

SPSO decision report

Case: 201800777, East Dunbartonshire Health and Social Care Partnership
Sector: health and social care
Subject: aids for the disabled (incl blue badges) chronically sick & disabled acts 1970/72
Decision: not upheld, no recommendations

Summary

Miss C requested an assessment from the Occupational Therapy Service with a view of adapting her property to meet her mobility needs. Miss C complained that the partnership failed to carry out a thorough assessment and that they failed to provide consistent and accurate information about their policies relating to grants and adaptations.

The partnership confirmed that there were appropriate and timely assessments carried out of Miss C's needs. However, they recognised that improvements are required on how they communicate their decisions and support customers in complex situations. Miss C was unhappy with this response and brought her complaint to us.

We found that the partnership's assessments were consistent with the guidance as set out in the their Occupational Therapy Service Criteria. We also found that Miss C was provided with consistent advice about her eligibility for grants and adaptations. We did not uphold Miss C's complaints. However, we asked the partnership to provide evidence of the improvements they are making to their processes.