

Summary of independent investigations and their outcomes at Stage 2

Adult Social Care

X complained we had failed to meet their adult son's care and support needs, and X's own needs as carers.

An independent investigation upheld both complaints based on the records held and reached a conclusion with the information that was recorded. This was because we did not update our records with regard to actions/discussions as and when they were happening. Work was happening with adult son's accommodation at various intervals but records weren't updated and didn't reflect this. The reasons as to why certain accommodation was no longer an option will therefore have been clearer to X. We apologised for our shortcomings and any unnecessary distress this may have caused, and revisited the Recording Policy with staff concerned.

X complained we were refusing to fund transport for their adult disabled son to his place of work every day of the working week.

An independent investigation found the Transport Policy did not make provisions for such an arrangement but that we had advised X previously about support with finding another Personal Assistant who would be willing to drive to and from the work placement. Instead we settled the complaint by reviewing the existing Transport Policy so service users could be enabled to make financial contributions towards services received, should they choose to do so. The Transport Policy was revised to include such considerations.

Dodd family complaint. X complained about the charges applied to their father's residential care. X hadn't agreed to the home where father was placed and charges hadn't been properly communicated to them.

The complaint was not upheld.

Children's Social Services

X complained about our involvement, we were biased against X compared to their ex-partner, we had contributed to a breakdown in communication between X and their ex-partner, our inappropriate questioning of their children following an incident and a delay in referring the family for respite.

An independent investigation did not uphold six of the seven elements to this complaint. There was a delay in making a referral for respite, however, the children were too young to access the facility anyway.

X complained they had been placed in a number of placements that were either unregulated, unstaffed with no support or in temporary accommodation where their support and emotional needs were not met. Placements were made by crisis reaction.

An independent investigation partially upheld X's complaint on the basis they supported X's assessment of the placements (i.e. they were either unregulated or were temporary without support), but X contributed to situations which resulted in many of the placement breakdowns and moves. Everyone involved in X's case did their best to provide them with some permanency and normality.

X complained about our involvement during a Section 47 child protection investigation and through legal proceedings.

An independent investigation upheld elements of the complaint involving the lack of transition between workers following handovers of the case, supervision not being strictly adhered to and parents not being assessed separately. We agreed to take the recommendations forward.