESTORS IN PEOPLE
We invest in people Standard



How to complain

Bethany House is committed to providing high-quality services and to constantly seeking ways to improve that quality. Your comments, compliments, suggestions or complaints are always welcome. We take pride in responding to them quickly, effectively and honestly.

All comments, compliments, suggestions or complaints should be made to the home manager. In the event of the complaint concerning the home manager, the written complaint may be addressed to the chair of trustees.

Complaints will be treated seriously and dealt with as soon as possible. Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis.

Written complaints will be responded to by an acknowledgement letter within two days. We will then investigate the complaint and send the complainant a letter outlining the result within 28 days. If the matter is complex, and cannot be resolved within 28 days, the complainant will be informed.

If the complaint cannot satisfactorily be resolved with Bethany House, the person making the complaint might seek to refer the matter to the local authority adult social care complaints service if the care is local authority funded, or directly to the Local Government Ombudsman if privately funded. People who take their complaint to the local authority, but still do not get a satisfactory result, might wish to contact the Local Government Ombudsman using the following contact details.

The Local Government Ombudsman

PO Box 4771, Coventry CV4 0EH

Telephone: 0300 061 0614

Service users might also wish to communicate any concerns to the Care Quality Commission, although it will not investigate a complaint directly. The CQC's contact details are shown below.

Care Quality Commission

Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Email: enquiries@cqc.org.uk

Telephone: 03000 616 161