

SPSO decision report



Case: 201901240, Clackmannanshire and Stirling Health and Social Care Partnership
Sector: Health and Social Care
Subject: continuing care
Decision: not upheld, no recommendations

Summary

C's adult child (A) lived in sheltered accommodation managed by the partnership. A had an overnight carer in their flat for a number of years. Technology Enabled Care (TEC) was later installed in A's flat to provide overnight care.

C complained that the partnership made unreasonable changes to A's overnight care provision. We took independent advice from a social work adviser. We found that the actions taken by the partnership were reasonable. Prior to the change being made the partnership considered C's concerns and responded to them, considered the information available to assess A's overnight needs, undertook appropriate risk assessments to identify risks and took steps to mitigate them where possible. A trial of TEC was undertaken, and at the point where TEC was to become the source of overnight monitoring it was phased in. The partnership also offered a review of the overnight care if A's behaviour changed. Therefore, we did not uphold this complaint.