

Case summary: Ref.202001973
Sector: Health & Social Care

Investigation of a complaint about a children's home run by the Western Health Trust

A woman complained that her daughter, who had autism, anxiety and depression, was not cared for properly during her 7 months stay in a children's home.

Specifically she said that staff didn't make sure her daughter took her medication at the required times and that they didn't act quickly enough to obtain an increased dosage of medication for her after it had been prescribed by her GP.

She also claimed the Trust did not respond to her complaint properly, and said she was concerned the same mistakes would be made again.

We found that the service and support the Trust provided to the young person was predominantly reasonable, appropriate and in line with relevant standards, and that its communication with her family was appropriate.

However, we upheld the two complaints about her medication, noting that there were two occasions when she should have received her medicine but didn't.

In relation to its handling of the woman's complaint, we said it should have given her a more detailed response to the concerns she raised, as well as providing her with the minutes of their meeting.

We asked it to apologise for these failings.