

SPSO decision report

Case: 201003933, Care Inspectorate
Sector: Scottish Government and devolved administration
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

After she was admitted to a private care home, Mr C had concerns about his mother's care and treatment. He complained to the care home and then to the Care Commission (this organisation is now called the Care Inspectorate). The Care Commission responded to six separate complaints from Mr C over an eight-month period. They upheld the majority and made recommendations for improvement.

Mr C then complained to us that the Care Commission failed to investigate his concern that his mother was victimised due to her family raising complaints. However, we found no evidence that Mr C had made a complaint about this particular matter at the time.

Mr C was also unhappy with the Care Commission's inspection and rating of the care home. He complained to us that, after he continued to question this, the Care Commission incorrectly took action against him under the part of their complaints procedure that deals with 'persistent or vexatious complainants'.

Our investigation found that there was no maladministration in the taking of that decision, and we did not uphold the complaint.