

Written statement of how Manx Care proposes to give effect to any recommendation made by the Health and Social Care Ombudsman Body

In accordance with Regulation 25 (Department’s assurance of the implementation of recommendations):

- (1) *On receiving a report under Regulation 24(5), Manx Care must prepare a written statement of –*
 - (a) *how it proposes to give effect to any recommendations made in the report; and*
 - (b) *any other action which it proposes to take in response to the report, and the period within which it proposes to do so.*
- (2) *Manx Care must send the written statement to the Department.*
- (3) *Manx Care must publish the written statement on its website excluding any information from which the identity of a living individual could be ascertained.*

HSCOB Complaint Reference	Manx Care Complaint Reference	Date Original Complaint Made	Date Report Received by Manx Care from HSCOB
HSCOB / 2023 / 116	COM2773	03/11/2021	21/08/2023

HSCOB Recommendation	Actions by Manx Care	Action Owner	Target Date
1. Acknowledgement of complaints to include a summary and unambiguous invite to meet	a. This complaint pre-dates the current regulations (covered by Nobles Hospital Complaints Policy 2017) however, in line with the new regulations, (Manx Care Policy for Management of Complaints, October 2022) all acknowledgements now include a summary of the complaint and the offer of a meeting to discuss same.	CQS Team	Completed November 2022
2. Meeting with complainant forms part of methodology and includes a person qualified to answer questions	b. This is now part of the new regulations and policy, (Manx Care Policy for Management of Complaints, October 2022). It is included in the acknowledgement and the final resolution letter	CQS Team	Completed November 2022

Written statement in respect of Regulation 25 (4) *If Manx Care proposes not to give effect to any recommendation made in the report -*

- (a) *It must include in the written statement its reasons for not giving effect to the recommendation:*

HSCOB Recommendation	Reasons why Manx Care proposes not to give effect to a recommendation
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National Health Service (Complaints) Regulations 2022

Investigations should be undertaken by an appropriately skilled person, who is independent of the service area which is being investigated - that is, is not directly involved in, or managing, that service. This does not necessarily mean someone independent of Manx Care.

The regulations in place at the time of this complaint state that 'Formal complaints of a serious nature... will require an investigation led by a Senior Manager or Clinical Director.' The investigation of all complaints is overseen by an allocated member of the CQ&S Team whose purpose is to provide an objective view on events and findings. Additionally, the CEO of Manx Care acts as the arbitrator and all complaints go out from her office. Further to this, complaints meeting the criteria for a Serious Incident will also be overseen by the Serious Incident Review Group thus providing additional impartiality.