

Mr. C. Bury,

20/08/2015

The Local Government Ombudsman

PO Box 4771
Coventry
CV4 0EH

Ref: 14 009 812

Dear Ms McMeekin,

Based on the digital version of documents provided, of which there is no indication or evidence of authenticity of being the final digital record, without further forensic investigation, and which I believe may have been modified or initially entered incorrectly due to inconsistent data recorded. Of particular interest within these documents are the email and telephone logs that have been accessed and updated after the initial entry, at 20:00 five days later by a third party employee of Hoople. Using my own records for reference I have noted the following in relation to your draft decision.

Paragraph 10-11

The Council did not have one days notice; they informed me that they had a few days notice. Herefordshire Council did not state they would reassess my mother; Helen Gordon of Altogether Care stated during a telephone call of 5th February 2015 at 16:04 "Would you like me to make contact with the social worker to have er um a proper review done?". Altogether Care never arrived or performed any assessment and did not start a care package on 6th February 2015. I only became aware of the liquidation of Oaklands Care when a person named Tracy Price contacted me via a telephone call on 3rd February 2015 at 12:50, Tracy Price stating "you're not going to be having Oaklands anymore".

Paragraph 12

I am aware from a reliable source of 63 people, some with learning difficulties, who were without care when Oaklands Care went into liquidation, and not only the 24 mentioned.

Paragraph 13

Last visit provided by Oaklands Care was logged on their paper file log as being 30th Jan 2015, my own record of cctv being 26th Jan 2015, I cannot confirm it was 30th January 2015 as I had to go food shopping. Although I have no cctv record of this claimed last visit date there is a paper file log entry that I cannot confirm. No care plan was in place after this date until 23rd March 2015. These missed care visits denying my mother of a prescribed medication [REDACTED], and her being charged for care by a company that did not exist.

Paragraph 14

I never refused care for my mother. A young woman with no ID appeared on my mother's door step, on I believe 4th February 2015, claiming to be from an agency that had taken over from Oaklands Care just as we were leaving for a hospital appointment. I requested that this stranger contact her company's manager and ask them to contact me via telephone on 6th February 2015, I was suspicious as we had no knowledge of a change of care provider and this person arrived on the wrong day as I mentioned I was taking my mother to the County Hospital for a pre-arrange appointment. A telephone call was not received until 5th February 2015, this being first contact with Helen Gordon of Altogether Care, I have a recording of this conversation (for my records).

I note that the email and telephone log (appendix 7 page 1) states that the Herefordshire broker states "Helen from Altogether has alerted us that Ms Bury's son is saying he wants to sue the Council". My own recording conflicts with this information as I have previously mentioned.

Paragraph 15

As stated I was aware that 63 people were left with no care when Oaklands Care went into liquidation. I had previously raised my concerns involving this company with Herefordshire Council several times over many months, and had also raised my concern of the lack of a contingency plan in the event of an issue with care, these concerns were left un-addressed and ignored by Herefordshire Council.

Paragraph 16

Care provider did not offer alternative days for missed appointments. Herefordshire Council charged my mother for none existent visits by a company that had already gone into liquidation. [REDACTED]
[REDACTED] this medication provided by her G.P. and being recommended by district nurses.

Paragraph 17-20

I have no record of an offered assessment of 18th December 2014, the only assessment confirmed being the 6th march 2015.

It was 16th February before Herefordshire Council returned my call request and a date of 23rd February was initially agreed with Sophie Vanags on 16th February 2015, this date later being cancelled by Beverly Warn at short notice on 19th February 2015 at 10:55, due to not having a solicitor available as they were on holiday and this meeting of 23rd February 2015 would not go ahead. During this telephone call Ms Warn stated she had a copy of this telephone conversation between us on 2nd February 2015, I note there is no log entry of this call (Appendix 7), there is however a log file entry for 19th February 2015 (appendix 7 page 4) that has been updated at 20:00 by Steve Niblett of Hoople, I believe information is missing.

I had to re-schedule a hospital appointment for my mother's treatment, due to the delay and refusal from Herefordshire Council to attend the assessment meeting on the agreed date of 23rd February 2015.

