

Summary of independent investigations and their outcomes at Stage 2

Social Services for Adults

1. **X complained that a referral made to the Safeguarding Unit from Health was not properly investigated.** The complaint was not upheld with the investigation reporting that “Flintshire County Council acted appropriately and in accordance with procedures in this case.”
2. **X complained about what had been written about her in a formal record and our alluding to financial mismanagement. X wanted to clear her name.** The complaint was upheld. We apologised for our shortcomings in this matter and for comments made in our casenotes which caused anxiety and upset.
3. **X complained why their brother's care had changed and why family weren't involved in the process? X asked what was happening with out of hours cover.** The complaint was partially upheld in terms of implementing change without family being made sufficiently aware of how and when the provision of overnight care would change, for which we apologised for.

Social Services for Children

1. **X complained about a range of issues including: Social Services not providing adequate care and support for their son, not understanding the complex nature of the family, not following due process, poor communication and inaccuracy of information.** Overall, the independent investigation upheld the complaint. However, although we respected the independent investigation's findings, we offered a different perspective in our formal response. Where there were service shortcomings, we apologised for these and agreed to meet some of the investigation's recommendations.