

SPSO decision report

Case: 201300331, Care Inspectorate
Sector: Scottish Government and devolved administration
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Mr C was a visitor to an elderly friend (Ms A) in a care home. He was concerned about her welfare and raised questions about this, but they were not answered and he was told he was no longer welcome to visit. He complained to the Care Inspectorate, who looked into the matter, but then told him that they were satisfied that matters had been handled properly and that his complaint was not something they could look at. They said that they had been in touch with social services and the welfare guardian with power of attorney for Ms A, and neither had expressed any concerns about her care. Mr C complained to us that the Care Inspectorate had unreasonably failed to answer his concerns about Ms A.

After investigating the complaint, we were satisfied that the Care Inspectorate had properly looked into Mr C's concerns, and were, in the circumstances, quite correct in not providing him with information about Ms A. He is not related to her and she has a welfare guardian with responsibility for her wellbeing and her affairs. We noted that the welfare guardian, who is regarded as speaking for Ms A, had said that they did not want Mr C to visit again.