

<b>Actions from Internal Investigation</b>			
<b>Issue</b>	<b>Action</b>	<b>Timescale</b>	<b>Action Implemented</b>
Failure to communicate effectively with family members	<ul style="list-style-type: none"> <li>Review standards of communication within JCM</li> <li>Implement changes as necessary across the service</li> <li>Ensure all staff are aware that correspondence must be filed as hard copy/scanned into electronic format</li> <li>Ensure staff are aware that decisions must be shared with service users and families (where appropriate) in a timely manner</li> </ul>	<p>Sept 2010</p> <p>Oct 2010</p> <p>Aug 2010</p> <p>Aug 2010</p>	<p>Manager briefing held with JCM Team directly involved in the case.</p> <p>Discussion held at OOHC Business Meeting for manager awareness.</p> <p>JCM Team Managers reviewed standards to ensure consistency.</p> <p>Learning from Complaint Memo issued across OOHC Services</p>
Errors in care management of case especially timeliness of response and intervention	<ul style="list-style-type: none"> <li>Individual meetings with staff involved in case to identify training needs</li> <li>Monitor individual practice through supervision / case file audit / service user satisfaction / Personal development Plans</li> <li>Anonymised learning to be shared across the JCM service</li> <li>Legal advice to be obtained where necessary</li> </ul>	<p>Completed with exception of Team Manager (to be completed on return to work)</p> <p>On-going</p> <p>Aug 2010</p> <p>Aug 2010</p>	<p>Meeting held with individual JCM</p> <p>Manager briefing held with JCM Team directly involved in the case.</p> <p>Team Manager and JCM have subsequently left the service.</p> <p>New Team Manager in post.</p>

			<p>Processes in place across the service for case supervision and professional supervision.</p> <p>Learning from Complaints Memo issued across OOHC Services.</p> <p>Managers and JCMs aware of how to obtain legal advice when required.</p>
Failure to respond appropriately to safeguarding allegations	<ul style="list-style-type: none"> <li>• New multi-agency procedures in place across Leeds</li> <li>• All JCM staff in process of attending revised training programme at level appropriate to their role</li> </ul>	<p>In place</p> <p>On-going - all staff must be trained by March 2011</p>	<p>JCM attendance on Safeguarding Training monitored through Quality Framework.</p> <p>Care management response and individual practice monitored through supervision.</p>
Error in monitoring procedure for calls made to the Safeguarding Unit	<ul style="list-style-type: none"> <li>• All enquiries to be logged as 'type of alleged abuse' in future not 'type of abuse'</li> </ul>	In place	Changes introduced to Safeguarding Unit referral log. Now refers to 'alleged' perpetrator. Confirmed by Emma Mortimer.
Incorrect advice provided regarding data protection / release of information	<ul style="list-style-type: none"> <li>• Learning from this complaint to be shared with Local Authority (LA)</li> <li>• Recommend LA review information governance arrangements</li> </ul>	<p>August 2010</p> <p>August 2010</p>	Issues/ recommendations identified to Local Authority via Independent Complaint Investigation Report.

	<ul style="list-style-type: none"> <li>Managers across JCM Service to receive additional training on Data Protection / release of records</li> </ul>	October 2010	<p>JCM compliance with statutory/ mandatory training - Information Governance Training - monitored through Quality Framework.</p> <p>Learning from Complaints Memo issued across OOHC Services.</p>
Failure to utilise archived case records	<ul style="list-style-type: none"> <li>All JCM staff to be reminded of need to retrieve and use archived case files</li> </ul>	Aug 2010	<p>Learning from Complaints Memo issued across OOHC Services.</p> <p>JCM Team Managers reviewed practice to ensure consistency. Agreed access to past case records as standard.</p>
Failure to follow Complaints Procedure	<ul style="list-style-type: none"> <li>New Complaints Procedure in place across health and social care agencies which provides consistency of approach</li> <li>Refresher training to be provided for JCM Service Managers and Team Managers</li> </ul>	<p>In place</p> <p>Sept 2010</p>	Compliance monitored through Quality Framework.
<b>Actions from Ombudsman Investigation</b>			
Make a full written apology to Ms B.	Joint letter of apology from the Director ASC and the Chief Executive of LCH Trust.	06 December 2011	Completed.
Pay for a bench with an inscribed	The letter of apology to Ms B	06 December 2011	Completed.

plaque in a location of Ms B's choice.	includes an invitation to contact the LCH Trust General Manager Out of Hospital Care to pursue this offer.		
Help Ms B find out where her mother has been laid to rest.	The letter of apology to Ms B includes an invitation to contact the LCH Trust General Manager Out of Hospital Care to pursue this offer.	06 December 2011	Completed. The details of the date and place of cremation, and the Funeral Director have been obtained and passed onto the General Manager Out of Hospital Care.
Pay Ms B £5,000	Cheque enclosed with letter of apology.	06 December 2011	Completed.