



|  |  |
| --- | --- |
| **DOCUMENT TITLE:** | **Feedback Policy** |
| **CATEGORY:** | Governance and Quality |
| **LAST REVISED:** | April 23 |
| **VERSION:** | 3.0 |
| **DUE FOR REVISION:** | April 24 |
| **OWNER BY:** | AOM - Central |
| **RELATED DOCUMENTS:** | 1. Complaints policy 2. Information Governance policy |
|  | |
| **OUR PRINCIPLES:** | With passion and excellence, Delphi makes a  difference to people’s lives by providing innovative and specialist addiction services that lead the way from dependence to freedom. |
| **OUR VALUES:** | We all commit to and care about: going one step further with our clients; our wellbeing as individuals and as teams; and improving and strengthening ourselves and our organisation. |
|  | |

Feedback Policy

|  |  |
| --- | --- |
| **Key Principles** | **Requirement/Source** |
| Overall responsibility for ensuring feedback flow is held by the Delphi Senior Leadership Team (SLT). The SLT ensure that appropriate reporting and communication mechanisms are in place, in all directions within the company.  The SLT will promote the importance of capturing and acting upon feedback. | CQC Regulation 9 (1) – Systems and processes ensure a responsive service. ‘Services are organised so that they meet people’s needs.’ [https://www.cqc.org.uk/guidan](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [ce-providers/regulations-](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [enforcement/regulation-9-](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [person-centred-care#full-](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [regulation](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation)  CQC Regulation 17 (1)- Systems and processes are established and operated effectively https://[www.cqc.org.uk/guidan](http://www.cqc.org.uk/guidan) ce-providers/regulations- enforcement/regulation-17- good-governance#full- regulation |
| All Delphi services are required to meet their legal and ethical expectations to be responsive and effective. | CQC Regulation 9 (1) – Systems and processes ensure a responsive service. ‘Services are organised so that they meet people’s needs.’ [https://www.cqc.org.uk/guidan](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [ce-providers/regulations-](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [enforcement/regulation-9-](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [person-centred-care#full-](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [regulation](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation)  CQC Regulation 17 (1)- Systems and processes are established and operated effectively https://[www.cqc.org.uk/guidan](http://www.cqc.org.uk/guidan) ce-providers/regulations- enforcement/regulation-17-  good-governance#full- regulation |

|  |  |
| --- | --- |
|  |  |
| Feedback is gathered in a range of formats, and used to review and improve service delivery.  This includes coproduction of new services/initiatives. | CQC Key Lines of enquiry:  A) People’s views and experiences are gathered and acted on to shape and improve the services.   1. Stakeholders are involved in Planning services. |

|  |  |
| --- | --- |
| This feedback policy and associated documents are readily available on the company intranet, in staff areas, and in reception areas. This is to ensure that everybody coming into contact with our services understands how to provide feedback, and what steps will be taken.  All staff must read this policy (and their individual service procedure), and understand their role and associated responsibilities.  Management support must be sought where required. | CQC Regulation 9(3f) – ‘Systems and processes  involving relevant persons in decisions relating to the way in which the regulated activity is carried on in so far as it relates to the service user's care or  treatment’ [https://www.cqc.org.uk/guidan](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [ce-providers/regulations-](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [enforcement/regulation-9-](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [person-centred-care#full-](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [regulation](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) |
| This feedback policy and associated procedures are regularly reviewed to ensure they remain compliant and effective. The monitoring of this review process is managed by the Corporate Services department.  Via our policy management processes, we ensure our company policies reflect all applicable legislation and guidance, and ensure they consistently adhere to their principals.  We also comply with all local policies and guidance, relevant to individual service areas. Our policies and processes will be discussed with local safeguarding Boards to ensure appropriate alignment. | Delphi services are required to review service delivery and remain responsive. This is reviewed through local delivery board and contract reviews.  Delphi commissioned services are required to deliver a service specification this includes being responsive to current and emerging themes. |
| In addition to this policy and associated documents, all feedback processes will also be | CQC Regulation 9(3f) – ‘Systems and processes |

|  |  |
| --- | --- |
| regularly reviewed as part of the company’s service review programme, to ensure they remain effective and fit for purpose.  The service review programme includes review of service user feedback and involvement.  Service delivery is reviewed as an outcome to client feedback  The feedback process allows regular client input to the company report. | involving relevant persons in decisions relating to the way in which the regulated activity is carried on in so far as it relates to the service user's care or  treatment’ [https://www.cqc.org.uk/guidan](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [ce-providers/regulations-](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [enforcement/regulation-9-](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [person-centred-care#full-](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [regulation](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) |
| Varied methods should be made available to allow for a range of clients with complex needs  to be able to easily submit feedback. |  |

