

SPSO decision report



Case: 201802088, Dumfries and Galloway NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mr C complained to us about the care and treatment provided to his son (Mr A) by the board in the community. Mr A had been diagnosed with paranoid schizophrenia (a serious mental health condition that causes disordered ideas, beliefs and experience), complicated by drug misuse. The conditions of Mr A's treatment were set out in a compulsory treatment order. We took independent advice from a mental health nurse.

Mr C complained that Mr A received an inadequate level of support and that restrictive measures should have been put in place when Mr A failed to comply with his treatment plan. We found that Mr A's care plan was reasonable. We found that the board demonstrated good practice by encouraging Mr A to comply with his treatment plan rather than immediately resorting to more restrictive measures. We found that the board did admit Mr A to hospital when it was the only practical way to stabilise his condition. We did not uphold this aspect of the complaint.

Mr C complained that there was a failure to take the circumstances of Mr A's family into account and to ease the strain they were experiencing. He also complained there was a failure to communicate effectively with the family. We found that the board acted appropriately by referring Mr C to social work for a carer's assessment. We found there was no obligation for the board to carry out their own assessment of the family's needs as carers. We also found that the board's communication with the family was reasonable. Therefore, we did not uphold these aspects of the complaint.