



RUSTINGTON HALL COMPLAINTS PERFORMANCE & SERVICE IMPROVEMENT REPORT APRIL 2024 TO MARCH 2025

Complaints Performance

We have reviewed how we handled complaints for the period April 2024 to March 2025, and we are pleased to report the following:

- A total of three complaints were received. 100% of them were dealt with in line with our own complaints policy.
- Of the complaints received all three were dealt with within Stage 1 of our procedure
- None of the complaints received related to the criteria regarding compensation payment

Response to Complaints and Ongoing Commitment to Quality Service Improvement

In response to one of the complaints, we have made improvements by rearranging staff break times on the allocation sheet to ensure better coverage. Additionally, a regular call bell audit has been implemented. These actions have contributed significantly to our progress in meeting our response time goal, with 75% of calls now being answered within 5–8 minutes.

Following another complaint, a discussion was held with the kitchen staff to reinforce the importance of adhering to appropriate food textures. The team has been reminded of the IDDSI (International Dysphagia Diet Standardisation Initiative) requirements and provided with the necessary guidance. A relative has since confirmed an improvement in the consistency and accuracy of food textures being served.

We remain firmly committed to delivering the highest standard of care and service to all our residents. To support this, we conduct monthly trend analyses of all complaints received. Where appropriate, necessary changes and improvements are implemented. These actions are communicated transparently to residents through our newsletter, during residents' meetings, and when required, via formal correspondence.

Statement from our Board of Directors

At LRHS we are committed to providing the best possible service to all our service users. We have a designated board member responsible for the complaints who has undertaken an annual review of the complaints, and they are satisfied that Rustington Hall remains compliant against its own service user commitments and complaints policies and procedures.