

SPSO decision report



Case: 201003938, Dalmuir Park Housing Association Ltd
Sector: housing associations
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Mr C's mother moved into a sheltered property run by a housing association. Mr C said that she had had been promised that there would be no reduction in the services and facilities available to her. He also said he had been told the property would be altered to meet her needs. Mr C alleged that the association had failed to make the alterations and that his mother was not being provided with basic services and facilities. He later acknowledged that some of the adaptations requested had been carried out, and said his major concern was that the association had not arranged for a ramp to be installed. He said this meant that his mother could not be taken out of the house by her care provider for shopping and outings. We found that the adaptations promised by the association had all been installed, and one of the main items mentioned was in fact moveable, so Mr C himself could have been expected to arrange for it to be taken to his mother's new home. We also found that responsibility for providing a ramp lay with the council's social work services and that the association had explained this to Mr C.