

SPSO decision report

Case: 201700022, Edinburgh Health and Social Care Partnership
Sector: health and social care
Subject: clinical treatment / diagnosis
Decision: not upheld, recommendations

Summary

Mr C complained about an assessment that concluded that his mother (Mrs A) did not require hospital based complex clinical care (HBCCC). After admission to hospital, Mrs A was assessed and it was decided that she would require HBCCC and was therefore transferred to the appropriate facility. Mrs A was re-assessed at this facility, and it was found that she had become ineligible for HBCCC. Mr C disagreed with the decision that Mrs A was now ineligible and brought his complaint to us.

We took independent advice from a consultant in geriatrics. We found that the level of care Mrs A required could be provided in a care home setting and that the decision that she did not need HBCCC was reasonable. We did not uphold this complaint. However, we found that there was a delay in organising a re-assessment after the decision was appealed by Mr C and we made a recommendation in connection to this.

Recommendations

What we said should change to put things right in future:

- HBCCC reassessments should, wherever possible, be carried out within two weeks, in line with the relevant policy.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.