

SPSO decision report



Case: 202002479, Perth and Kinross Health and Social Care Partnership
Sector: Health and Social Care
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C complained about the treatment and support provided by a community mental health team run by the partnership. C said that they were not reasonably assessed by appropriate clinicians and that the partnership failed to provide them with a reasonable diagnosis or treatment. C said that their care was mainly provided by a community mental health nurse whom C did not consider to be appropriately positioned to offer diagnosis or treatment. In addition, C considered that it was unreasonable that they were removed from the list while they awaited an appointment for dialectical behaviour therapy (DBT - a type of cognitive behaviour therapy).

We took independent advice from an appropriately qualified adviser.

C's first complaint related to their diagnosis. While there was a time management issue relating to one of the appointments, the partnership's actions in relation to providing a diagnosis for C was reasonable and in a reasonable timescale. As such, we did not uphold this complaint.

C's second complaint related to the treatment they received. While there was a communication issue in relation to a referral for C, overall the treatment provided by the partnership was reasonable. We did not uphold this complaint.

C's final complaint related to the support the partnership provided to them. We found that the support provided was reasonable while they were being seen by a community mental health nurse. C had also been provided with access to a helpline while they awaited further therapy treatment. As such we did not uphold this complaint.