

APPENDIX A

DECISIONS NOT TO INVESTIGATE FURTHER

| DATE | LGO REF | PROCEDURE | COMPLAINT SUMMARY | REASON FOR DECISION |
|----------|----------|-----------|---|---|
| 14.03.23 | 22015399 | Adults | Mr X complains the Council still hold him responsible for care fees after Father passed away | Ombudsman won't investigate complaints over 12months since complaint took place |
| 07.03.23 | 22011495 | Adults | Mr X complains about his care package and financial contributions | Ombudsman won't investigate the complaint as it was out of timescales |
| 01.03.23 | 22010277 | Corporate | Mr X complains about maintenance of footpath | The Ombudsman decided not to investigate because there is insufficient evidence of fault by the Council and insufficient injustice caused to Mr X to warrant an investigation |
| 15.03.23 | 21011987 | Adults | Mr Y complains Nottinghamshire County Council (the Council) is not providing him with adequate care to meet his needs | The Ombudsmen will not investigate a complaint about social care provided under section 117 of the Mental Health Act. This is because the information we have seen suggests the assessment the Council completed was in line with expected standards and we are unlikely to find fault. |

THERE WERE NO FULL INVESTIGATIONS WHERE NO FAULT FOUND

FULL INVESTIGATIONS WHERE FAULT FOUND

| DATE | LGO REF ANNEX PAGE NO | PROCEDURE | COMPLAINT SUMMARY | DECISION | RECOMMENDATION | FINANCIAL REMEDY | STATUS OF AGREED ACTION |
|----------|-----------------------------|-----------|---|---|--|------------------|--|
| 21.02.23 | 22001037 | Adults | Miss C complains about how the Council treated her Mother and how they decided to | Fault found with how the risk assessment was done in deciding whether to move Miss C's Mother | The Council should write to Miss C apologising for the uncertainty caused by the faults in its process and should pay Miss C | £100 | Actions completed and satisfied by Ombudsman |

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| | | | move her mother to a new care home causing stress and anxiety | and how communicated with GP and other parties | £100 for the uncertainty it caused her The Council must remind its staff of the importance of completing written risk assessments when considering moving residents with dementia to a new care home and remind them of the procedure to follow | | |
| 24.02.23 | 22003903 | Childrens | Ms X complains the Council delayed issuing Child A's Education Health and Care (EHC) plan and ignored medical professionals leaving the child without some provisions for several months | The Council was at fault for the delay in issuing Child A's EHC plan and not providing Child A with all the provision set out in it | The Council pay Ms X £300 for the frustration and time and trouble caused by the delay in issuing Child A's final EHC Plan; and pay Ms X a symbolic payment of £2400 to acknowledge the loss of provision caused by the delay in issuing the plan between October 2021 and April 2022 and Child A's loss of education and provision between April 2022 and December 2022 once the plan was issued. Also the Council must provide evidence of actions it is taking to increase educational psychology capacity and reduce waiting times; and provide evidence of actions it is taking to increase capacity for specialist school places. | £2700 | Actions completed 6th April, await remedy satisfaction notification |

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