

SPSO decision report

Case: 201407618, Care Inspectorate
Sector: Scottish Government and devolved administration
Subject: regulation of care
Outcome: not upheld, no recommendations

Summary

Ms C complained to the Care Inspectorate about the care home her father was staying in. She complained about a range of issues, including how often bedding was changed, concerns about electric reclining chairs, and the lack of a care plan for her father. The Care Inspectorate responded to her complaints (they upheld one of her complaints, but did not uphold the others), and Ms C then complained to us that they had failed to properly investigate her complaint.

Our investigation examined whether or not the Care Inspectorate followed their normal process in investigating Ms C's complaint, and whether or not they clearly informed her of the outcome. We found that they followed their complaints handling procedure properly. They acknowledged Ms C's complaint and issued a decision within the appropriate timescales, and informed her of her right to request a review. When she made this request they reviewed their decision and, again, issued her with a final decision within correct timescales. It was clear from the information provided to us that the Care Inspectorate planned and carried out a comprehensive investigation, and communicated their findings clearly. Therefore, we did not uphold Ms C's complaint.