

SPSO decision report



Case: 201804945, South Lanarkshire Health and Social Care Partnership
Sector: Health and Social Care
Subject: care in the community
Decision: some upheld, no recommendations

Summary

C complained that the partnership failed to reasonably assess and provide the level of support required by their adult child (A). C also complained about the failure to deal with their complaint within a reasonable period of time.

A moved into their own council tenancy and was entitled to a budget for 24-hour care. C was unhappy as the budget provided would not allow for 24-hour care on a one-to-one basis which C considered the partnership should provide. We found that the partnership were consistent with their message prior to A moving into the new tenancy. They had stated A may not be provided with a budget for one-to-one 24-hour care. We found that the assessments carried out were reasonable. We noted that the partnership were entitled to provide equivalent care at a lower cost and had provided a budget which would support 24-hour care in a core and cluster setting. Therefore, we did not uphold this aspect of the complaint.

In relation to complaint handling, we found that the partnership failed to deal with C's complaint within a reasonable period of time. We upheld this aspect of the complaint. As the partnership had apologised for this and had taken steps to address this in future, we did not make any further recommendations in relation to this complaint.