

Summary of independent investigations and their outcomes at Stage 2

Adult Social Care

X complained about the Physical Disability Service in terms of its failure to consult with them in the course of decision-making about their sister's discharge from hospital. The complaint was upheld and we apologised. We provided an assurance that X will be involved in all decision-making in relation to their sister's care. The Stage 2 found that in all other respects of the case we had acted reasonably.

A long-standing complaint involving the Council and Health about Mr & Mrs X's Continuing Health Care funding and residential costs was upheld by the Ombudsman. We apologised for our shortcomings in the whole process and issued financial redress. There are lessons to be learned that we will take forward with Health.

Children's Social Services

X complained about the Child To Adult Team and that it had failed to ensure their children's welfare was paramount. They also raised concerns about the children's removal from the child protection register when they were at continuing risk of significant harm from their partner. The complaints were not upheld.

X complained about the Targeted Support Team complained about 14 separate issues regarding its case management. The main areas of the complaints were not upheld but 5 were partly upheld about:

- advice given about accessing copies of records and we didn't show a copy of a referral with parents.
- That we made no reference to concerns from parents about their son's bullying in one of our records.
- That we didn't record an incident in a timely manner (though family were informed verbally in a timely manner).
- 2 emails weren't recorded on PARIS.

X complained about the Children First Contact Team and how their case was handled following an incident between X and their son. None of the 5 elements complained about were upheld.