

Lessons from COVID and beyond...

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The practical impacts of COVID

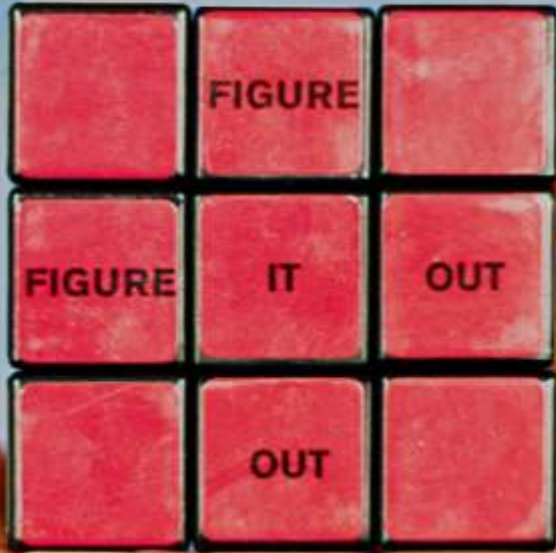
- > Suspended investigations for three months
- > This was to help the sector adjust in early days
- > Our switch to remote working relatively easy
- > Complaint numbers proportionately lower due to suspension and drop in incoming enquiries
- > Specialist team to investigate COVID concerns
- > Thanks for the mutual support and cooperation during difficult times

COVID: Lessons from our casework

- > Many examples of care providers doing their best in difficult times
- > Some cases of serious fault causing significant injustice
- > There are three key recurring themes:
 - > Complaint systems have sometimes been side-lined. We believe this is a big mistake at a time of crisis
 - > Most problems arise from basic administrative and procedural errors
 - > Many of the problems are not new – COVID has magnified existing pressures



Beyond COVID: Next steps



- > Still processing large numbers of cases from this period
- > We are planning to publish an overview of our casework later this year
- > We will feed into any public Inquiry and will speak out
- > Key lessons so far – in a crisis (and always):
 - > Keep listening and responding to people's concerns
 - > Focus on getting the basics right
 - > policies, records, training, communications...



Complaints after COVID

- > We need to strengthen the public voice at the heart of good care
- > Our proposals to Government:
 - > Extend our jurisdiction so we can look at complaints about all aspects of social care in every setting
 - > New powers to investigate identified issues without the need for an individual complaint.
 - > Expanding our legal powers to consider complaints of significant public interest
 - > Mandatory signposting by all adult social care providers to LGSCO
 - > Designate LGSCO as the statutory complaints' standards authority for adult social care providers
 - > Government support to raise awareness of our role among care providers
 - > Good complaint handling training for social care providers
 - > Requirement to scrutinise and publish complaints data

**Your questions
and comments**

