

## SPSO decision report



**Case:** 202101440, South Lanarkshire Health and Social Care Partnership  
**Sector:** Health and Social Care  
**Subject:** Assessments / self-directed support  
**Decision:** not upheld, no recommendations

### Summary

C complained on behalf of their relative (A) who is an elderly adult with profound learning difficulties and other support needs. C complained regarding the Partnership's assessment of A's care and support package. The assessment resulted in A's budget being reduced. The Partnership confirmed that they considered the budget was sufficient to meet A's identified care needs. They explained that since A's last assessment, the council had introduced an eligibility criteria and that the recent assessment was undertaken in accordance with the new criteria.

C complained that the Partnership failed to demonstrate how the budget met A's needs and that the Partnership failed to produce a final support plan.

We took independent advice from a social worker. We found that the assessment was carried out to a high standard and while C and the Partnership were not able to reach an agreement and finalise the support plan, we did not consider the Partnership had failed to demonstrate how the budget proposed would meet A's needs. We did not consider the Partnership contributed in a significant way to the failure to produce a final support plan and that they made reasonable attempts to work with C and A's guardian in order to produce the final support plan. As such, we did not uphold the complaints.