

Your comments, endorsements, concerns or
complaint details

Thank you for your assistance and taking the time to give us your feedback.

Comments made may be investigated where necessary but are not treated as a formal means of making a complaint. Quality Improvement Plans will be put in place where necessary and we aim to learn from all comments made.

Your Details (If you wish us to reply)

Name:

Address:

Telephone

Email:

Date:

For St. Luke's Staff Use Only

Date Received:

Complaints Officer:



Your Home, Your Say

**We want to know what you think,
please tell us.....**

Your comments, endorsements, concerns and complaints are welcomed and valued. They allow us to continually improve our Care. This leaflet gives you information on how you can help us to do things better.

Castle Road, Mahon, Blackrock, Cork

Telephone: 021-4359444 Fax: 021-4359450

Email: info@stlukeshome.ie

Our Philosophy

Central to our work is that older people deserve to be honoured for their lives and should enjoy respect and dignity throughout later life. We believe older people are a valuable part of our society and that ageing is a natural part of life and not a burden.

There are many positive aspects to moving into a nursing home; security, companionship, safety and nursing care when needed, to name a few. We hope your time here and your families' contact with us meets your expectations.

How do I endorse your Care, make a comment, voice a concern or make a complaint?

We continually strive to improve our Care.

We are always delighted to hear good news, but equally acknowledge that you have the right to tell us if you are unhappy about any aspect of our Care and to have your concern investigated if necessary. In the case of the latter you will be informed of the outcome in accordance with the home's complaints policy.

We encourage Residents and families to discuss concerns with the nurse-in-charge of the unit. You may also raise concerns with Mr. Eugene Browne. If you are not comfortable doing this you can contact the Assistant Director of Nursing and if you remain dissatisfied you can refer your concerns in writing to the Complaints Officer of the Home. An outline of the complaints procedure is posted on the notice board on each unit and at Reception.

If you make a verbal complaint every attempt will be made to try to resolve the issue immediately or as soon as possible. A written complaint will be acknowledged by our complaints officer in writing within 5 working days from the date of receipt.

Tell us about your experience

Your feedback will help us to improve our care.

Please name one (or more) positive thing about your experience or the Care you receive:

Please name one (or more) aspect that we could improve on: