

## **Wiltshire Council**

### **Standards Committee**

**23 January 2019**

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## **Local Government and Social Care Ombudsman (LGSCO) Complaint – Update on action taken by the Council**

### **Purpose of Report**

1. This report updates the Standards Committee on the actions undertaken by the Council in response to the LGSCO's report since it was last considered by the Committee on 26 September 2018.

### **Background**

2. At its meeting on 26 September 2018 Debbie Medlock, Interim Director of Learning Disabilities and Mental Health, advised the Committee on the action being taken in response to the findings and recommendations of the LGSCO which had found Wiltshire Council at fault in a complaint regarding the provision of respite care and transport to a particular family in 2017.
3. Details of the complaint and action taken by the Council are set out in the previous report which may be found at [this link](#).
4. The Committee requested assurances that Wiltshire Council had accepted its failings in this case and that appropriate lessons had been learned to prevent a reoccurrence. The Committee noted the report and actions taken and requested a further update in six months.

### **Main Considerations**

5. At its meeting on 3 July 2018 Cabinet confirmed the Council's acceptance of the Ombudsman's findings and recommendations and the actions to remedy the injustice set out in the report.
6. In accordance with the LGSCO's recommendations the Community Learning Disability Services teams have undertaken a review of the care and support needs of all service users potentially affected using the correct respite eligibility criteria. A total of 113 reviews were carried out. Of these reviewed 6 received an increase in their allocation of respite, one received a decrease (due to their change in need identified through the review process) and the rest remained the same.
7. The responsibilities of the Council under the relevant legislation and guidance are now made clear to staff and the public on Wiltshire Council's website. All of the Council's policies relating to adult social care have been reviewed and where needed have been updated to ensure they reflect the learning from the report.
8. 'Your Care Your Support' on the Council's website has specific information for the public as to how to access support in Wiltshire.

9. New employees to Adult Social Care receive a full 4 day induction course which covers this information and there are regular updates on changes to practice and guidance in social care team meetings.
10. In 2019 Advanced Practitioner's will lead on 'Stop the Clock' sessions in their teams to ensure practice is continually improved upon. There is a 'Stop the Clock' briefing note attached as Appendix 1 for further information.

### **Safeguarding Implications**

11. There are no safeguarding issues arising from this report.

### **Equalities Impact of the Proposal**

12. There are no equalities impacts arising from this report.

### **Risk assessment**

13. There are no significant risks arising from this report

### **Financial Implications**

14. There are no financial implications arising from this report.

### **Legal Implications**

15. The recommendations in this report are consistent with the relevant legislation, and there are no legal implications arising from this report.

### **Public Health Impact of the Proposals**

16. There are no public health impacts arising from this report.

### **Environmental Impact of the Proposals**

17. There are no environmental impacts arising from this report.

### **Recommendation:**

18. **To ask the Committee to note the further work undertaken by the Adult Social Care team in response to this matter.**

**Claire Edgar, Director, Adult Social Care, Mental Health and Learning Disabilities**

Appendix 1 – Stop the Clock – Practice development sessions for Adult Social Care Teams