

SPSO decision report

Case: 201708282, East Lothian Health and Social Care Partnership
Sector: health and social care
Subject: calls for general assistance
Decision: some upheld, recommendations

Summary

Mrs C complained the council had failed to assess her temporary accommodation. Mrs C also complained that her Self Directed Support (SDS) assessment took too long to complete and that the council had failed to communicate with her appropriately.

We took independent social work advice. We found that the council was not obliged to assess Mrs C's temporary accommodation as she had chosen to move into a privately rented property. Therefore, we did not uphold this aspect of Mrs C's complaint.

We found that Mrs C's SDS assessment did not take an unreasonable length of time, however, it had been signed electronically on her behalf, without any evidence of her consent. We considered that this was inappropriate and upheld this aspect of Mrs C's complaint. However, we noted that the council were taking action to prevent this reoccurring.

We also found that the council had not communicated reasonably with Mrs C about a decision to stop her direct payment. This was unreasonable as they were aware Mrs C had previously required assistance in managing this. We upheld this aspect of Mrs C's complaint.

Recommendations