

SPSO decision report

Case: 201001775, Stirling Council
Sector: local government
Subject: continuing care
Outcome: no decision reached

Summary

Mr C's complaint arose from the financial assessment carried out by the council under the Charging for Residential Accommodation Guidelines after his elderly mother (Mrs A) required to enter a care home. The situation was complicated by the fact that Mr C's daughter and grandchild had previously moved in with Mrs A. The council changed their view on the arrangement, to Mrs A's financial disadvantage, and Mr C complained to the SPSO.

When we got in touch with the council about Mr C's complaints, they asked for the opportunity that the matter be fully pursued through the social work complaints procedures. This took some time, but the recommendations of the complaints review committee were accepted by the relevant council committee and resulted in a full and positive outcome. Although not all of the eight matters that Mr C had asked us to look at were considered in the social work complaints procedures, in light of the satisfactory conclusion achieved we decided that in the circumstances it would not be proportionate to pursue the matter any further.