Paragraph 21-23

This took many months to address, my own concerns and complaints being ignored from August 2014 to February 2015. My mother required a prescribed [REDACTED] to be administered by cares during this period, this left her at harm due to the [REDACTED] was suffering with at this period in time.

No apology was or has been received from Herefordshire Council concerning this termination of my mother's care package.

Interruption of care was from 26th/30th January 2015 and not early February 2015. No care was refused by me on behalf of my mother as no such care provider arrived. Only being provided with a care package after the social worker (Jayne Jay) and Herefordshire Council solicitor (Janet Paine) visited on 6th March 2105, with further delay from Herefordshire Council until 23th March 2015. (Appendix 7 pages 6 & 7), this log entry being updated again by the person named as Steve Niblett at 20:00 five days after the initial entry was logged.

To date we have had no response from the Council, even though their solicitor (Janet Paine) agreed that she would look in to certain care provisions such as direct payments for care packages for my mother.

My solicitor was present only as a witness and note taker, her presence was irrelevant to Herefordshire Council's delay in providing a care package to my mother. I have confirmed information and dates with my first solicitor.

These log files also stated I had been given an email address, when in fact I was handed a scrap of paper with an incorrect address written in blue ink on it, from Janet Paine.

Attachment (1) is a scanned copy of what I was provided with. I consider this extremely unprofessional, please note the incorect hyperlink.

I note that you have not addressed my concern of how the inappropriate finance inspection was conducted. I strongly believe that the great stress caused by this inappropriate and unacceptably conducted inspection of my mother's finances was a direct cause of the T.I.A that she suffered, thus by implication Herefordshire Council caused harm to my mother.

In conclusion

Due to the fact much of the documentation contains questionable and incorrect data, some of which contradicts my own records, along with its authenticity being questionable. I do not agree with decision and request you to reconsider your draft decision failing which I am prepared to seek redress as there has been much incorrect information, delay and failure to address my mother's care and this affected her adversely causing her harm.

Sincerely



C. Bury

Further Notes

I believe there was both maladministration caused by Herefordshire Council, not only to my mother but to many other vulnerable people within the Herefordshire community.

I believe my mother was harmed due to Herefordshire Council not providing her with an adequate care package within a reasonable time frame, particularly as she needed prescribed medication for her skin due to previous steroid treatment, which left her skin much like tissue paper and would often crack and bleed without the necessary cream being applied after a bathing session.

There is also still incorrect information within my mother's current care and support plan. This incorrect information could be the potential cause of future harm, as was evident when she was taken into hospital recently via ambulance. If I had not been present to inform the doctor treating her of this, she may have received inappropriate treatment or care due to incorrect information on the system.

As much of my own records and recordings conflict with Herefordshire Council's questionable documents, show there has been the following:

The current care plan dated 16th March 2015 states "How frequently your care plan will be reviewed: initially after four weeks" there has been no such review since this date.

Herefordshire Council failed to conduct an adequate investigation of their own once issues were raised, and supplied inaccurate and incorrect information

Delay was caused by Herefordshire Council contributing to unfair treatment towards my mother and me by claiming I refused care for my mother, and that the Care Provider who stated they would be coming to perform an assessment with a social worker (Altogether Care) never arrived, yet within a telephone log of 06/02/2015 it states "Helen from Altogether Care has alerted us that Ms Bury's son is saying he wants to sue the Council". My own telephone recordings of my only conversation with Helen Gordon conflicting with this statement as do the records of other email/call logs.

Broken promises, as Herefordshire Council employees changed agreed dates of meetings and assessments at short notice without written confirmation and providing misleading information which lead to a an expected care plan not forthcoming.

Misleading and inaccurate information containing an accusational statement made within emails and telephone call logs, leading to failure to provide a care package to my mother.

There is also the question of why a system analyst has updated call logs and email logs after the data has initially been entered. I believe that If these records had not been modified they would not show as being updated, therefore showing as updated as data has changed within these records since the initial entry has been made.

There is much more that I could address, but I do not wish to lose you within the detail.

Attachment (1)

www.herefordshire.gov.uk/government-citizens-and-rights/data-protection-and-freedom-of-information/data-protection.

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Subject Access.