

SPSO decision report

Case: 201607947, Ayrshire and Arran NHS Board

Sector: health

Subject: clinical treatment / diagnosis

Decision: not upheld, no recommendations

Summary

Ms C complained about the assessment of her father (Mr A)'s capacity by old age psychiatry staff who visited him at home and while he was an in-patient at University Hospital Crosshouse. She was also concerned that the assessment of the level of care Mr A required was unreasonable.

We took independent advice from a consultant in old age psychiatry. We found that Mr A's capacity had been assessed regularly and that the assessments themselves reached reasonable conclusions. Therefore, we did not uphold Ms C's complaints. While we found that the assessment of Mr A's care requirements was appropriate, it was noted that Ms C and her family appeared to have received somewhat confusing information from social work staff regarding the level of care needed. We provided feedback to the board on this matter.