



Welcome to our Bulletin

This edition of the Bulletin contains details of eight new reports released by the Office between May and August this year. The cases include investigations into complaints about health and social care, local councils and a government department. I hope you find it of interest.

Paul McFadden
Deputy Ombudsman



Ombudsman upholds complaint about Trust's delay in carrying out carer's assessment

A woman who complained about the length of time she had to wait for a carer's assessment by the Western Health and Social Care Trust has had the complaint upheld. The

Trust apologised to the carer and agreed to review its policies and procedures to ensure requests for future carer's assessments are properly captured.

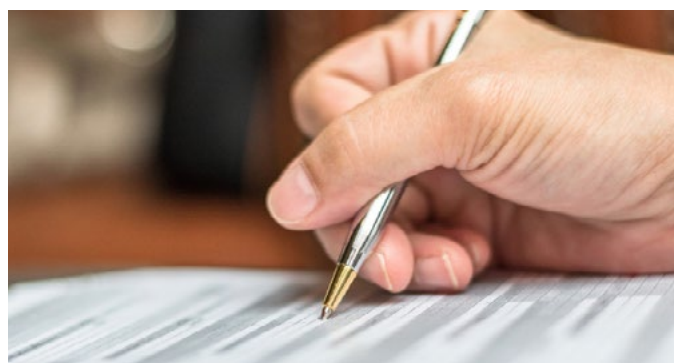
Investigation finds failures over care of man in hospital Emergency Department

A Health Trust has apologised for the care and treatment given to a patient following an investigation by the Ombudsman. The Ombudsman concluded that the patient's son who brought the complaint also experienced unnecessary frustration as a result of a number of failings in the Trust's own investigation into the man's care.



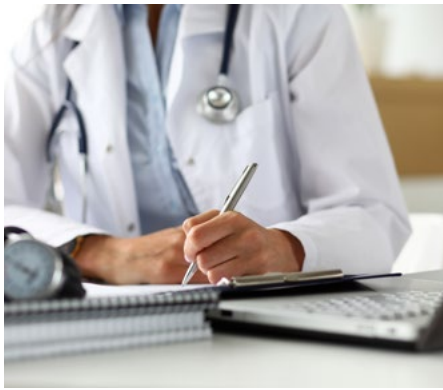
Failings found in appointee process

The Ombudsman has recommended a review of the operation of the appointee procedure following an investigation into a complaint against the Department for Communities. An appointee is a person appointed by the Department to deal with social security benefit matters if a benefit customer is incapable of managing their own affairs.



Treatment by GP prior to patient's death was 'reasonable and appropriate'

An investigation has found that the treatment of a patient by a doctor in a medical practice was 'appropriate and in accordance with relevant guidance'.



Report critical of Council's record-keeping during planning case

The Ombudsman has upheld a complaint about the way planning officials within Causeway Coast and Glens Borough Council dealt with changes to a planning application for a new dwelling.



Ombudsman expresses concern about waiting time for patient's hip surgery

An investigation has found that a decision by a Health Trust not to prioritize a patient's hip surgery was reasonable and appropriate, but has criticised the Trust for not letting the man's GP know about its decision.



Complaint about patient's hospital care not upheld

A complaint made about the treatment of a patient at the Criagavon Area Hospital has found that the level of care provided by the Emergency Department and two orthopedic surgeons was appropriate and reasonable.



Ombudsman celebrates 50th anniversary

At the end of November 1969 an Act was passed to create the Northern Ireland Commissioner for Complaints. This organisation, which later became the Ombudsman's office, was the first of its kind in the United Kingdom to look at complaints about local authorities and other public bodies. We will be marking the event with a short film to explain why the Office was created and to show why, 50 years on, the Ombudsman continues to play such an important role in society.

1484	<i>Commissioner for Complaints</i>	<i>No. 319</i>
	1969, No. 319	[NC]
COMMISSIONER FOR COMPLAINTS ACT (NORTHERN IRELAND) 1969		
Appointed Day		
ORDER IN COUNCIL, DATED 26TH NOVEMBER 1969, MADE UNDER SECTION FIFTEEN OF THE COMMISSIONER FOR COMPLAINTS ACT (NORTHERN IRELAND) 1969 FIXING AN APPOINTED DAY FOR THE PURPOSES OF THAT SECTION.		
BY THE GOVERNOR IN THE PRIVY COUNCIL OF NORTHERN IRELAND		