

SPSO decision report



Case: 202503645, Clackmannanshire and Stirling Health and Social Care Partnership
Sector: Health and Social Care
Subject: Occupational therapy / assessment for equipment / adaptations
Decision: not upheld, no recommendations

Summary

C, who has a progressive neurological disorder, complained that there was an unreasonable delay in the partnership providing adaptations to their home.

We took independent advice from an occupational therapist (a healthcare professional who supports people to improve their ability to carry out everyday tasks). We found that this was a complex case in which C's occupational therapist was required to take account of a range of factors. It required multidisciplinary involvement, and it was important for support to be aligned with C's readiness and preferences. Overall, we found that the timescales were reasonable. We did not uphold this part of C's complaint.

C complained that there was an unreasonable delay in social work providing C with an appropriate support package. We took independent advice from a social worker.

We acknowledged that there was a delay between C indicating that they required additional support and requesting an assessment for Self-Directed Support (SDS), and the request being progressed four months later. However, we found no evidence that this delay was due to any fault on the part of social work.

With regard to the timescale for providing a reablement care package (help with daily activities), we found that the partnership respected the pace at which C was able to cope with the decisions required about their care and support. Therefore, we did not uphold this part of C's complaint.

However, we found that there was a period during which social work could have been more proactive. C appears to have had to push in order to progress an assessment for SDS. We recognised the frustration this must have caused at a time when C was experiencing a significant deterioration in their health. While we did not uphold the complaint, we gave the partnership feedback on a number of matters including the tone of the complaint response, their communication with C, and possible areas for service improvement for service users with rapidly progressive conditions.