

SPSO decision report

Case: 202100063, Argyll and Bute Health and Social Care Partnership
Sector: Health and Social Care
Subject: Other
Decision: not upheld, no recommendations

Summary

C complained on behalf of their adult child (A). A has received support for addiction from the partnership for a number of years. However, C complained that the partnership failed to provide evidence of a recovery plan, to explore all possible treatment options, unfairly stated A was difficult to engage with, and failed to reasonably communicate with C.

The partnership acknowledged that there had been a gap in the services provided to A due to staff absence and difficulty recruiting, however a recovery plan was in place for A.

We took independent advice from an adult psychiatry adviser. We found that the support provided to A was appropriate and reasonable and that there was a clear management plan in place. Despite the difficulties faced by the partnership in terms of staffing, we concluded that appropriate drug addiction support was provided to A and we did not uphold the complaint.