	Case Reference			Case Investigated	Was Service Failure/Maladministration/Injustice	•		
Department	Number	Ombudsman	<b>Date of Final Decision</b>	Y/N	Found Y/N	Awarded	Additional Orders/Recommendations	Complaint Summary
Adult Social Care	20005413	LGSCO	21.04.2021	Yes	Yes	N/A	N/A	Summary: Ms X complained about the level of care provided to her mother, Mrs Y, on behalf of the Council, in the weeks leading to her mother's death. The care home sought medical advice appropriately. However, it was at fault for the loss of some of Mrs Y's records  Summary: Miss X complains about the Council's handling of her care and support needs. She complains the Council failed to assess her needs, did not complete assessments properly, failed to
	20006683	LGSCO	05.05.2021	Yes	Yes	£500	The Council will, within one month of the date of the final decision, remind the care home of the importance of keeping care records securely. The Council should complete the above within four weeks of the final decision. To discuss with colleagues in other departments (including children services) on combined or integrated assessment and care planning to ensure the Council has a robust system in place when more than one service is assessing or meeting a person's needs.	recommendations.
	20012623	LGSCO	26.08.2021	Yes	Yes	£250	for storing residents' belongings including an inventory and photographs.	Summary: Mrs B complained about the actions of a care home in respect of her mother's end of life care and storage of her belongings. The Council had placed her mother (Mrs C) at the care home following a discharge from hospital. On the evidence available, we found the care home should have informed the family about Mrs C's end-of-life care plan and kept better storage. The Council has agreed to pay Mrs B £250 and improve its storage procedures.  Summary: The Council was at fault for giving the complainant conflicting information about his care and support hours, but this did not mean it was underpaying his direct payments. The Council's apology is adequate to remedy the injustice caused by this confusion. There is no fault by the Council in seeking to recover surplus funds from the complainant's direct payment account, and it has now put in place measures to ensure he can manage the account properly. We have therefore
	20013778	LGSCO	29.09.2021	No	N/A	N/A	N/A	completed our investigation.

								Summary: Ms C complained the support provider, arranged by the Council, failed to contact her when her brother went into hospital and when he passed away. As a result, she was unaware he had passed away for four weeks, which was very distressing for Ms C when she found out. We found the provider and the Council failed to have appropriate Next of Kin information on its database for Ms C's brother. The Council has agreed to apologise to Ms C for the distress this has caused her and pay a financial
	20013032	LGSCO	12.10.2021	Yes	Yes	£750	N/A	remedy Summary: The Council acknowledges it did not follow its usual process in seeking to resolve Mr X's problems with his previous domiciliary care provider. Mr X now has a new care provider giving a satisfactory service, the Council has improved its processes and offered a proportionate sum to Mr X and his family in recognition of the distress caused.
	21003281	LGSCO	12.11.2021	Yes	Yes	£1,500	N/A	That is a suitable remedy for the injustice suffered and I have completed the investigation.  Summary: We will not investigate this complaint about the Council's careline service. The Council has admitted it was at fault and has offered a suitable remedy. We could not add to its investigation and our involvement would not lead to
	21013071 21016214	LGSCO	27.01.2022	No	N/A	N/A	N/A	a different outcome.  Summary: The investigation into this complaint is discontinued. The Council acknowledged fault in the way it dealt with requests for social care support for Mr Y, apologised and took steps to remedy the situation before the complaint came to
		LGSCO	29.03.2022	Yes	Yes	N/A	N/A	this office. Any further investigation by this office could not achieve more.
Children's' Services	20006575	LGSCO	05.05.2021	Yes	Yes	£750	To discuss with colleagues in other departments (including children services) on combined or integrated assessment and care planning to ensure the Council has a robust system in place when more than one service is assessing or meeting a person's needs.	Summary: Miss X complains about the Council's actions during its involvement with her and her children. She complains the Council failed to assess her children's needs fully, failed to assess her needs as a carer, failed to ensure assessments were accurate, and failed to provide her children with adequate support. We find some fault with the Council's actions. We have made recommendations.
Economy - Allocations & Lettings	20013155	LGSCO	29.10.2021	Yes	Yes	£6,250	N/A	Summary: Ms B complained the Council has failed to provide her with suitable temporary accommodation. We find fault with the Council as it has delayed providing Ms B with suitable accommodation. The Council has agreed to our recommendations to address the injustice caused.

Summary: Mr B says the Council did not respond to his complaints about his accommodation and that no assessment has been made of his adult

	20004612	LGSCO	04.07.2021	Yes	Yes	£600	Provide training to officers across all frontline departments about how to quickly and effectively process referrals for care and support. This can take the form of providing a staff briefing highlighting the issues raised in this decision.	social care needs. I do not find the Council at fault for a failure to respond to complaints about Mr B's accommodation. However, I consider there has been a service failure as the Council has not assessed Mr B's adult social care need. It is likely this failure had an impact on the Council's general approach to Mr B's communications and caused him frustration and upset. I have made recommendations to remedy this failure.
Economy - Temporary Accommodation	20012387 21003902	LGSCO LGSCO	25.10.2021 07.03.2022	Yes	Yes	£150 £200	issue written reminders to relevant staff to:  Adhere to timescales set out in the complaints procedure and address the issues raised in the complaint.  N/A	Summary: Ms D complained on behalf of Ms E that the Council failed to make her aware she was liable for council tax when it placed her in temporary accommodation. We find the Council was at fault as it gave Ms E misleading information about whether she was liable for council tax. It also delayed and failed to appropriately respond to her complaint. The Council has agreed to our recommendations to address the injustice caused. Summary: Mr X complained about errors in the way the Council has dealt with his homelessness application. The delays and errors in the way the Council dealt with Mr X's homelessness application amount to fault. This fault has caused Mr X an injustice.