

## SPSO decision report

**Case:** 201101410, Western Isles NHS Board  
**Sector:** health  
**Subject:** continuing care  
**Outcome:** upheld, action taken by body to remedy, no recommendations

### Summary

Mrs C, who is an advocacy worker, complained on behalf of her client (Mr A) that the board did not make information about NHS continuing healthcare publicly available. Mr A had disputed the grounds on which his late father was considered liable for care home fees, as he felt that his father's placement related to health needs rather than social care needs. At the time of the placement, Mr A was not told that the NHS could fund care costs in care homes. Our investigation found that Mr A's father had been placed temporarily in the home for respite care, and he did not require an emergency hospital admission. The decision was then taken to make the care home placement permanent and health board staff were not asked to contribute to any assessments. The board accepted that at the time of the placement they had not made information about NHS continuing healthcare publicly available. They had since done this, and had apologised to Mr A.