

Mr. Gus Hussain  
17 Chartist Road  
Washwood Heath  
Birmingham B8 1QB

Acting as Advocate to the Family of  
Information Restricted

25<sup>th</sup> May 2010

Customer Care and Citizen Involvement Team  
Birmingham City Council  
Adults and Communities  
Milton Grange  
16 Handsworth Wood Road  
Handsworth Wood  
Birmingham  
B20 2DR

Dear Sirs,

### **Formal Complaint**

RE: In the matter of A, on Safeguarding action taken at Heartlands Hospital. Social Worker allocated: B.

The complaint concerns the Birmingham's Adults Social Care Services ("ASCS"). ASCS have caused unreasonable delay, more than 10 days, in reviewing the safeguarding action of refusing family, friends and carers from visiting A in hospital thereby causing A unnecessary serious risk to mental health.

The background to the events leading up to the initiating of the safeguarding procedure are described in C (A's grandson) statement that is enclosed with this complaint.

The family made contact with the Hospital, ASCS and GP week beginning 17<sup>th</sup> May 2010 directly to assist in providing the necessary information to assist in deciding whether or not the safeguarding plan was correctly initiated. The information was collected from carers, friends, family and shops which A visited in her normal weekly routine. A detailed statement is signed by C, followed by a statement of truth, and was personally delivered to B and B's Team Leader of ASCS. C assisted ASCS at that time with further information.

The family had a firm belief, having delivered C's statement, soon thereafter a case conference would be held with the view of determining whether or not to continue with the safeguarding procedure or to close the case and if to continue the safeguarding procedure the persons that maybe permitted to visit A.

Since then C for the family has phoned and visited the ASCS daily, attempted to contact the constable who may be responsible for dealing with this matter and continued contact with all the other organisations involved.

There is no apparent reason provided by the ASCS for continuing to exercise powers refusing carers, friends, and family from visiting or for continuing isolation of A. The

damage to mental health is likely to be irreversible and may affect independent living, has enjoyed and has indicated intends to continue to enjoy. The family has learned from the ward staff when visiting the ward to hand in medication to the ward and people known in the local area who had their own relatives at the ward that she has been searching\asking for her families whereabouts and seemingly becoming scared and withdrawn.

The family seek for A i) to be seen by medical practitioner to assist with the mental health issues, ii) a case conference, iii) a review of the safeguarding action and for the son of A to see her as the family believe this would benefit her health.

We invite this action as a matter of urgency for the reasons given herein.

Yours Sincerely

Gus Hussain