

SPSO decision report

Case: 201702113, North Ayrshire Health and Social Care Partnership
Sector: health and social care
Subject: policy / administration
Decision: not upheld, no recommendations

Summary

Ms C's aunt (Ms A) was transferred to a care home and was provided full funding on an interim basis while Ms C applied for Financial and Welfare Guardianship. The partnership began a financial assessment to calculate Ms A's care costs. Once guardianship was approved, the partnership did not complete the financial assessment as they had concerns about Ms C's decision to keep Ms A's property. Ms C planned to use this property as a base for visits to Ms A, as most of her remaining family lived in another country. The partnership made an Adult Support and Protection (ASP) referral but before this procedure concluded, Ms C decided to sell the property as she felt pressured to do this in order for the assessment to progress. Ms C complained that the partnership unreasonably delayed in completing a financial assessment and that they failed to appropriately assess the finances in line with their obligations.

We took independent advice from a social worker. We found that the partnership acted reasonably in making an ASP referral as it was the correct procedure to follow given the concerns that they had. The adviser noted that communication between the partnership and Ms C could have been better, which may have aided a swifter resolution. However, the financial assessment was appropriate and Ms C made the decision to sell the property before the ASP procedures were concluded. Therefore, we did not uphold Ms C's complaints.