



Education, Care and Health Services

Civic Centre, Stockwell Close, Bromley, BRI 3UH

Telephone: 020 8464 3333 Fax:

Direct Line: 020 8461 7488 Internet: www.bromley.gov.uk

Email:

Mr Daniel McMorrow
110a Sylvan Avenue
Wood green
London N22 5HY

7th October 2016

Dear Mr McMorrow,

"Firstly, I must say how sorry I am that you have felt it necessary to complain about our service to you. The purpose of the complaints procedure in relation to your complaint is to ensure that your case has been dealt with correctly in line with the agency's policies and procedures. Your comments have been recorded for reporting purposes and we use feedback received from complaints to improve the quality of the service we provide.

Your initial complaint was regarding the fact that you had informed us you were moving to Haringey and wanted to take your equipment with you. This included a shower chair, profiling bed and air mattress and also an arjo hoist. You stated that the response did not address the lack of procedure and staff training.

Following further discussions with the staff team and checking LBB procedures you are correct that LBB do not have a current procedure in place regarding transfer of equipment to other local authorities and as such staff are not au fait with this at present. However, we are currently recruiting a member of staff to introduce and update current procedures around this area.

We have checked our records and can confirm that Monica Blake – Care Manager Assistant forwarded a copy of your assessment and support plan via secure email on the 24th August 2016. Haringey Social Services confirmed receipt of the assessment on the 25th August 2016. The referral from your mother Pauline McMorrow informing us that you were moving to Haringey was received on the afternoon of 8th August 2016. We were able to respond to your request within two weeks and gave Haringey Council one weeks' notice. An interim care package of six weeks was arranged and funded by LBB to ensure as smooth a transition as possible. The agency that was arranged was Anderson Care and their details were forwarded to us from Haringey's Brokerage Service.

You have also stated that you have seen an email to Anderson Care dated 31st August 2016 providing them with the wrong address.

I have looked at the service request that was forwarded to Anderson Care and have found an administrative error (the address was entered as 101 instead of 110a) this was corrected as soon as we were made aware of the error and can only apologise for the inconvenience that this caused and that you missed a call as a result of this error. We were subsequently contacted by LB Haringey who expressed your dissatisfaction with Anderson Care. I can see from the records that Monica Blake addressed this issue and the agency was changed to Verity Health Care and I hope this service is now meeting your assessed need.

Taking all the factors into consideration LBB have decided to partially uphold your complaint.

“I hope I have succeeded in addressing your concerns to your satisfaction but if you remain unhappy with the outcome of your complaint you have the right to approach the Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH. For further information you can visit the LGO website at www.lgo.org.uk or contact their advice line number on Tel 0300 061 0614.”

Yours Sincerely

A handwritten signature in black ink, appearing to be 'Carol Brown', written in a cursive style.

Carol Brown (Operations Manager)