

APPENDIX 2

ICB Complaints PHSO Cases 2025-2026 - Upheld/Partially Upheld

Shown below are some of the complaints upheld/partially upheld by the Ombudsman during the period 01 April 2025 to 31 March 2026.

1. Case ref 9583: Care at the Percy Hedley Foundation

Summary of complaint	The complaint concerned the care at Percy Headley Foundation.
Summary of outcome and	The ICB case log records that no action was required from the ICB and the case was closed. The outcome field records the complaint as partially upheld.
Ombudsman involvement	On 23 July 2025, the LGSCO confirmed that no action was required from the ICB and closed the case.

2. Case ref 7750: All Age Continuing Healthcare

Summary of complaint	The complaint concerned the care of a Sunderland Continuing Healthcare (CHC) patient.
Summary of outcome and	The ICB accepted the provisional recommendations. A signed follow-up and apology letter was sent to the complainant, and goodwill payment was made and received.
Ombudsman involvement	The PHSO confirmed its investigation on 18 July 2025. After further CHC information and queries were addressed, the provisional report was issued on 05 November 2025. The ICB accepted the recommendations on 12 November and received the final report on 14 November. An apology was sent to the complainant on 05 December and confirmed completion of the goodwill payment on 31 December 2025.

3. Case ref 7758: All Age Continuing Healthcare (AACC Review)

Summary of complaint	The complaint concerned a Continuing Healthcare (CHC) review.
Summary of outcome and	The ICB agreed to consider a retrospective appeal from the relative. The appeal was received and passed on to the CHC Appeals Team for management.

Ombudsman involvement	The PHSO requested information on 14 July 2025. The CHC Team confirmed that the requested information had been shared on 13 August. On 08 September, the PHSO and ICB discussed a retrospective appeal; the appeal was received and forwarded to the CHC Appeals Team on 09 September 2025.
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4. Case ref 6566: All Age Continuing Healthcare (Removal of Funding)

Summary of complaint	A relative complained about a recent assessment which concluded that Continuing Healthcare (CHC) funding should be removed, as they did not consider removal of the care package appropriate.
Summary of outcome and	The ICB accepted the PHSO's recommendations and issued a formal apology letter to the complainant.
Ombudsman involvement	On 12 August 2025, the PHSO shared provisional findings which partially upheld the complaint and included recommendations. The ICB accepted the recommendations on 22 August. The final report was received on 28 August, and the formal apology was sent on 24 September 2025.