

APPENDIX A

DECISIONS NOT TO INVESTIGATE FURTHER

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	REASON FOR DECISION
27.07.22	22 004 540	Corporate	Complaint that the Council's Occupational Therapist failed to review adaptation works before signing them off	Not enough evidence to justify an investigation
03.08.22	22 004 406	Corporate	Complaint that social workers were at fault during the child protection plan	LGSCO cannot investigate because they could not achieve any worthwhile outcome for them.

THERE WERE NO FULL INVESTIGATIONS WHERE NO FAULT FOUND

DATE	LGO REF	PROCEDURE	COMPLAINT SUMMARY	DECISION
27.6.22	21 002 477	Adults	Complaint about the care provided for Mr B's father not being sufficient	No fault found with the Council, fault found with a Trust for not doing enough and not communicating with Council

FULL INVESTIGATIONS WHERE FAULT FOUND

DATE	LGO REF ANNEX PAGE NO	PROCEDURE	COMPLAINT SUMMARY	DECISION	RECOMMENDATION	FINANCIAL REMEDY	STATUS OF AGREED ACTION
27.07.22	21 014 353	Childrens	Complaint about how the Council carried out child protection enquiries and how it communicated with the parent	The Council was at fault for failing to provide adequate information at the start and failing to communicate when it had ended	The Council agreed to the Ombudsman's recommendation to apologise and pay financial remedy to recognise the distress.	£200	Apology letter sent and payment has been instructed
07.07.22	21 014 425	Adults	Complaint about the delay in assessing his father's financial contribution for home care when discharged from hospital and failing to provide information to allow Mr Y to make an informed decision.	Fault found due to the Council's delay in carrying out Mr Y's financial assessment. Fault found with how this was communicated with Mr Y and his son, Mr X	Council to send letter of apology and pay financial remedy in recognition of the trouble caused and remove 2 months of charges Review its procedure to ensure phone calls	£100 for time and trouble Remove £1439.46 charges due to the delay	Letter of apology has been sent along with the payment for the time and trouble, the charges have been removed too. The

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					about financial assessments and budgets are confirmed in writing		procedure is currently being reviewed and will update LGSCO by due date of September
05.07.22	21 014 715	Adults	Complaint that the care provided to Mr X's parents didn't meet their needs.	No fault found with how assessments were made, care home found at fault but Council should have ensured there were clear guidelines when to contact next of kin especially if there is a fall.	Send clear communication to care home around when to contact relatives or next of kin	n/a	Action completed end of July 2022
03.08.22	21 014 803	Childrens	Complaint by Dr X that the Council failed to provide all the special provisions as set out in his son's EHCP	Fault found with failing to provide the provisions and failing to check providers were delivering the provisions and delaying finding alternative options	The Council agreed to apologise for the injustice and pay the recommended financial remedies for the months where provisions were lacking.	3 payments totalling £4500	Apology letter has been sent and as soon as we receive payment details for Dr X payments are ready to be sent.