

## **Derbyshire County Council – Care Management**

### **Complaints and Compliments**

You can raise a concern with our staff at any time. We have a robust [complaints process](#) and we provide guidance 'postcards' to assist you in leaving an on-line review or rating of our service on NHS Choices. We also attach any compliments received by post to our Overview page where permission has been given for us to do so.

Our complaints procedure is clear and easy to understand. We aim to investigate and respond to complaints within 10 working days wherever possible. We will listen to our views and maintain contact with you throughout the process. Our latest Adult Care [Complaints and Compliments report](#) shows the feedback the department has received and how well we dealt with it.

### **Pressure Care Management**

Care staff are trained in recognising and responding to pressure area care with an emphasis on prevention. This means they are aware of the triggers that can make you more susceptible to the condition, and offer guidance and support where it becomes apparent you may be at risk.

If the staff identify that the condition of the skin is deteriorating, you will be referred to a health care professional. The health care professional manages the treatment process, working with the residential care staff.

### **Falls Management**

Staff at our care homes receive training in Falls Prevention, and will work with you to understand if you are at risk of falling.

Where appropriate we will put measures in place to reduce the risk, such as arranging the layout of your room, providing suitable equipment, support from staff when you are moving around, reviewing your medication, etc.

### **Medicines Management**

Our care home managers receive training in the administration of medication and have been assessed as competent. Care staff are trained to support managers with the administration of medication.

We have a robust medication policy which stipulates that all medication errors are recorded, no matter how small, to allow us to learn and develop the service to improve training, minimise errors and improve our quality of care.

## **Deprivation of Liberty/Mental Capacity Act 2005**

We strive to increase people's control over their lives. Our carers follow the principles of the Mental Capacity Act whenever someone struggles to make an informed decision because of a mental impairment. For example, carers explain available options in accessible ways, to support the person to make choices or express a view.

## **Dementia Services**

All our residential homes have people living in them with a dementia. They will have been modified in their design and décor to suit, as far as is possible the wide range of requirements that people will have.

Specialist dementia services have been designed and built for people with a dementia. This includes the interior of the building, the layout, and choice of colours and furniture. The rooms and corridors are enriched with memorabilia, signs and wayfinding objects, to help people find their own rooms and locate toilets. The living spaces are designed to be homely and comfortable with lots of natural light. People are encouraged to have their own pictures, ornaments and personal belongings in their rooms.

The outside spaces are designed to be safe for people to walk or sit in, with attention given to the colours and scents so that they are attractive and interesting to spend time in.

The staff in the specialist dementia services will have had another level of dementia training, person centred dementia care in practice. Their managers will have undertaken a 'train the trainer' programme to support them to deliver short sessions and to embed the approach. We will have a flexible approach to suit people's routines and not be purely task focused. Wherever possible, people will be encouraged to engage in meaningful activities.