

LGO recommendations and Action Tracker (Appendix 2)	Action to date	Date completed
Apologise to Mrs N	Letter sent	1st May 2018
Restore the previous level of respite care pending a re-assessment compliant with the Care Act 2014	Level of care had never actually been reduced.	n/a
Confirm it will offer her 24 days respite care to be taken at a time of her choosing in recognition of the respite care wrongly withdrawn	Letter sent to family	1st May 2018
Pay Mrs N £747.50 in recognition of money she paid the Council for transport	Cheque sent	25th April 2018
Pay Mrs N £500 in recognition of distress and time and trouble	Cheque sent	25th April 2018
Review its policy and procedure on respite care to reflect the requirements of the Care Act 2014	The Matrix Assessment Tool has not been used since Autumn 2017. All relevant policies and procedures are fully compliant with Care Act guidance with regard to respite care.	October 2017 and ongoing.
Review other files for evidence of use of the MAT. It should write promptly to anyone similarly affected and review their cases	All customers and families who receive respite care as part of their care and support plan have been identified (142 families). All have been written to, informing them of LGO recommendations and plans to review care and support plan	letter sent 4th May
Review the files of anyone whose transport was cut to ensure these cuts were compliant with the Care Act	It is known that only one other family had cuts to transport which have been reinstated.	n/a
Inform the Ombudsman of the numbers of people involved and undertake to review all cases within a further three months	The Council will keep the LGO updated on the progress and number of reviews	ongoing

<p>Ensure all staff receive training in the requirements of the Care Act and the relevant guidance</p>	<p>All social care staff complete induction training and regular updates in Care Act guidance. This is supplemented by individual supervision and appraisal. Additional quality audit measures are being implemented through a performance management framework to ensure assessments and support plans are in line with guidance and this will inform future training. Additional training sessions have been undertaken with the Learning Disability teams on the specific guidance needed to reflect the LGO recommendations</p>	<p>ongoing</p>
<p>Review all relevant documents to ensure they reflect the current law</p>	<p>As part of Phase 1 adult care transformation, assessment and support plan documentation used by all social care staff has been reviewed and is in line with Care Act guidance.</p>	<p>Completed May 2018</p>