

SPSO decision report

Case: 201804596, Edinburgh Health and Social Care Partnership
Sector: Health and Social Care
Subject: Aids for the disabled (incl blue badges) Chronically Sick & Disabled Acts 1970/72
Decision: not upheld, no recommendations

Summary

C complained to us about two matters relating to the partnership. Firstly, they were concerned about an occupational therapy assessment carried out to identify appropriate adaptations for a new property they were being offered, as they did not consider the adaptations made met their needs as a disabled person. Secondly, they were also concerned about a decision made to remove direct payments for support that they had been receiving, as they disputed the partnership's view that these had been improperly managed.

We took independent advice from an occupational therapy adviser, who confirmed that the adaptations made to the new property were appropriate, based on the needs assessments completed. We also found that the records of audits carried out into C's management of the direct payments reasonably evidenced the improper management alleged by the partnership. We considered that the partnership had managed both matters appropriately and did not uphold C's complaints.