

Summary of independent investigations and their outcomes at Stage 2

Across Social Services

X complained about a range of issues with regard to: our involvement and not making reasonable adjustments, not providing advocacy support, our incorrect diagnosis of X which we had shared with other agencies, not following Autism Code of Practice, our recording and lack of support to meet family' needs.

The complaint was not upheld but there was a recommendation made in relation to our recording (see 1.30 in main report).

Adult Social Care

X complained about aspects of her late grandmother's case management and the quality of care provided to her at a local care home.

The complaint was not upheld. The investigation found concerns about the home were taken seriously and addressed in line with safeguarding procedures. X declined our offer of a social care review, she did not provide documents to support the financial assessment and it was X's decision to continue self-funding the placement.

X complained we had given her incorrect advice about her living with her father and caring for him as he would be in breach of his tenancy agreement. X's father was subsequently placed in a care home against her own wishes.

The complaint was not upheld. We checked and could find no record of such a conversation taking place. We advised X was putting her father's tenancy at risk by her moving in with him. There was also an escalation of risks with the care X provided. A Best Interest meeting was held which X attended and all present were in agreement that Y's needs would be best met in a residential setting.

Children's Social Services

X complained about a range of issues about our case management of Y including: his concerns and other allegations not being dealt with appropriately, safeguarding procedures not being followed, X not being kept informed or being involved in decision making about Y, not being supported in his relationship with Y, and Y's health and educational needs not being addressed.

The complaint was not upheld. We recognised this was a challenging time for X and Y and we will be looking to rebuild their relationship over the next few months.

X complained a proposed placement were not given the full picture re. Y's needs and we did not understand Y's personal needs, meaning his proposed placement fell through. X then complained we subsequently other support as well.

The complaint was not upheld. The investigation found we had given the placement all of the relevant information about Y, but the placement declined a placement for Y due to X exacerbating Y's care needs. Y has a greater level of independence when away from the family home. Y's existing support came to an end when the proposed placement fell through but alternative support is in place instead.

X complained safeguarding concerns she raised compromised her position and put staff at risk.

The complaint was not upheld on the basis we did not inform the family concerned that it was X who made the safeguarding referral.

X complained we were not taking appropriate actions with her concerns, we were 'bullying' in our approach with her, that X's ex-partner is treated differently by ourselves and we make no reasonable adjustments with regard to her disability.

The complaint was not upheld. Moving forward we will ensure regular face to face meetings are arranged with X and we encouraged her to take up our offer of counselling.