

Local Government & Social Care OMBUDSMAN

7 March 2022

Rt Hon Harriet Harman QC MP
Chair of the Joint Committee on Human Rights
House of Commons
London
SW1A 0AA

harriet.harman.mp@parliament.uk

Dear Ms Harman,

I am writing regarding the recent oral evidence session of the Joint Committee on Human Rights on Wednesday 23rd February: *Protecting human rights in care settings*.

We were pleased to see reference to our work within this evidence session. The Local Government and Social Care Ombudsman's role is to remedy injustice and share learning from investigations to help improve public, and adult social care, services. One of the ways we do this is through our focus reports and public interest reports. Our 2019 focus report [Caring about complaints: lessons from our independent care provider investigations](#), which was mentioned in the evidence session, includes a number of case studies that may be of interest to you, including some relating to delays in carrying out assessments.

We have also produced two reports that deal specifically with the issue of Deprivation of Liberty Safeguards, which may be of interest to you; a focus report [The Right to Decide: Towards a greater understanding of mental capacity and deprivation of liberty](#), and a public interest report into [Staffordshire County Council](#).

In addition, we also produce an [Annual Review of Adult Social Care Complaints](#), which touches again on some of the issues raised within this session. We have also recently published our focus report [Unprecedented Pressure: Learning from complaints about council and care provider actions during the pandemic](#), which includes consideration of the effect of Covid-19 on adult social care services.

I was interested to see the comments within the session regarding the lack of a legal mechanism to require care providers to sign post to our service. This is something we have been concerned about for some time. As such in our [Triennial Review 2021](#), we are calling for mandatory signposting to our service for all adult social care providers.

We are also calling for an outreach programme, backed by government, to increase awareness of the role of the LGSCO. We are currently working with the relevant government departments to progress these proposals.

If you would like to talk about our evidence and proposals, or like us to provide any further information or anything that may be of help to the committee, please let me know.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. King', with a stylized flourish at the end.

Michael King

**Local Government and Social Care Ombudsman for England
Chair, Commission for Local Administration in England**