

Summary of independent investigations and their outcomes at Stage 2

Adult Social Services

- 1. X complained about procedures not being followed on the day their daughter was admitted to hospital following an incident and a lack of communication following her death.**

This was an emotive and sensitive matter. Two of the five parts to the complaint were partially upheld. We apologised for the confusion at the time of the incident with regard to contact numbers as X was out of the country at the time. A Family Contact Plan has since been phased in across Adult Social Services and registered providers. We explained a member of our staff had maintained contact with the family following their daughter passing away. The agency concerned also maintained some contact, but they respected family's wishes for no further contact.

- 2. X complained she had not been properly involved in the DoLS concerning her mother. Her mother's Social Workers had not been professional and the assessment paperwork used to inform our decision was flawed.**

One complaint about professionalism was upheld and we expressed our disappointment to this. The situation between X and the Social Workers at the time had been made more fraught by the actions of X. The incident had been observed for a few moments but the witness had not seen the interactions of X in the build up to the incident. Complaints about adherence to the DoLS process were not upheld.

- 3. X challenged our opinion that her daughter should receive a service from the Learning Disability Service and not from the Mental Health Service, and also raised issues about the direct payment received.**

The complaint was not upheld. Her daughter is properly placed within the Mental Health Service and her cognitive ability does not warrant a transfer to the Learning Disability Service. The direct payment allocation was found to be fair and other opportunities have been offered to meet daughter's need.

- 4. X made a complaint about charges applied to her son, similar to a complaint she made last year. She has repeated the complaint, this time post-Act implementation.**

Internal Audit were asked to 'independently' review how we had applied the criteria and had we fairly applied charges in this case. They agreed we had correctly applied the charges and the complaint was not upheld.

5. X complained about a range of issues regarding our case management of her mother's case.

The complaint was not upheld. Work was ongoing in the background to ascertain what happened in relation to a concern raised and we ensured the safety and wellbeing of mother in the meantime by undertaking a welfare visit. The outcome of the separate safeguarding investigation was "inconclusive" and all safeguarding concerns were addressed.

Children's Social Services

1. X complained about the way a placement had ended following a difficult time for them. There were also issues about their fostering allowance rate during the time of placement.

Two of the five complaints made were partially upheld. We agreed to change the webpage relating to fostering allowances to ensure there is no future misunderstanding. We also apologised for the lack of consistent fostering social work support after their permanent Social Worker had left. However, we sought to maintain a level of support and communication with X, recognising they were also experienced foster carers. An agreement was reached re. the overpayment of their fostering allowance.

2. X complained that since looking after her grandchildren since 2009, she has received no help or financial support in their upbringing.

At the time of writing this report the outcome of this investigation is still pending.