

SPSO decision report

Case: 201604586, Aberdeenshire Council
Sector: local government
Subject: continuing care
Outcome: resolved, no recommendations

Summary

Ms C, who works for an advocacy and support agency, complained on behalf of her client (Ms A). Ms A said that the council delayed in awarding free personal care to her mother when she moved into a care home. Ms A was also unhappy with the way the council dealt with her subsequent complaint.

Following discussions with us, the council acknowledged that they had missed an opportunity to join up their different services so that they could provide Ms A's mother with a comprehensive service. They apologised for this failure and they agreed to reimburse the full free personal care contribution being claimed by Ms A.

As Ms C was happy with this outcome, we closed the case as resolved.