

SPSO decision report



Case: 201901360, East Dunbartonshire Health and Social Care Partnership
Sector: Health and Social Care
Subject: care in the community
Decision: not upheld, no recommendations

Summary

C made a number of complaints on behalf of their adult child (A) in relation to the service received from the partnership. We took independent advice from a social worker.

C complained about a delay in referring A for a functional assessment. Whilst we recognised the stress caused whilst waiting for the assessment and bathroom adaptations, we found that the process followed and the time taken was in accordance with standard practice.

C complained about the lack of an annual support plan for A. We considered that the partnership should have confirmed to A that the existing plan still applied; however, we noted that they had to comply with government guidance in care planning. This meant there was a high volume of care plans that required to be updated and priority was given to those with urgent critical or substantial need. A's care needs had not changed substantially or critically and therefore A's care support was not reviewed until their needs changed when they moved to their own home.

C complained that a draft care and support plan prepared did not meet A's needs. We found that the needs documented from discussions were reflected in the draft care and support plan.

C also complained that A was not provided with copies of minutes of meetings. We found that it was not standard practice to provide copies of the particular type of meetings referred to.

Finally, C complained that a record of a home visit was inaccurate in that it was documented that A engaged with the social worker, when this was not the case. We found that it was not possible to establish what occurred on the day in the absence of other evidence.

We did not uphold any of C's complaints.