

## SPSO decision report



**Case:** 201806997, Glasgow City Health and Social Care Partnership  
**Sector:** Health and Social Care  
**Subject:** aids for the disabled (incl blue badges) chronically sick & disabled acts 1970/72  
**Decision:** upheld, recommendations

### Summary

C's late parent (A) had dementia and received care services in their home from a care provider managed by the partnership. A had increasing difficulties with mobility. C complained about delays in the care provider putting appropriate measures in place to assist A to mobilise. A remained in bed while suitable equipment was being sourced. C complained that delays in putting measures in place to assist A in mobilising resulted in A's health declining.

C's complaint was responded to by the partnership. The partnership said that relevant measures were implemented at each stage of the process following a necessary assessment with relevant specialist professional input. They said it was evident that A's general health and mobility were in a downward decline during this period of time.

From the available evidence, we noted that although the care providers were liaising with appropriate professionals to put measures in place they were responsible for a number of delays which impeded this process.

We took advice from a suitably qualified adviser. We recognised that A's health and mobility were declining and variable during this period and there were clear practical difficulties in maintaining their mobility. However, we considered that there were some unreasonable and avoidable delays in putting measures in place to assist with mobilisation. We therefore upheld this complaint.

### Recommendations

What we asked the organisation to do in this case:

- Apologise to A's family for the unreasonable delays in putting effective measures in place to help mobilise A out of bed. The apology should meet the standards set out in the SPSO guidelines on apology available at [HYPERLINK "http://www.spsso.org.uk/information-leaflets"](http://www.spsso.org.uk/information-leaflets) [www.spsso.org.uk/information-leaflets](http://www.spsso.org.uk/information-leaflets)

What we said should change to put things right in future:

- Care staff should act promptly to ensure appropriate equipment is ordered following assessments.
- Care staff should use safe moving and handling techniques at all times.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.