

What you can do if you are not happy with your care



This leaflet tells you

- who you can talk to if you are not happy with your care
- how we can help. We are called the Care Inspectorate.
- how to get in touch with us
- how to find out more information about good care.

Easy

About us



We are called the **Care Inspectorate**.



We make sure people get good care and support in Scotland. It is our job to

- check places that give people care and support in Scotland
- make sure care and support is good enough.



Care and support can be lots of things like



- homes for people who need a lot of care and support



- help in day centres



- help to do things like get dressed or go to the toilet.



How we can help you

We want to know if you are not happy with your care.



It is our job to make care and support better in Scotland.



So we might be able to help if you are not happy with your care.



This leaflet tells you what you can do if you are not happy with your care.

What you can do if you are not happy with your care

1. Talk to the staff who support you



Most of the time staff can help if you tell them what is wrong.



You can have a chat with them and tell them what you think.



They might help you sort it out. Or help you decide what you want to do next.



2. Make a complaint to the group that supports you

A **complaint** means when you tell someone you are not happy with something.



To make a complaint you need to tell the group who supports you that you are not happy with your care.



You might have to tell them by writing a letter or phoning. Your staff should tell you how to make a complaint.



When you have made a complaint the group who supports you must look into what you are not happy about.



You can ask the staff who support you if you want to know more about how to make a complaint.



3. Tell us what you are not happy about

It is a good idea to talk to us about a problem with your care if



- you don't want to talk to the staff who support you
- you have talked to the staff who support you. But you are not happy with what they have done.



We might be able to help you with what is wrong. If we can't help you then we will tell you who can help you.



You don't have to tell us your name if you don't want to.



It is a good idea to tell us what you are not happy about as soon as you can.



If you wait more than 6 months to tell us then we might not be able to help.

What will happen if you get in touch with us



We will talk to you about what you are not happy about.

We will tell you if we can look into it.



We might be able to help with lots of things like

- if you think your staff don't give you the support you need.



- if you think your home is not a good home



- if you don't get good support to stay healthy.



If we can't look into what is wrong we will tell you about other people who can help.

What we will do when we look into your care



We will tell you how long it will take us to look into it.



We will send you a letter after you get in touch with us. The letter will let you know we will be looking into your care.



We will send it about 3 days after you have got in touch with us.



Then we will talk to you about your care. We will tell you what we will look into.



We will try to finish looking into your care about 4 weeks after we have talked to you.



Then we will say what we will do about your care.

How to get in touch with us

If you want to talk to us about the care you get you can



- phone us.

Our phone number is 0845 600 9527



- come and see us at one of our offices.

You can phone 0845 600 9527 if you need to find out where our offices are



- fill in a form on our website.

You might want to ask someone to help you fill in this form.

The address is

<http://cinsp.in/13RRkfx>



There are some people who can help you say what you think about your care. They are called **advocates**.

You can phone 0131 260 5380 to find out if there are advocates near where you live.

If you talked to us but you are not happy with what we did



You can write to someone called an **Ombudsman**. They will find out if we did the right thing when you talked to us.

Their address is

SPSO
FREEPOST EH641
Edinburgh
EH3 0BR



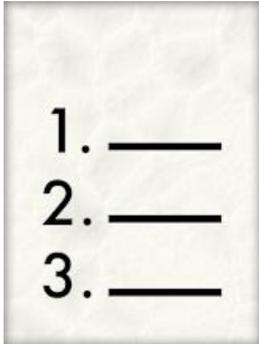
Or you can phone them. Their phone number is 0800 377 7330.



Or you can go on their website. Their website is <http://www.spsso.org.uk/complain/form/>

The website does not have easy words or pictures.

How to find out more information about good care



Every place that gives people care and support should follow some rules.



The rules say what good care is.



You can read the rules to find out if you get bad care or good care.



The rules are called **Easy read National Care Standards**.



You can ask to see these by phoning 0131 244 5387.



Or you can send an email to
standardsandsponsorship@scotland.gsi.gov.uk

Easy words by Mencap. Most pictures by Photosymbols