

Summary of complaints investigated by the Public Services Ombudsman for Wales

Adult Social Services

X and Y made two separate complaints about how we had decided that the supported living home where their loved ones lived was to be transferred from the Council to being run by an independent provider.

X complained that she felt the registered domiciliary provider agency she managed had been targeted by us in terms of the standard of care they were providing, and that we had breached disability legislation.

At the time of writing this report, the outcomes of these three separate complaints are unknown: they remain open with the Ombudsman's office and are subject to their timescales.

1 complaint opened by the Ombudsman's office during the previous year of 2015-16, and carried forward into this year was upheld. At the time of writing this report a draft policy about inappropriate behaviour by service users toward care staff to meet the final recommendation has been drafted and is awaiting to be signed off by all six North Wales Local Authorities and Health.

Children's Social Services

No complaints were opened and investigated by the Ombudsman this year.

One complaint opened by the Ombudsman during 2015-16 was completed during this period. **X complained about the way in which we had failed to provide services to meet her son's needs.** The complaint was upheld and we have since met the recommendations made. We also apologised for:

- the unnecessary delays in completing the relevant assessments
- not transferring the case to another team once it was confirmed they did not meet the disability criteria
- no plan being developed until a few months after the assessment was completed, and
- the way in which the complaint was handled.