

SPSO decision report

Case: 201801567, Shetland Islands Council
Sector: local government
Subject: home helps / concessions / grants / charges for services
Decision: not upheld, no recommendations

Summary

Mr C, an MSP, complained on behalf of his constituent, that the council failed to arrange a suitable care package within a reasonable time period. Mr A spent a long time in a care home despite only ever being a temporary resident. This had resulted in excessive costs being incurred by Mr A. Mr C said that Mr A should only have to pay the respite charge, which was substantially lower.

We found that the council had acted in line with the relevant legislation and guidance. Mr A had declined to co-operate with the council by allowing an assessment of his finances, resulting in his accommodation being charged at the standard rate. We also found that although Mr A had found the experience distressing, the council had made reasonable efforts to recruit more staff to cover his care needs and that his return home had not been unreasonably delayed by failings on the part of the council. Therefore, we did not uphold Mr C's complaint.