

Action Plan	Team	What happened	Future actions /Learning Points
<p>From Ombudsman recommendations: LGO reference 16 003 268</p> <p>The Ombudsman found that the Council did not find a care home without a top up Fee (TPTU) and did not offer to pay the full fee the care home charged. This meant that a review of current arrangements was needed to ensure they are in line with the Care Act.</p>	<p><b>Area AF&amp;LTC Team</b></p>	<p>An emergency placement took place this included a TPTU; family were told to pay this; family were asked to look for a care home without a TPTU if this was required.</p>	<p><b>All staff will promote the offer of choice and information to enable people to make informed decisions.</b></p> <p><b>A choice of one care home without a TPTU will be offered within Lincolnshire. This will be recorded within Mosaic case notes, detailing the offer made.</b></p> <p><b>Guidance has been simplified and clarified within new packs for staff to use as guidance, staff to ensure that this is followed irrespective of planned; STC or emergency placement is made.</b> <a href="https://www.lincolnshire.gov.uk//Download/105249">https://www.lincolnshire.gov.uk//Download/105249</a> <b>The relevant financial information will be given to citizen or relative and again recorded on case note, detailing who it was given to and when.</b></p> <p><b>Finance training which Locality leads and finance colleagues have developed is being rolled out to all Adult Frailty teams incl Hospital Team from end Nov/Dec.</b></p>

<p>The Omdsan found that the Personal Budget for Mr C was not explicit and confused information was provided regarding the PB information received.</p>	<p><b>Area AF&amp;LTC Team &amp; Lead Professional Team</b></p>	<p>Mr C's family were given conflicting advice relating to personal budgets in relation to residential care and support which was not accurate.</p> <p><b>A STC guide has been produced to cover differing types of placements made to support staff to adhere to procedure this was disseminated to ALL adult care staff in Sept 2017.</b></p> <p><b>ALL citizens in receipt of services have a personal budget agreed. This has been reiterated to staff through the Learning and Development Team. In addition a Personal Budget template letter has been implemented and ALL citizens in receipt of a service will receive a copy of this and it will be uploaded to their file.</b></p>
<p>The Ombudsman found the information was too general and did not specify that the Council will pay the TPTU if a placement without one can't be found.</p>	<p><b>Area AF&amp;LTC Team &amp; Commercial Team</b></p>	<p>Mr C's family were given unhelpful and generalised advice. The reimbursement of the TPTU happened only after complaint was made</p> <p><b>The website is updated and information to public is Care Act Compliant :</b>  <a href="https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#AnnexA">https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#AnnexA</a></p>
<p>The Ombudsman found that the Council did not intervene immediately and directly, causing unnecessary stress and upset</p>		<p>Mr C's family was upset by the way the care home threatened them, this was felt to have not been properly addressed by the Council.</p> <p><b>New complaint handling flowchart has been created and disseminated to all teams. Clarifying how provider and contractual complaints should be managed (attached). This demonstrates that responsibility for complaint handling is held within area teams with support and advice from the Commercial team.</b></p>

<p>The Ombudsman also found that there should be opportunity for the third party to pay the Council the top up fee; though this point is yet to be concluded and is under review.</p>		<p><b>Introduction of Principal Practitioner for Complaints and Quality- who has implemented a coordinated approach to complaint handling, improving customer expectations of response and quality of communication. This includes QA of complaint responses.</b></p> <p><b>Complaint Procedure refreshed with template letters included promoting good quality standardised responses.</b></p> <p><b>Online complaint training available to all AC staff; this emphasises every employee's role in early intervention and communicating with Service Users.</b></p> <p><b>Half Day face to face training created and made available for all staff in AC rolled out OCT 17.</b></p>
<p><b>LGO Ombudsman &gt; Scenario of Case.</b></p>	<p>The Ombudsman found that the Council failed to offer Mr C a care home without a top up fee and did not offer to pay the full fee the care home charged. That the Council did not explain its duties under the Care Act, as appropriate information and advice was not given to Mr C's family. A personal budget was not offered and the Council should have intervened more rather than leaving family members to intervene in issues of fees and eviction threats.</p> <p>When Mr C's family looked up information on the LCC website information was not clear in that it was the Council's duty to find at least one home without a top up fee; that general information is given to people rather than clear information about top up fees and choice.</p> <p>The Ombudsman found that Mr C and family suffered distress whilst eviction was threatened and that the 'burden' to find an alternative care home was placed on family by LCC.</p>	

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All actions on Plan completed: (date) .....

Signed: (LP) ..... (AM) .....

Actions for 'others' identified on plan and forwarded to (named person/s) .....

By (name) ..... On (date) .....

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By (name) ..... On (date) .....

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By (name) ..... On (date) .....

(Note) – The plan will always include method of cascading information/learning outcomes.

(Always include this page as last page of action plan)

Version 1 June 2017