

SPSO decision report



Case: 201907049, East Renfrewshire Health and Social Care Partnership
Sector: Health and Social Care
Subject: Care in the community
Decision: not upheld, no recommendations

Summary

C complained to us that the partnership had unreasonably decided that the overnight support for their relative (A) could be provided by technology in A's home. This had previously been provided by a carer.

We took independent advice from a social work adviser. We found that the partnership had reasonably assessed A's needs; had reasonably addressed the concerns raised by the family; and had reasonably decided to replace the overnight sleepover support with enhanced telecare. We did not find evidence that the partnership had failed to pay adequate attention to human rights considerations. In particular, we were satisfied that they had appropriately considered A's needs and outcomes along with the views of A's family, previous respite carers and appropriate professionals. We did not uphold the complaint.