

SPSO decision report



Case: 201803178, South Ayrshire Health and Social Care Partnership
Sector: Health and Social Care
Subject: communication / staff attitude / dignity / confidentiality
Decision: not upheld, no recommendations

Summary

Ms C complained that the partnership unreasonably carried out two welfare checks on her and her children. She further complained that they had unreasonably recorded that she had taken the children without disclosing their location to the children's school and that they had been documented as missing. Ms C also considered the partnership had failed to take her concerns about reported domestic abuse seriously.

We found that the social work department had a duty to satisfy themselves that the children were safe and well in accordance with legislation. We also found that it was reasonable for the social work department to document that the children were missing until the address they had been given was checked by the police. Finally, we found that the steps taken by the social work department in checking Ms C and her children were safe, after they had left the family home, indicated they had taken concerns about Ms C and her children's welfare seriously. We did not uphold Ms C's complaints.