

## SPSO decision report

**Case:** 201807203, Edinburgh Health and Social Care Partnership  
**Sector:** Health and Social Care  
**Subject:** continuing care  
**Decision:** not upheld, no recommendations

### Summary

Mr C contacted the partnership to request local authority funding towards care home costs for his wife (Mrs A). The partnership carried out a New Threshold calculation (calculation that determines an individual's entitlement to funding) for Mrs A, confirmed she was eligible for local authority funding and detailed their contribution to her care home costs. Mr C subsequently requested a review of Mrs A's New Threshold calculation. Mr C remained dissatisfied with the New Threshold calculation carried out. He complained that the partnership had failed to explain their position on Mrs A's financial assessment and as a result he lacked confidence in the figures arrived at by the partnership. He also complained that some of the letters he had received had contained inaccurate information and had misled him in connection with Mrs A's funding.

We found that the partnership had met with Mr C on a number of occasions to explain the New Threshold calculation and had carried out re-calculations in response to further information provided by Mr C. We found no evidence that the partnership had not acted in line with their financial assessment processes and relevant guidance when handling Mrs A's New Threshold calculation and financial assessments. In relation to the letters, the partnership have acknowledged that these could have been worded better and have made improvements as a result. We did not uphold the complaint.