

## SPSO decision report

**Case:** 201707673, Glasgow City Health and Social Care Partnership  
**Sector:** health and social care  
**Subject:** home helps / concessions / grants / charges for services  
**Decision:** upheld, recommendations

### Summary

Mr C complained that the partnership were incorrectly managing his son's direct payment account, as it had fallen into financial deficit.

We found that it was clear from the financial information that Mr C had taken on additional care services, and that this had led to the deficit in the account. However, Mr C had written to the partnership at the time he took on the additional services, and he had continued to provide the necessary financial information to the partnership. Had this information been acted on, the issue would have been identified. We upheld the complaint.

### Recommendations