

Cases in 2016/17 Where the Local Government Ombudsman
Found Maladministration and Injustice.

- Ms V complained that the Council failed to deal properly with charges for her son's residential care. The Council had written to Ms V's son to say that there would be a nil charge for services but this decision was later changed and he had accrued a debt. The Ombudsman found fault with the Council
- Ms P complained that the Council had failed to provide her with information about the potential care providers it had approached. Also the Council was unable to evidence that Ms P had refused care over a period of 16 months and had not arranged care during this period. The Ombudsman found the Council to be at fault.
- The Council failed to put in place robust contingency plans for meeting Mrs Y's needs when her husband went into hospital. The Ombudsman criticised the Council for not putting plans in place.
- The Council failed to deal properly with the respite care needs for a disabled adult to give her parent a break from caring.
- The Council was at fault when it failed to assess the risk to Mrs Y and put in place care plans in place on her admission to a respite unit. She required additional support with moving and handling whilst in respite care.
- Mr B complained about the Council not funding his day care and about the charges for the services he had received. The LGO considered the Council had not dealt properly with Mr B's charges.
- Mrs F complained that the Council failed to assess her needs properly resulting in a significant cut in her personal budget. The Ombudsman found Mrs F's Care and Support plan did not explain how her personal budget was enough to meet her eligible care needs.
- Ms B complained that the Council had failed to update her about a safeguarding review of the care of her mother and had not sent her a copy of the minutes of the meeting. The Ombudsman agreed there had been a delay in providing the complainant with information about the safeguarding review.