

EXTRACTS FROM THE PSOW QUARTERLY CASEBOOKS FOR THE 2020-2021 PERIOD THAT RELATED TO RHONDDA CYNON TAF CBC

EARLY RESOLUTION OR VOLUNTARY SETTLEMENT

Covid - Finance and Taxation

Report issued in October 2020 –

Ms X complained that she had been having financial difficulties for a number of years and had an arrangement with the Council to pay her Council Tax arrears. Her income was further affected by lockdown, due to the COVID-19 pandemic, as she was required to shield. She contacted the Council to discuss her financial situation. The Council placed a Liability Order on her home. The Ombudsman discovered that the Council had investigated Ms X's complaint under Stage 1 of its complaints process but it had not informed her how to escalate her complaint should she be dissatisfied with its outcome. The Council agreed to apologise for this failure and to immediately escalate Ms X's complaint to Stage 2 of its complaint process.

Adult Social Services -Services for older people

Report issued in September 2020 –

Mr A, on behalf of Mrs B, complained about the standard of the recent care and support services being received by Mrs B from Rhondda Cynon Taf County Council ("the Council"). Mr A said that the Council was refusing to engage with Mrs B regarding her concerns. He also complained about the most recent reassessment process. The Ombudsman contacted the Council as he was concerned that the Council's complaints procedure had not been exhausted in relation to the matters complained about. The Council agreed to carry out a formal investigation at Stage 2 of its Social Care Comment and Complaints procedure.

INVESTIGATION – COMPLAINT NOT UPHELD

Adult Social Services - Treatment & Education Drug Services

Report issued in June 2020 -

Mrs X complained about the care given to her late son Mr Y, in relation to a home detox undertaken in February 2016. Treatment and Education Drug Services ("TEDS") (a limited company and registered charity) was commissioned by Rhondda Cynon Taf County Borough Council ("the Council") on behalf of the Cwm Taf Area Planning Board to provide the Primary Care Drug & Alcohol Service ("PCDAS") in its area. Mr Y was referred by his GP to PCDAS in January 2016 for a short-term alcohol problem. He was assessed as suitable for a home detox, which was carried out on 1 February; the detox was considered to have been a success. Sadly, Mr Y was found dead at home on 22 February, and was found to have a cocktail of drugs in his system, seemingly from the black market/street, but no alcohol. The internal investigation

of Mrs X's complaint had identified a number of failings in the process, including a failure to offer Mr Y an inpatient detox. The Ombudsman agreed with these findings. However, he concluded that the detox had been carried out safely, and that therefore Mr Y had not been caused by any of the failings identified. He did not uphold the complaint.