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Our reference: EN-223864/0029



**In Confidence**  
Mr Daniel McMorrow  
Flat 64 Rosing Apartments  
45 Homesdale Road  
BROMLEY  
BR2 9FN

18 June 2015

Dear Mr McMorrow

### Your complaint about the Huntercombe Group (the Group)

I am writing to let you know we have completed our consideration of your complaint about the Group.

We have carefully considered the information you have provided and have decided not to take further action on your complaint. I will explain the reasons why in more detail below.

### Your complaint

You complain a consent form for a plastercast to be placed on your foot was incomplete. You also complain that 5 out of 6 care plans were not dated correctly. You are looking for financial remedy to your complaint.

As my colleague Jonathan Roper has previously discussed with you, whilst we are able to look into the issues noted above, we are unable to look again into the key issues in your complaint as they are matters that fall outside of our jurisdiction.

### Our consideration of your complaint

The events you complain of took place in 2012 when you stayed at Blackheath as part of your rehabilitation plan following meningitis. You are unhappy with the Group's administration relating to your NHS treatment and care.

We have looked at the complaint form you have provided, alongside your other supporting information.



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I am afraid that we are unable to find evidence of any personal injustice arising from the events you complain of. You have documented that you consented to the plastercast treatment and also found it helpful to your recovery. Therefore whilst the consent form may not have been filled in correctly, there is no measurable loss to you arising from the same. Similarly there is no documented loss arising from the dating on the care plans you complain of.

By law, in order to be able to investigate a complaint we would need to see evidence that some injustice had been caused by the events in question. As you were happy with the results of the plastercast treatment and have not made any complaint about any loss arising from the paperwork you complain of, we are unable to see what further value we can add by investigating this matter further. For these reasons, we have decided that we do not need to take further action on your complaint.

### Conclusion

We understand how important your complaint is to you, and hope the information in this letter reassures you we taken your complaint seriously and you understand why we are unable to investigate your complaint.

We wish you well for the future.

Yours sincerely



Louise Harding  
Caseworker