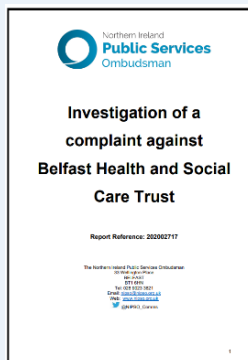


Quarterly Bulletin

This Bulletin highlights some of our most recent investigation reports and provides other updates on our work.

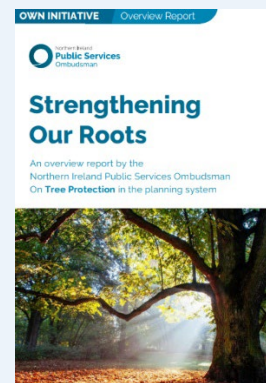
For more information on each story, please follow the highlighted links.

[Trust failed care home resident](#)



A Health Trust should have done a more thorough investigation into claims of an intimate relationship between two care home residents. We asked it to apologise and to carry out an audit of previous safeguarding referrals.

[Protecting trees in Northern Ireland](#)



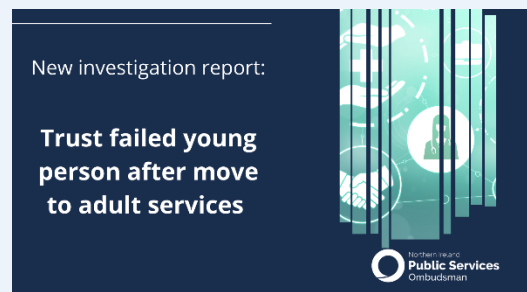
Our report into the protection of trees in Northern Ireland found that despite 369 alleged breaches over a three year period, only one resulted in enforcement action being taken, and none led to prosecution.

[Council should have explained reasons for not taking enforcement action](#)



A man claimed Belfast City Council should have asked his neighbour to remove a structure on his driveway. Although we found the Council was not required to take action, we said it should have explained to the man why.

[Failures in the care of a young person with a life limiting condition](#)



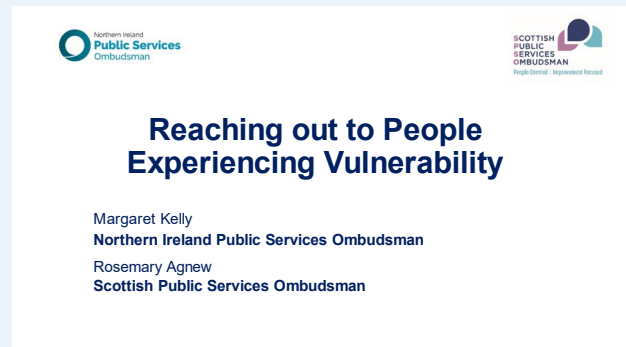
The quality of care given to a young person with complex medical needs deteriorated when she turned 18. We asked the Belfast Trust to apologise to her mother, and to create policies to govern moves from child to adult services.

Patient Safety Conference



We are holding a one-day conference to highlight patient safety in Northern Ireland. The invitation only event will hear from expert speakers including Sir Robert Francis KC and we will publish a conference report to highlight key discussion points and suggestions for improvements.

Accessibility and inclusion



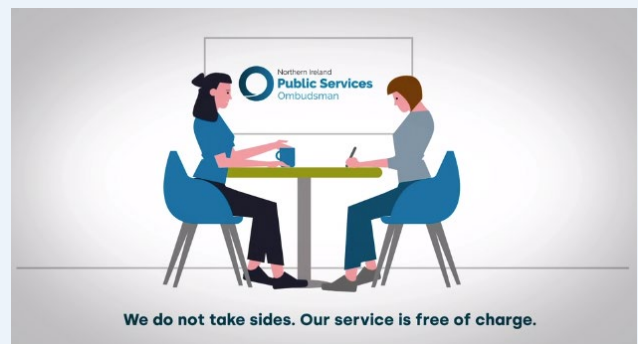
We're committed to being an accessible and inclusive organisation. Ombudsman Margaret Kelly recently gave a presentation to an international audience explaining the best ways of supporting users who experience vulnerability.

Getting out and about



Our Engagement Team meet community groups, charities, public bodies, and members of the public to listen to their issues and tell them about our service. Watch our video to find out more.

New and improved website



Check out our new website! It's easy to use and includes all our published investigation reports, searchable by year and public body. You can also make a complaint using our online form.

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