

**Public Questions to the Adult and Community PDS Committee: 26<sup>th</sup> July 2011**

**Questions from Mrs Susan Sulis, Secretary, CCPG**

**LGO REPORT NO. 08 019 214 DATED 9<sup>TH</sup> JUNE 2011**  
**INVESTIGATION INTO THE COMPLAINT AGAINST ACS TREATMENT OF AN ELDERLY DEMENTIA PATIENT THEY PLACED IN A KENT CARE HOME, AND THE FAILURE OF THE COUNCIL TO RESPOND TO A RELATIVE'S COMPLAINTS**

**1. Why did the Council:**

**(a) place Mr.'A' in a care home rated poor, and zero rated?**

The Council, in placing Mr B, acquiesced to Mr A's wish for his father to be placed in a care home near to the family, in an out of borough placement, which had been chosen by Mr A. The home was not at that time rated as "poor" or "zero star". During the time that Mr B resided at the home it was inspected and rated as zero star and subsequently improved its rating to 2 star – "good" .

**(b) fail to respond appropriately to his son's complaints between 2007 and 2010?**

It is accepted that these complaints were not fully responded to as swiftly as should have been the case, which is a matter of regret.

**(c) fail to carry out timely careplan reviews?**

It is accepted that the review of Mr B's care was not completed at the time that it should have been, which is a matter of regret. However when a review was undertaken it did not indicate a need to move Mr B. This requirement arose at a later stage and was acted upon in a timely manner.

**2. (a) Will members of this Committee scrutinise the LGO's Investigation in detail in a report to this Committee?**

This matter has been fully considered by the Executive at its meeting on 20<sup>th</sup> July 2011 and it is not proposed that the PDS consider this particular case further.

**(b) When will the reviews of the Council's procedures for reviewing and monitoring care home placements and its complaints procedure required by the LGO be reported to this committee?**

The Executive considered these issues on 20<sup>th</sup> July 2011 and accepted the comments and recommendations made in the report by the Director of Resources, which is available on the LBB website.

This PDS has examined the Council's performance in respect of Reviews of care delivered in Care Homes and the timeliness of our complaints service over the past 12 months. PDS will continue to keep these important areas under close scrutiny in the year to come.