

## SPSO decision report

**Case:** 201805594, Care Inspectorate  
**Sector:** Scottish Government and devolved administration  
**Subject:** regulation of care  
**Decision:** not upheld, no recommendations

### Summary

Mr C complained to the Care Inspectorate (CI) about the care provided to his late mother in a care home. Mr C remained dissatisfied with the CI's findings and complained further about their investigation. The CI confirmed that they were satisfied that their procedures were followed correctly.

We found that even though evidence could not be found to corroborate Mr C's complaints about his mother's care, the CI thoroughly investigated Mr C's complaints in line with their procedures. They carried out an unannounced visit to the care home, examined the care home records and interviewed all relevant witnesses. We did not uphold the complaint.