

SPSO decision report

Case: 201809055, Glasgow City Health and Social Care Partnership
Sector: Health and Social Care
Subject: care in the community
Decision: not upheld, no recommendations

Summary

C complained on behalf of their adult child (A), who has complex care needs and lives with C, about the care and treatment A received from the partnership.

C said that the partnership failed to carry out a reasonable support needs assessment for A and that they failed to prepare an appropriate outcome-based support plan.

We took independent advice from a social worker. We found that the action taken by the partnership in preparing the support needs assessment and outcome-based support plan was reasonable, and it was in line with relevant guidance and policies. We did not uphold the complaint.