

## SPSO decision report

**Case:** 202007591, East Ayrshire Health and Social Care Partnership  
**Sector:** Health and Social Care  
**Subject:** Clinical treatment / Diagnosis  
**Decision:** resolved, no recommendations

### Summary

C complained on behalf of their late parents (A) about the quality and management of home care provided to them by a third party organisation acting for the partnership. In response, the partnership highlighted a number of implemented and planned changes to the policy/procedure and provision of care.

The most significant of these was a move from a mixed model of care provision, i.e. partly in house and partly external independent care providers, to a fully internal model for all people who do not choose a particular care provider (under self-directed support) to deliver their care needs. This move will be ongoing through 2023/24.

The partnership's response was discussed with C, who agreed that the changes resolved their concerns. The complaint was closed as resolved.