

## SPSO decision report

**Case:** 201809520, Glasgow City Health and Social Care Partnership  
**Sector:** Health and Social Care  
**Subject:** Care charges for homecare and residential care  
**Decision:** not upheld, no recommendations

### Summary

C held power of attorney (POA) powers for A and complained about the partnership's assessment of the financial contribution they required A to pay towards care at home costs. A received a direct payment from the partnership which helped to pay for a care at home service. A also paid for additional care with personal funds to increase the care received to 24/7. C complained that the financial assessment undertaken was not in accordance with the relevant charging policy and that the partnership failed to take account of the fact that A was paying for a significant amount of their care to ensure they had 24/7 care. The partnership confirmed that they were satisfied that the financial assessments were properly undertaken and the charges applied were in accordance with their charging policy.

C felt that the additional costs A had, by purchasing additional care, should have been taken into account. The relevant guidance only requires the local authority to consider, using their powers to waive charges, if the supported person has difficulty in meeting the approved cost. We found that the partnership had applied the relevant charging appropriately and had explained the rationale for how the financial contribution charged complied with their charging policy. We, therefore, did not uphold the complaint.