

SPSO decision report

Case: 201405193, Ayrshire and Arran NHS Board

Sector: health

Subject: clinical treatment / diagnosis

Outcome: not upheld, no recommendations

Summary

Mr C complained about the treatment provided to his late father (Mr A) when he was admitted to Biggart Hospital for a mental health assessment. While in hospital, Mr A's condition deteriorated and he stopped eating and drinking. His medication was amended but Mr A subsequently died of an infection. Mr C felt that Mr A's deterioration was due to the medication prescribed for his mental health problems. He also said that, despite repeatedly reporting his concerns to staff, they did not take his views into account.

The board said that Mr A had been prescribed appropriate medication for his mental health issues, that his medications were continually monitored, and that they were amended in view of the changes to Mr A's clinical condition. They also explained that there was evidence of regular communication with Mr C.

After taking independent advice from a medical adviser who is a consultant in old age psychiatry, we did not uphold Mr C's complaint. We found that the doctors involved in Mr A's care provided appropriate treatment for his physical and mental health symptoms. The medications prescribed were appropriate, and were closely monitored and amended when required. We also found that the staff were fully aware of Mr C's concerns about his father's treatment, and that they took these concerns into account when setting up the treatment plan.