

NHS 'Zero Tolerance' Policy

Be a Part of the Torbay Recovery Partnership

This leaflet provides information about Concerns, Complaints, Compliments, Comments and Costs whilst you are with us.

It also includes the NHS 'Zero Tolerance' Policy towards physical or verbal aggression towards NHS Staff



If you have any questions please contact either:

Walnut Lodge 01803 604330
Or
Shrublands House 01803 291129

Working with you, for you

Adult Drug & Alcohol Treatment Services in Torbay are provided in partnership between Walnut Lodge which is part of Torbay & South Devon NHS Foundation Trust, (TSDFT) and Shrublands, provided by Devon Partnership Trust (DPT).

This document can be made available in other languages and formats. For more information telephone 01803-219700

Violence Against our Staff

The Staff of both Organisations (TSDFT and DPT) have the right to work in a safe and secure environment.

Verbal or Physical Abuse against our Staff is a crime and we will press for the maximum possible penalty through criminal or civil courts.



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Partners in Care

1. What about concerns, comments, complaints and compliments?

“Both Walnut Lodge and Shrublands House welcome feedback to help improve their services:

- Both have a suggestions box in the reception area that allows people to give informal and anonymous feedback.
- Both services have a complaints policy and procedure.

2. What about concerns, comments, complaints and compliments?

The Feedback and engagement team is available to help resolve concerns or problems when you are using the NHS. They can provide information about the NHS complaints procedure and how to get independent help if you decide to make a complaint. .

Leaflets explaining these points are available in the reception areas of both services as well as being available from all staff on request.

Is there a cost for Treatment?

There is no financial cost to the service user in community treatment, but if you work you will need to pay any prescription costs. Travel costs can be reimbursed if you are in receipt of certain benefits. Full details of when travel costs will and won't be paid are available from each of the treatment services. There may be a financial cost to someone who attends a residential rehab. The exact amount depends upon the person's income. This would be explained in more detail as part of the residential rehab assessment process.