

SPSO decision report

Case: 201911779, Comhairle nan Eilean Siar
Sector: Local Government
Subject: assessments / self-directed support
Decision: not upheld, no recommendations

Summary

C, a support and advocacy worker, complained on behalf of the late A and their family. A had complex care needs and lived at home. C complained that the council failed to deliver an appropriate care plan to meet A's assessed and eligible needs.

We took independent advice from a social worker. We found that the council took reasonable action to assess A's care needs, in line with relevant guidance and policies. We considered that the council took reasonable action to deliver a care plan to meet A's needs. Therefore, we did not uphold the complaint.