

SPSO decision report

Case: 201905684, Fife NHS Board
Sector: Health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C was admitted to Stratheden Hospital following an overdose. C's complaint is in relation to the care and treatment provided during this admission. C said they were left without medication and discharged without a proper follow-up plan.

The board acknowledged that medications were not available when they should have been. They said this was because C's prescriptions needed to be ordered from the pharmacy and were not stocked on the ward. They said that a senior charge nurse had reminded staff to review prescriptions to ensure they are ordered in time. The board said they provided C with appropriate information about support services.

We took independent advice from a consultant psychiatrist. We noted that it was accepted that there was a delay with providing C with their medication. However, we found that the overall management of C's condition was reasonable, with effective communication between staff and C documented throughout. As such, we did not uphold this complaint.