

SPSO decision report

Case: 201808099, Borders NHS Board
Sector: Health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C complained that the care and treatment they received at Borders General Hospital was unreasonable, including that they should not have been admitted; that they were not advised of the side effects of their medication; and that staff did not adequately explain what the medication was to treat.

We took independent advice from an adviser qualified in psychiatry. We found that it was appropriate for C to be admitted to hospital for assessment and treatment. While we found that there was no evidence of a specific discussion with C regarding the potential side-effects of their medication, we considered that the board's acknowledgement and apology for this in their letter to C to be a reasonable response. We found that, overall, there was good evidence of engagement and dialogue with C regarding their treatment plan and medication, and that the board's prescribing and administering of medication was reasonable. As a result, we did not uphold the complaint.