

# Confidence in our Ability / Complaints and Advocacy

Aperee Living Tralee strives to provide a high-quality service to all residents. We welcome your comments, compliments and complaints. Furthermore, we have a structured process for receiving and acting upon such comments, compliments and complaints.

This process is open honest and strictly confidential and we would urge you to direct your comments to the Director of Nursing in the first instance. We encourage family participation in your care and therefore welcome comments from anyone acting on your behalf. We will of course check that they have your permission.

All comments or complaints shall be viewed as an opportunity to inform service provision and to continually improve the quality of care and service provided to our residents. Residents and their relatives/representatives should be confident that making a complaint will not jeopardise the quality of care provided to the resident in any way.

If you are unsatisfied with our response you may seek assistance from a recognised external advocacy group as outlined below.

1. Internal Appeals Process:  
Contacting Neil MacKay, Director of Care, Quality and Standards, Aperee Head Office, City Quarter, Lapps Quay, Cork.

The Company Directors are the persons nominated to ensure all complaints are appropriately responded to and have been appropriately documented as per the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013.

2. SAGE Independent Advocacy Services, Tel: 046 955 7766, Lo-call 1850 440 444. The lines are open every day from 10AM - 10PM, 365 days a year.
3. The Office of the Ombudsman -  
T: 01 639 5600  
local 1830 223 030  
E: ombudsman@ombudsman.gov.ie  
W: www.ombudsman.gov.ie  
Writing to: The Office of the Ombudsman, 18 Lower Leeson St, Dublin 2,
4. Please also remember that if you have serious concerns about the operation of the Nursing home you may contact HIQA through the following ways:
  - Calling the advice line - 021 240 9660 or Dublin 01 814 7400
  - Emailing concerns@hiqa.ie
  - Writing to the Office of the Chief Inspector, Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Cork.

## HIQA

The Health Information and Quality Authority (HIQA) is responsible for the registration and inspection of all residential care services for older people since 1st July 2009. Aperee Living Tralee is registered with HIQA and is inspected regularly to ensure that standards of care are being maintained.

### Nursing Home Inspections

All nursing homes are inspected against the National Quality Standards for Residential Care Settings for Older People in Ireland, and regulated under the Health Act 2007 (Registration of Designated Centres for Older People) Regulations 2013, Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013 and amendments, to see if they are safe and that the residents are cared for properly. The standards, which were mandated by the Minister for Health and Children in March 2009, and renewed in 2016, were developed by the Authority in consultation with a wide variety of people and organisations. They place the resident at the centre of the process. The standards work on the basis that the centre is the person's home.

Services will only be allowed to operate if they are registered by the Authority and they will be inspected regularly to ensure they maintain a high level of care.

Inspections may be announced or unannounced and may occur during the day, in the evening, at night or at weekends. Registration is renewed every three years. The registration and inspection process is independent and reports are published after each inspection. A copy of each report can be obtained online at: [www.hiqa.ie/](http://www.hiqa.ie/) Further information from HIQA can be obtained by:

- Calling the advice line 021 240 9660
- Emailing inspections@hiqa.ie
- Writing to the Office of the Chief Inspector, Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Cork

