

## SPSO decision report

**Case:** 201908492, Shetland Islands Council  
**Sector:** Local Government  
**Subject:** Assessments / self-directed support  
**Decision:** not upheld, no recommendations

### Summary

C, a support and advocacy worker, submitted a complaint on behalf of their clients (A and B) regarding the support provided to them by the council's social work service. B is A's main carer and they had concerns that their needs were not assessed appropriately and that they have not been able to use the Self-Directed Support and respite allocation flexibly to meet their needs.

We took independent advice from a social work adviser. We found that there was evidence in the records that the council collaborated and consulted appropriately with A and B, had appropriately assessed A's needs and had taken into account information from health professionals involved in A's care. We also noted that the council acted reasonably regarding the flexibility of the Self-Directed Support and respite allocation for A and B and it was reasonable that the direct payment was in A's name given that A is the adult with the assessed health needs. We also considered that reasonable action was taken by the council regarding care and support for A, when B was recovering from operations.

We did not uphold C's complaint that the support provided to A and B was unreasonable.