

SPSO decision report

Case: 201801804, Highland NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mr C complained on behalf of his son (Mr A) about the mental health care and treatment provided by the board. Mr C complained that there had been a failure to provide support from a community psychiatric nurse, a delay in referral, and a failure to provide the necessary crisis support.

We took independent advice from a psychiatrist (a medical practitioner who specialises in the diagnosis and treatment of mental illness). We found that the mental health care and treatment provided to Mr A had been timely, supportive, and in line with Mr A's needs and wishes. We did not uphold this aspect of Mr C's complaint.

Mr C also complained about the board's complaint response. We found that whilst the board gave limited information in response to one of Mr C's questions, this was in relation to care provided by another organisation. Therefore, we did not consider this unreasonable and we did not uphold this aspect of Mr C's complaint.