

SPSO decision report

Case: 201905582, Perth and Kinross Council
Sector: Local Government
Subject: Care in the community
Decision: some upheld, recommendations

Summary

C complained on behalf of their family member (A). C was unhappy with the way the council's social work service conducted a review of A's care package. The outcome of the council's review was that the weekly number of hours for an element of A's support was reduced.

We took independent advice from a social worker. We found that there was a lack of rationale within the assessment and care review documentation for the reduction in A's support. In view of this, we concluded that the review of A's care package was not conducted reasonably. We upheld this aspect of the complaint.

C also raised concerns about the way the council investigated and responded to their complaint. We did not identify any failings in the council's complaint handling. We did not uphold this aspect of the complaint.

Recommendations

What we asked the organisation to do in this case:

- Apologise to C and A for the failure to conduct the review of A's care package reasonably. The apology should meet the standards set out in the SPSO guidelines on apology available at www.spsso.org.uk/information-leaflets.
- Review whether the two-to-one care allowance within A's current care package adequately meets their social needs. (The review should include provision for C to make representations in relation to this matter.) Inform C of the outcome of this review and provide them with a clear rationale for the decision.

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

- Review documentation should demonstrate that a service user's identified needs have been fully considered during the decision making process.

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.