

110a Sylvan Avenue
Wood Green
Haringey
London

17 Apr 2026

Formal Complaint

In Dec 2010 I contracted meningococcal septicaemia with hypoxic brain injury.
In Sep 2016 I moved to Sylvan Avenue, Wood Green (Haringey)

I'm being forced to write this a great personal discomfort.

As you have completely failed to provide me adequate equipment for my disability. Failed to provide accountability, failed to raise safeguarding concerns and generally failed.

I'm now forced to

- You will appoint a Social Worker
- You will refer me to Pohwer for an advocate under the care act to support me in a new care assessment. This can't be a self-referral, it has to be made by my Social Worker.
- A new care assessment to understand my appropriate care needs specifically in regards to my equipments
 - The assessment will focus on my equipment, mostly my need now to use the track hoist you installed in the bedroom in 2019.
It was installed to fix issues in the wetroom and despite my many repeated objections you claimed it "future proofed" the setup.
 - The track hoist above, like most Haringey Council decisions, never actually worked. It was fundamentally broken by design so In the interest of making it workable.
 - I need a commode, suitable for my toilet and comfortable
 - This has always been a major problem with commodes.
 - I need an adjustment in the number of care staff from one to two.
 - My care time needs adjusting. The current allowed times would not be sufficient to cover the extra work
 - Currently as the sara hoist is unique I show new care staff how to operate it. I won't be able to continue this with the track hoist and would require all care staff to have a working knowledge of it.

The entire Hoist debacle is with the Local Government and Social Care Ombudsman as ref 26 000 472 unfortunately they will take weeks to consider the complaint.