

SPSO decision report

Case: 201810212, Glasgow City Health and Social Care Partnership
Sector: Health and Social Care
Subject: Clinical treatment / Diagnosis
Decision: some upheld, no recommendations

Summary

Mr C complained about being detained by the partnership under the Mental Health (Care and Treatment) (Scotland) Act 2003.

We took independent advice from a consultant psychiatrist. We found that the emergency detention carried out by the partnership complied with the Act on both clinical grounds and in terms of procedure. We did not uphold this complaint.

Mr C also complained that the partnership unreasonably arranged an appointment to see him at home some time after his detention. We found that there were unreasonable shortcomings in the communication from the partnership. We noted that the partnership had acknowledged this and apologised to Mr C. We upheld this complaint but took no further action.

Mr C also complained that the partnership invoked their unacceptable behaviour policy. We found that Mr C had been provided with some incorrect information by the partnership about access to information held about his detention. However, the actions displayed by Mr C met at least two of the criteria required for this policy to be invoked. He had also been advised of the reasons why it was being invoked. We considered that the partnership had appropriately followed their policy on unacceptable behaviour. We did not uphold this complaint.