Compliments and complaints

We would always rather hear from you. Your thoughts, kind words and concerns help us make care better for everyone.

Sharing a compliment

If a carer or our office team has made a difference, we would love to hear about it and pass your words on. Please call 01865 715780 or write to us.

Raising a concern

If something is not right, please tell us as soon as you can, so we can put it right. Many concerns can be resolved quickly with a phone call.

1. **Talk to us.** Call our office on 01865 715780 (Monday to Friday, 9am to 5pm). You can also mention it to your carer, but we would always like to hear about it at the office too.
2. **Write to us** if you would prefer, at 9 Hollow Way, Cowley, Oxford OX4 2NA. A friend or relative can write on your behalf with your agreement.
3. **We will investigate fully,** speak with everyone involved and write to you with what we found, what we will do, and how we will make sure it does not happen again.

Raising a concern will never affect the care you receive.

If you are not satisfied

If you are unhappy with our response, you can ask the Local Government and Social Care Ombudsman to look at it, whether your care is paid for privately or by the council. If your care is funded by the NHS, you can also contact the NHS body that funds it, or the Public Service Ombudsman. You can share your experience of our care with the Care Quality Commission at any time. Their details are below.

Safeguarding

If you are worried that someone is at risk of harm or abuse, please call us straight away. You can also contact your council's adult social care team. In an emergency, always call 999.

Useful contacts and next steps

- **Local Government and Social Care Ombudsman.** Looks at complaints about adult social care, whether it is paid for privately or by the council, once the care provider has had the chance to respond. www.lgo.org.uk
- **Public Service Ombudsman** (formerly the Parliamentary and Health Service Ombudsman). For care funded by the NHS, after the NHS body that funds it has responded. www.ombudsman.org.uk
- **Care Quality Commission (CQC).** The independent regulator of care in England. It does not investigate individual complaints, but it uses what people tell it to decide when and where to inspect. Give feedback on care
- **Your council's adult social care team.** For worries that someone is at risk of harm or abuse. In an emergency, call 999.

Talk to our care team: 01865 715780
enquiries@dayandnightcare.co.uk · Out of hours: 07775 686272
Day and Nightcare Live In Limited, 9 Hollow Way, Cowley, Oxford OX4 2NA
CQC overall rating: Good (report published 20 April 2018)

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Information, not advice: please check anything important with the organisation named.