

SPSO decision report



Case: 201800226, Dumfries and Galloway Health and Social Care Partnership
Sector: health and social care
Subject: care in the community
Decision: not upheld, recommendations

Summary

Miss C, an advocate, complained on behalf of her client (Ms A) that the partnership reduced Ms A's support hours.

We took independent advice from a social worker. We found some administrative and communication issues with one review of Ms A's support hours. However, overall, reviews of Ms A's support were carried out in line with relevant guidance, standards and the partnership's eligibility criteria. This indicated that they took account of Ms A's needs. We considered that the partnership acted reasonably in reducing Ms A's support hours and we did not uphold Miss C's complaint.

Although we did not uphold the complaint, to provide an opportunity for further improvement, we made some recommendations to address the administrative and communication issues.

Recommendations