

SPSO decision report

Case: 201609443, Aberdeenshire Council
Sector: local government
Subject: home helps / concessions / grants / charges for services
Decision: resolved, no recommendations

Summary

Mr C complained on behalf of his mother (Mrs A), who required personal care in her home, that the council had unreasonably charged Mrs A for personal care. Following discussions with us, the council accepted that personal care for individuals over the age of 65 years was a non-chargeable service and they should not have charged Mrs A for providing her with this service. They agreed to reimburse the full free personal care contribution claimed by Mrs A. The council also apologised for the time it had taken to resolve this matter and said that a change to their charging policy would now be applied to other persons who were subject to financial assessment for non-chargeable personal care before the charging policy was revised. As this was a satisfactory outcome for Mr C, we closed the case.