

## SPSO decision report



**Case:** 201807010, South Lanarkshire Health and Social Care Partnership  
**Sector:** Health and Social Care  
**Subject:** care in the community  
**Decision:** not upheld, no recommendations

### Summary

Ms C complained to us in her own right and on behalf of her mother (Mrs A).

Mrs A was visited at home by a carer, who alleged that Ms C assaulted them during their visit. The partnership decided that the adult support and protection (ASP) investigation criteria were met because Mrs A's care package had been put in jeopardy. The partnership decided to activate their ASP procedures. The ASP investigation concluded that Mrs A was not at risk and that no further action was required. Ms C complained that the partnership's decision to carry out an ASP investigation was unreasonable and she raised concerns about how it was carried out.

We took independent advice from a social worker. We found that the partnership's decision to undertake an investigation was reasonable, as they had an obligation to assess if Mrs A was at risk. We also found that it was carried out in a reasonable manner. We did not uphold this complaint.