

SPSO decision report

Case: 202204112, Lothian NHS Board - Acute Division
Sector: Health
Subject: Clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C complained about the care and treatment provided to their parent (A) on two separate admissions to hospital. A was detained on both occasions under the Mental Health (Care and treatment) (Scotland) Act 2003. C had concerns about A being sedated and that staff had restrained A in an inappropriate manner.

In their response to the complaint, the board explained the care provided to A, the reasons for the administration of medication, how this was overseen and adjusted to address A's levels of sedation, and the process and performance of restraints when they were required. C was dissatisfied with the board's response and brought their complaint to us.

We took independent advice from a consultant psychiatrist and a mental health nurse. We found that on both admissions, there was appropriate oversight of A's medication and care was taken to consider sedative effects and find a balanced approach. We found that medications were administered appropriately to manage A's distress and aggression. Therefore, we did not uphold this part of C's complaint.

In relation to the use of restraints, we found that these had been performed reasonably and that A's concerns about pain to their ribs was appropriately assessed. Therefore, we did not uphold this part of C's complaint. However, we did provide the board with some feedback on the requirements for accurate record keeping.