|  |  |
| --- | --- |
| Delphi Medical will recruit appropriately qualified/experienced employees, via safe recruitment processes, to ensure suitability and safety. |  |
| All staff are made aware of their individual responsibilities to support client feedback. Feedback can be verbal, written or electronic supporting client empowerment.  All managers across the company are provided with Leadership Training, and understand the Calico feedback pledge. Services also requires compliance to CQC and service specifications which include client feedback and person centred requirements.  Extended support is available, and provided to both staff and management via the supervision and ‘My Time’ process. There are additional support mechanisms in place including digital support, telephone or face to face counselling. | CQC Regulation 9 (1) – Systems and processes ensure a responsive service. ‘Services are organised so that they meet people’s needs.’ [https://www.cqc.org.uk/guidan](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [ce-providers/regulations-](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [enforcement/regulation-9-](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [person-centred-care#full-](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation) [regulation](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-9-person-centred-care#full-regulation)  Delphi commissioned services are required to deliver a service specification this includes being responsive to current and emerging themes. |
| All staff undertake Mental Capacity Act training, understanding and working within the requirements of the Act. This is monitored by management via supervision. | Mental Capacity Act ([http://www.legislation.gov.uk/](http://www.legislation.gov.uk/ukpga/2005/9/contents) [ukpga/2005/9/contents](http://www.legislation.gov.uk/ukpga/2005/9/contents) |

|  |  |
| --- | --- |
| We will assess all clients to ensure they have capacity to keep themselves safe and make their own decisions.  We will ensure that all decisions made allow adults to make their own choices, and we will include them in decision making where able to do so.  Capacity impacts clients’ feedback to the service they are accessing as it supports person centred  care and service review areas. |  |
| All staff understand their individual responsibilities in preventing discrimination in relation to the protected characteristics set out in S4 of the Equality Act 2010.  All staff undertake mandatory annual training on equality, and work within the parameters of the company’s Equality policy. This is to ensure that everybody coming into contact with our services will be treated with respect, in a manner that is not degrading, and not be deprived of their liberty for the purpose of receiving care or treatment without lawful authority. | [Equality Act 2010: Chapter 1](http://www.legislation.gov.uk/ukpga/2010/15/pdfs/ukpga_20100015_en.pdf) [(protected characteristics)](http://www.legislation.gov.uk/ukpga/2010/15/pdfs/ukpga_20100015_en.pdf) [Chapter 2 (prohibited conduct)](http://www.legislation.gov.uk/ukpga/2010/15/pdfs/ukpga_20100015_en.pdf) [and Chapter 3 (services and](http://www.legislation.gov.uk/ukpga/2010/15/pdfs/ukpga_20100015_en.pdf) [public functions)](http://www.legislation.gov.uk/ukpga/2010/15/pdfs/ukpga_20100015_en.pdf)  Mental Capacity Act 2005 Deprivation of Liberty Safeguards: Code of Practice and the Mental Capacity Act 2005 Code of Practice. |

|  |  |
| --- | --- |
| Feedback comes in a variety of forms and can be verbal, written or electronic.  Feedback can be provided by stakeholders, clients and staff.  Feedback will be used in services and other Delphi platforms to support meeting effective and responsive expectations. |  |
| We will actively take notice to all information received by the company, including complaints and incidents. | Human Rights Act 1998: [https://www.equalityhumanrigh](https://www.equalityhumanrights.com/en/human-rights/human-rights-act)  [ts.com/en/human-](https://www.equalityhumanrights.com/en/human-rights/human-rights-act) [rights/human-rights-act](https://www.equalityhumanrights.com/en/human-rights/human-rights-act) |

|  |  |
| --- | --- |
| We understand that alcohol and drug dependency is often linked with other complex problems. We therefore recognise the importance of working in partnership with a wide range of statutory and non-statutory services, and the importance of sharing information appropriately.  We will work in partnership with other relevant bodies, sharing information in line with this policy and associated procedures, contributing to individual risk assessments; MARAC, serious case reviews, and regularly review outcomes.  We will operate within information sharing laws as appropriate. | Data Protection Act 2018/GDPR [http://www.legislation.gov.uk/u](http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted) [kpga/2018/12/contents/enacte](http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted) [d](http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted) |