



Public Services Ombudsman (Wales) Bill

A response from Marie Curie

Marie Curie is a UK wide organisation providing in-patient hospice services and nursing support in people's own homes. We have well-established and robust procedures for handling complaints where we ensure that staff at all levels learn from mistakes so that they are better equipped to provide the high quality care and support we strive to give.

We have had written confirmation from the Public Services Ombudsman for Wales that Marie Curie falls under their remit as we are classed as an independent palliative care provider. While we haven't been subject to an investigation by the Ombudsman in Wales, we don't believe that the proposed separate investigatory process would present an issue to us.

We operate a community nursing service in six of Wales' seven LHBs and one hospice in Penarth servicing the Cardiff and Vale LHB area. This hospice provides both in-patient and outpatient services. Neither the nursing service nor our hospice receive many complaints. However due to the nature of our work, some of the complaints we do receive are complex.

We are unsure and would seek clarification regarding what the 'trigger point/level' is for the Ombudsman to instigate a proactive 'systemic' investigation. We recognise the importance of the Ombudsman being able to instigate investigations where he determines that there is the potential for systemic failures in care to exist. It would be helpful if there was clarity around what would trigger such an investigation.

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