

NOT UPHELD

Care and Sociak Services Inspectorate Wales (CSSIW) - Other Case Reference 201503480- Report issued in February 2016

Mr A complained about the way that CSSIW carried out its functions. This followed a complaint in which he had raised specific and general concerns about how a local authority was applying and interpreting the Welsh Government's Charges for Residential Accommodation guidance ("CRAG").

The Ombudsman considered the action that CSSIW had told Mr A it would take, namely to raise the issue of how the local authority was applying CRAG at a meeting with senior local authority officers, was reasonable. Mr A's complaint was not upheld.

QUICK FIXES AND VOLUNTARY SETTLEMENTS

Caerphilly County Borough Council - Services for vulnerable adults (e.g. with learning difficulties, or with mental health issues)

Case reference 201506381 – Report issued in March 2016

Mr A complained to the Ombudsman that Caerphilly County Borough Council ("the Council") had failed to arrange for him to have a needs assessment and because there was no assessment, the support that he was receiving was inadequate. Mr A was also unhappy that he did not have support from a suitable advocate to assist him obtain the care and support he felt he needed.

The Council explained that once it had undertaken a capacity assessment (which had been arranged to take place within a month). It indicated that an advocate had been identified to assist Mr A through this process.

Following discussions with the Council it confirmed that it would:

- a) ensure Mr A would carry out a capacity assessment on 12 April 2016
- b) complete an assessment of Mr A's needs within 28 days of the capacity assessment
- c) arrange for Mr A to have an advocate to support him.

Hywel Dda University Health Board - Health

Case reference 201501305 – Report issued in July 2015

Mrs J complained about the care and treatment that her mother received at Glangwili General Hospital. Mrs J said that her mother sustained a fall at home, but it took three hours before an ambulance arrived to take her mother to hospital. Also that on arrival at hospital, Hywel Dda University Health Board ("the Health Board") took several hours before it carried out an X-ray, or provided pain relief to her. Mrs J complained to the Health Board in November 2014 and she was advised that the Health Board would carry out an investigation into her concerns. However, in March 2015, the Health Board further explained that it anticipated that the investigation would take between three to six months to complete. Mrs J complained to the Ombudsman that the Health Board failed to provide its response to her complaint.

Following consideration of the complaint, the Investigating Officer contacted the Health Board to discuss Mrs J's concerns. The Investigating Officer asked the Health Board to provide its full written response to the complaint and to apologise for the delay in providing the response within ten working days.

The Health Board agreed to carry out the requested action.

Aneurin Bevan University Health Board - Health

Case reference 201500895 – Report issued in July 2015

Mrs D complained that her late husband did not receive adequate treatment after he was admitted to the Royal Gwent Hospital on 25 August 2014. She stated that he was not correctly fitted with an intravenous feed until 27 August 2014. She also stated that he was not given any of his prescribed medicine whilst at the Hospital. She was also concerned at the length of time the Board had taken to respond to her complaint.

The investigation found that Mrs D had not been given the opportunity to meet with relevant staff involved in her late husband's treatment.

It was recommended that:

- a) the complainant should be contacted within 10 working days of the date of this letter to arrange a meeting
- b) a mutually acceptable date for a meeting be set up within 20 working days of the date of this letter.

The Board has already contacted Mrs D to arrange an appropriate date for a meeting.

Caerphilly County Borough Council - Housing

Case reference 201501999 – Report issued in July 2015

Mrs C complained that on 15 December 2014 she contacted Caerphilly County Borough Council

("the Council") to report an electrical fault and was given a time slot for an emergency call out. Mrs C says no one called and she was at her property during the time slot given (4:30pm-6:30pm). Mrs C says she received a letter in February 2015, from the Council, stating that she was being re-charged for the call out and the re-charge would be £86.88. Mrs C disputed this charge and the Council referred the matter to a debt collecting agency.

Further to this information being forwarded to the Ombudsman, the Council agreed and informed him that it had 'reassessed its practices and changed its procedure'. It also stated that the 'operatives had been advised to call the Central Repairs Team/Out of Hours team if they do not get an answer and the central team will attempt to make contact with the tenant to advise them the operative is at their property. Details from these calls will be added to the record for future reference'.

In light of this, the Council had agreed to withdraw the re-charge of £86.88 as its 'no access procedure' at the time did not provide sufficient evidence to substantiate the charge. The Council will write to Mrs C shortly to inform her of this decision along with an apology for any inconvenience this matter may have caused her.

Conwy County Borough Council - Children's Social Services

Case reference 201501803 - Report issued in July 2015

Mr and Mrs V complained that Conwy County Borough Council ("the Council") had refused to accept their complaint at stage two of the Social Services complaints procedure and had instead advised them of an appeal route. When they attempted to take the appeal route they were advised that they did not have the right of appeal.

In order to establish the correct approach in this case, the Council agreed to meet with the complainants to give them an opportunity to provide further detail about their complaint. Following this meeting the matter may either be referred to the safeguarding panel to address or considered at stage two of the Social Services complaints procedure.

Hywel Dda University Health Board - Health

Case reference 201502108 - Report issued in August 2015

Ms E complained that Hywel Dda University Health Board ("the Health Board") did not have a suitably robust system of managing complaints. She said that she initially raised a complaint with the Health Board in October 2014 but to date had not received its response.

On receipt of this complaint the Ombudsman's office contacted the Health Board which agreed to the following terms:

- a) provide Ms E with an explanation for the delays and failures to respond to her
- b) provide Ms E with a written response by 28 August 2015