Our ICAS service was contacted by Mrs. E as she had sent a letter of complaint to the trust on behalf of her late father.  Mrs. E was confused by the complaints system and asked for support from an advocate.  Mrs. E and her advocate discussed her concerns, and the advocate supported Mrs. E to draft a letter of complaint to the hospital.

Mrs. E received a response and was not satisfied that her concerns have been addressed.

The advocate supported Mrs. E in attending a local resolution meeting.  This raised further concerns and questions for Mrs. E about the care and treatment her father received.

Mrs. E was satisfied with some of the changes implemented following her complaint but there were other areas that she felt had not been addressed.

The hospital has implemented changes as a result of Mrs. E’s complaint, which included:

* Due to not using passwords when required the trust has ensured all staff have completed ‘Information Governance Training’.  At the time of the complaint, 68% of staff on the ward had received this training.  The trust state that within 3 months following the complaint they are going to ensure 100% of staff on the ward are compliant.
* The trust acknowledges that communication was ‘not as good as it should have been when (client’s father) was transferred from Ward (no.) to Ward (no.).  Therefore, as a result of their investigation, they have appointed a family liaison lead to ensure family members are kept up to date.
* The trust state that due to this complaint their investigation has identified a lack of information communicated during handover.  They have now added ‘infection’ to their handover sheets to ‘ensure this is discussed’.
* Monthly matron walkarounds have now been implemented with infection control and domestic supervisors.
* The trust has as a result of this complaint also implemented a ‘Matron Listening Surgery’ to ensure patients, visitors and staff can ‘raise and share concerns for immediate discussion and investigation’.  These times will be listed on the Ward notice board.

The advocate supported Mrs. E in making an application to the PHSO which was declined.  The client was aware this was a possibility but wanted to ensure she “had done all I can for my dad”.

Feedback from Mrs. E:

**“I could never thank you enough for your help and support and all your kind words”**