

SPSO decision report

Case: 201705622, Dumfries and Galloway Council
Sector: local government
Subject: sheltered housing issues / residential homes
Decision: upheld, recommendations

Summary

Mrs C complained to the council about social work involvement in the care her late mother received whilst in a care home. Mrs C considered that the way the council handled her complaint was unreasonable and that the action plan they created as a result of the complaints investigation did not adequately address the failings identified.

We upheld Mrs C's complaint about the handling of her complaint as we found it had not been acknowledged within the appropriate timescales.

We took independent advice in relation to the council's action plan from a social work adviser. We found that whilst the action plan points themselves may have been reasonable, insufficient information had been supplied to Mrs C to allow her to understand how these had been implemented by the council. We also found that the action plan did not cover an area where failings had been identified. We considered this was unreasonable as the council had an adult support and protection role in this connection. We upheld this complaint and made recommendations to address the failings identified.

Recommendations