

SPSO decision report

Case: 201800529, Midlothian Council
Sector: local government
Subject: other
Decision: not upheld, no recommendations

Summary

Mrs C complained that the council failed to appropriately safeguard Mrs A and that they failed to carry out an appropriate adult support and protection investigation for Mrs A when she was hospitalised as a result of a fall.

We took independent advice from a social work adviser. We found that the council's safeguarding of Mrs A was appropriate, as it respected her wishes and promoted her independence. We further found that when an adult support and protection concern was raised for Mrs A, the council considered this, liaised with appropriate individuals and services, and closed the enquiry. We found that this was reasonable, as whilst Mrs A was in hospital she was deemed not to be at risk of harm. We did not uphold Mrs C's complaints.