

SPSO decision report

Case: 201801574, Highland NHS Board
Sector: health
Subject: adult social work services (highland nhs only)
Decision: not upheld, no recommendations

Summary

Mrs C complained that the board unreasonably communicated with her about the care of her mother (Mrs A). Mrs C was named as Mrs A's next of kin and had been listed as Power of Attorney, although this was not invoked for the majority of the period complained about.

We took independent advice from a social worker. We found that the records indicated Mrs C was involved regularly and kept up to date by the care home, which would be normal practice given the care home was responsible for the day- to-day care of Mrs A. We considered that the communication with Mrs C was reasonable and did not uphold the complaint.