

## SPSO decision report

**Case:** 201805773, Fife Health and Social Care Partnership  
**Sector:** Health and Social Care  
**Subject:** sheltered housing issues/residential homes  
**Decision:** not upheld, no recommendations

### Summary

C complained on behalf of their child (A) who is an adult with incapacity. C complained that the partnership failed to reasonably safeguard A before and after a reported incident involving a support worker. We found that the partnership's commissioning of services for provision of care followed standard practice and that reviews carried out did not indicate A was at any risk from support workers. We also found that, after the reported incident, the support worker was removed from the care package. We considered that the partnership reasonably safeguarded A before and after the reported incident. We did not uphold these aspects of C's complaint.

C also complained that the partnership failed to involve them and their partner in the decision-making process regarding A's welfare and that there was a failure to discuss with them the importance of seeking medical screening after the reported incident.

We found that there was a lack of communication with C and their partner (which the partnership had apologised for), but we did not consider it was usual practice for the partnership to involve them in professional meetings where decisions were made under Adult Support and Protection procedures. We also did not consider that it was the role of the partnership to advise C and their partner to arrange any medical screening. Therefore, we did not uphold these aspects of C's complaint.