

# Reports on investigations where a death was involved

list of published reports from 1 April 1998

## Key to findings

- MI = Maladministration and injustice  
M = Maladministration, but no injustice  
NM = No maladministration found  
LS = Local settlement report (**until 31 March 2003**)  
FR = Further (second) report issued

## 2007/2008

None

## 2006/2007

Authority	Ref no	Date/Finding
Sheffield City C	05C06420	20 February 07 MI
care services provided by contracted agency – late and missed calls – no system of monitoring and taking action to ensure services provided in full – elderly woman died after fall in home when hurrying to switch light on so that home help could see door entry keypad – home help did not report fall – home help dismissed and agency terminated contract with council.		

## 2005/2006

Authority	Ref no	Date/Finding
Blackpool BC		03C17141
	23 February 06 MI	
elderly, disabled woman, both legs amputated, receiving care from private company under contract with council – failure to visit – later found on floor and taken to hospital, where she later died from a stroke, heart attack and hypothermia suffered while lying unattended – council had not taken action over complaints about private company's poor performance – failure to recognise risks – failure to identify most vulnerable service users and carry out risk assessment – failure to investigate niece's complaint thoroughly.		
West Lancashire DC	04C12312	9 June 05 MI
Severely disabled son of complainant – council tenant – installation of bath – delays – poor communications with occupational therapist – failure to follow council's own guidance – son died shortly after complaint made to LGO.		

## 2004/2005 – 2002/03

None

**2001/2002**

Authority	Ref no	Date/Finding
Sheffield City C	00C10708	21 June 01 LS
are of elderly man who died – failure to monitor level of care – financial abuse by a carer – internal complaints procedure upheld complaints & agreed to reimburse sum not accounted for – compensation to estate and family		

**2000/2001**

Authority	Ref no	Date/Finding
Nottingham City C and Nottinghamshire CC	98C03621 99C03198	17 April 00 LS
Death of severely disabled child – staff at care home wrongly informed police without making checks – staff refused to co-operate with internal complaints procedure.		
Staffordshire CC and Bedfordshire CC	98B04580 98B04581	28 November 00 MI NM
Death of couple's disabled son in registered care home – investigation of death – inspections of home – complaints procedure – review panel – delay		

**1999/2000**

Authority	Ref no	Date/Finding
Nottinghamshire CC	98C02295	30 September 99 MI
rehabilitation of adult son from alcohol addiction – course in North Somerset – client discharged himself early – death from drug overdose – failure to investigate care home fully – death not the fault of the council – failure to investigate complaint		
North Somerset C	98C04033	30 September 99 MI
rehabilitation of adult son from Nottinghamshire from alcohol addiction – client discharged himself early – death from drug overdose – failure to follow up issues identified at inspections – lack of aftercare plan not the fault of the council		
Barking & Dagenham LB	97A03081	21 December 99 LS
Failure to provide aids and adaptations for home – complainant's wife who died of cancer – delay.		
Bexley LB	97A04002	21 March 00 MI
complainant's grandmother placed in nursing home, later died – Health Service Ombudsman found deficiencies in care – council's responsibility for monitoring the standard of nursing care of residents it has placed in residential home.		

**1998/1999**

Authority	Ref no	Date/Finding
St Helens MBC	97C02492	16 December 98 MI
delay in response to request for social worker to visit complainant's son, who had drinking problem – death by heart attack – unlikely that swifter action would have prevented death		