

Summary of independent investigations and their outcomes at Stage 2

Social Services for Adults

1. X complained about our actions and interference and of being 'pre-judged' whilst he was the main carer for his the partner.
The complaint was not upheld. The investigation found X was appointed an Advocate and they were involved in meetings to support X and ensure they understood the matters discussed. It was X's ex-partner's choice to have the Power of Attorney revoked. X's partner had the capacity to make this decision and this was respected. We did not interfere. There was no evidence to support his belief that he was 'prejudged' by us.
2. X complained about a wide range of issues following their father's stay including the home not taking appropriate steps following father's fall and their poor communication when he was admitted to hospital. Care Inspectorate Wales requested this matter be looked into independently.
None of the 13 elements to the complaint were upheld. However, we sought to reassure X that her father received proper and appropriate care during his stay, the home recorded appropriately and sought advice promptly when necessary. The home attempted to contact family in the early hours of the morning X was admitted to hospital.
3. X complained about a range of matters after their father was discharged from hospital and into a new home. It included: confusion as to who was responsible for paying top up fees and a lack of communication from us during this critical time.
X's complaint was upheld in terms of communication issues for which we apologised for, but the element of the complaint relating to process was not upheld. We reiterated our offer of a visit from a Welfare Benefits Officer to receive sound financial advice.

Social Services for Children

1. X complained we were not adhering to a recent Court Order and we had ignored their concerns over several years during which they had been the subject of domestic abuse. They also complained about our current communication with her.
We had very different perspectives on the issues raised. Domestic violence referrals were received up to 2014, but no referrals were made since. We believed X was offered appropriate support and we sought to communicate and engage with them in a meaningful way during all this time. The outcome of the Court Hearing was muddled but this was not the fault of Social Services. We agreed to the recommendations made regarding adding X's ex-partner's convictions to X's son's casefile.

2. X complained we had breached her daughter's confidentiality by informing a family member of her self-harming. We also allegedly told X that their granddaughter did not want to see X (at the time) and we told family members to hang up/block calls made by X.

The complaint about informing a family member of the self-harm was partially upheld on the basis that X or their daughter should have been informed such a disclosure was to be made as a matter of good practice. We apologised. However, the disclosure was to be made regardless as per child protection procedure. The remaining complaints were not upheld.

3. X complained they were not being listened to, our reports about X were negative and not impartial, and that we were dismissive of their concerns and not taking appropriate action.

X's complaints were not upheld. The investigation found she was given opportunities to be listened to and be able to contribute and participate fully in the child protection process. Reports were evidence based and balanced with the focus on X's child's welfare. There was sufficient evidence her concerns were taken seriously and acted upon based on the available evidence and facts.

4. Mr X and ex-partner Ms X complained separately about the disclosure of inappropriate and disproportionate information being presented to Court about them both, and our negative approach and dismissive attitude toward Mr X throughout proceedings.

Neither complaints were upheld. We agreed, however, to review our practice in relation to informing a third party that a Police National Computer (P.N.C.) check is to be undertaken on them and recorded on file.

5. X complained we hadn't made a record of a historical disclosure made, that we offered no help and/or support following the disclosure and X complained about our communication with her.

The complaint was not upheld. The investigation found that events and allegations were recorded, there was nothing to support the complaint that no offers of help/support were made and alternative methods of communication with X had been explored.