

## **Nursing home admits that it failed to administer medication and carry out a proper risk assessment for patient**

The daughter of a patient based at a County Tyrone nursing home, complained about her mother's care and treatment after staff failed to administer insulin on two consecutive days. This was despite a hospital letter advising of a change in her regime.

Having previously been admitted to hospital on several occasions, the patient had been found to have very high blood sugar levels. The patient's daughter (the complainant), said that one blood sugar reading was 35 mmols when normal blood sugar is between four mmols and seven mmols. She complained that this almost caused ketoacidosis.

Upon her mother's return to the nursing home, it was found that staff had not read the hospital letter stating the change in her medication regime.

The complainant also noted that on a separate occasion, she found her mother lying in an uncomfortable position with her nightdress unbuttoned to her naval and her bed clothes in disarray. She stated that her mother was very weak, almost unconscious and unable to help herself, and that her bag was still lying on the floor, posing a health and safety risk.

Following our enquiries, the nursing home admitted that it didn't do things right, and agreed to an alternative resolution to address these matters.

This included:

- The nursing home providing the complainant with details of the improvements implemented as a result of her complaint.
- The nursing home providing an apology to the complainant.