

## **Belfast Health Trust ‘demonstrated a customer focus with a genuine attempt to resolve the issues’**

The Ombudsman has commended the Belfast Health and Social Care Trust for the thorough way it investigated a complaint about the care and treatment received by a patient at a nursing home.

The complainant’s late mother was treated by Domnall Nursing Home. Following her death the complainant wrote to the home to complain about her care. After receiving two detailed responses from the home, the complainant wrote to the Trust. The complainant was still dissatisfied following the Trust’s final response, so brought the complaint to the Ombudsman.

The Ombudsman looked at the Trust’s correspondence with the complainant and the actions it took, and was satisfied that the complaint was properly addressed. Given the multiple issues raised about the patient’s care, it required a proportionate and comprehensive response from the Trust.

The Ombudsman found that genuine efforts were made by it to resolve the complainants’ concerns as required by the Health and Social Care complaints procedure, which is aimed at providing ‘an opportunity for the complainant and the organisation to attempt a prompt and fair resolution of the complaint’.

It was found that the Trust’s response to this complaint demonstrated a customer focus with a genuine attempt to resolve the issues. The nature and detailed responses to the complaint, including a meeting it facilitated with the care home and the complainant, reflected a concerted effort to address the concerns.

The Ombudsman commended the Trust for the comprehensive way it addressed the complaint.