

SPSO decision report

Case: 201709045, West Lothian Council
Sector: local government
Subject: sheltered housing issues / residential homes
Decision: not upheld, no recommendations

Summary

Mr C complained on behalf of his daughter (Miss A). Miss A resides in a privately owned care home. Mr C complained that the council failed to assess the suitability of another service user before placing them in the care home, and later failed to remove the service user from the care home in a timeous way when issues became apparent.

We took independent advice from a social work adviser. We found that the actions of the council in assessing the service user's suitability for the care home were reasonable. We did not uphold this aspect of Mr C's complaint.

We also found that, whilst it took some time for the service user to be removed from the care home once issues were identified, the council had done all they reasonably could to minimise the issues and move the service user in a prompt manner. We did not uphold this aspect of Mr C's complaint.