

Summary of Outcomes from Stage 2 Independent Investigations

1. Adult Social Services

2. 3 complaints in the year progressed to Stage 2.

- i. A parent complained about the Department's decision to manage her son's finances. The complaint was not upheld and found we were acting in his best interests.
- ii. A family complained about 4 separate issues into the standard of care provided to their loved one at a privately registered care home. 3 complaints were upheld. The first complaint related to the home showing a lack of respect to family members – the home apologised where offence was caused. The second complaint related to personal care – the home did not agree with this outcome as the individual's health and personal needs were fully met over a 24 hour period. The home explained why it was not always possible to give personal care (e.g. when the individual concerned is reluctant to accept help with washing etc., these wishes have to be respected). The third complaint upheld related to personal items not being kept safe – the home apologised. The Department has no concerns regarding the home's management or operation at this time.
- iii. A family complained about 12 separate issues relating to the standard of care provided to a different privately registered care home and related to the Department's P.O.V.A. processes. 2 complaints were upheld. One related to the length of time taken by the home to inform the Department of an incident – the home accepted they fell short on this occasion. The second upheld complaint related to there being no clear action plan following the P.O.V.A. investigation – an apology was made and the P.O.V.A. function has been strengthened.

3. Children's Social Services

3.1 3 complaints in the year progressed to Stage 2.

- i. A parent appealed against a decision to reduce direct payments for her son. The complaint was upheld based on discrepancies within the process used. Support was reconsidered and provided. Processes were subsequently reviewed.
- ii. A parent complained about 4 separate matters relating to the management of her daughter's case. 1 complaint was upheld regarding case recording: a thorough file audit subsequently took place which confirmed all referrals had been responded to.

- iii. A foster care couple complained about 9 separate issues relating to their roles as carers and their relationship with the Department. 2 complaints were partially upheld. The first complaint related to a funding request made – we explained the process we had to follow but apologised if any offence was caused. The second complaint partially upheld related to a review meeting - we reassured the couple that due process was followed and that it wasn't an appropriate arena to go into detail about criticisms raised.