

Recommendations made to Care Home following investigation of complaint

A report has criticised the care and treatment provided to an elderly patient in Domnall Care Home (Belfast).

The Ombudsman's investigation looked at the issues of complaint, including diet, personal care, toileting and pressure sores.

After the engagement of independent professional advice the Ombudsman found there to have been a failure in the care and treatment received by the patient in relation to a failure to meet fluid target levels and a failure on two occasions to take earlier action to arrange for the patient's transfer to hospital.

It was also found that the home also failed to properly record the patient's toileting needs.

As a result of the failings the Ombudsman concluded that the patient had experienced injustice. The care home was asked to apologise to the complainants. It was also asked to introduce a system for those residents on special diets which recorded the food offered and the amounts consumed.