**Trust reimburses COVID-19 patient for loss of belongings**

A man’s belongings valuing over £2,000 were lost while he was in an induced coma, fighting off the COVID-19 virus.

The man made his complaint to the Trust in July 2020 stating that many of his items were of sentimental value. These included his wedding ring, his mobile phone with the loss of all of his contacts, and a t-shirt, which he bought when honeymooning in New Zealand.

After he had put his complaint to the Trust, they responded offering £500 in compensation. The complainant felt that this fell short of both the sentimental and monetary value of his items. His wedding ring alone cost £1,600. He felt that the Trust had a duty of care, which it did not fulfil concerning his belongings whilst in its care.

Investigators from the Ombudsman’s office contacted the Trust to try and resolve the man’s complaint.

As a result, the Trust looked again at the case. It apologised and accepted that the man’s property was lost while in the care of the Trust and, that he was not in a condition where he could have cared for the property himself.

As an alternative resolution to this complaint, the Trust offered the complainant full reimbursement for the items to the value of £2268.99.