

Complaints to the Local Government Ombudsman in 2015/16 where the LGO found the Local Authority to be at fault with injustice.

- The Council failed to support Mrs E following a fall at home resulting in her paying for extra care support. The Council reimbursed Mrs E and provided guidance to its staff to improve future practice
- The Council failed to ensure a vulnerable adult with learning disabilities and autism, or his representative, understood his tenancy agreement for his supported living placement. The Council also failed to properly support Mr Y when told by the landlord and care agency that the tenancy and associated care were to end. The Council agreed to pay £300 to the adult concerned and reviewed its processes for dealing with situations where notice is served on vulnerable adults in placements supported by the Council
- A complainant disputed charges for the care of his mother. The Council agreed to waive the charges and this resolved the complaint.
- The Council delayed telling the complainant how much her father needed to pay out of his house sale proceeds for care he had received. The Council agreed to take action to remedy the complaint.
- The Council was at fault in its delay in providing Mr X with equipment to help with his hearing loss. The Council apologised and agreed a satisfactory remedy for the injustice it caused.
- There was fault in a care home's nutrition care but not enough evidence to conclude that this caused Mrs B's weight loss. There was a breach of confidentiality. To put matters right, the Council should apologise and review procedures.
- Following an assessment, the Council refused Mr X's application for a wheelchair access ramp to the communal entrance to the flats where he lives. The Council carried out a fresh reassessment with a different Occupational Therapist. This proved a suitable remedy to the complaint.
- The Council provided contradictory information to a home owner about what it agreed to do when negotiating a new contract for older people's residential and nursing care homes, although that did not cause Mr B a significant injustice. The Council delayed resolving interest payments and failed to respond to a solicitor's letter. An apology, £100 compensation and provision of a response to the solicitor's letter was agreed as a satisfactory remedy for the injustice caused

- There was fault in the way the Council calculated the financial contribution that Ms C's son has to pay towards his residential care costs, whilst he attends college.
- Mrs Q complained the Council and Trust failed to appropriately safeguard her mother, Mrs T. The Trust failed to report safeguarding concerns at the earliest opportunity and the Council was not involved in the initial safeguarding strategy meeting. This was evidence of fault. However, the fault was not considered to have caused an injustice.
- Mr L complained about the Council's approach to investigating possible financial abuse of his father, Mr D. The Council already has accepted some fault. The Ombudsman did not require the Council to take any further action.
- The process the Council followed in referring Mr S for a Disabled Facilities Grant (DFG) did not cause Mr S any injustice. The LGO suggested that the Council remind staff to record an estimate of works before telling people to apply for a DFG, especially where there might be a charge for the works under a DFG.