Complaint Outcome Summary

Name of Service: ADHD Direct
Date: 25/02/2022
Complaint Case Number: CAS-01313-B2M7V6

1. Complaint Overview

We received a complaint about the following:

   a) patient reviews
   b) the service medicines management policy
   c) the service complaints policy and process, and
   d) the service social media policy.

2. Complaint Conclusion:

After investigating the patient’s concerns we upheld their complaint in all four areas.

3. Complaint Requirements and Recommendations:

Requirement 1
The provider must ensure that all patient information is recorded in a single patient care record in a timely manner.

Regulation 4 (2) (a)(b)
The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011

Requirement 2
The service must ensure that staff with the appropriate skills and in such numbers as are appropriate for the health, welfare and safety of service users are employed to meet the needs of the patient.

Regulation 12(a)
The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011

**Recommendation a**
The service should ensure that it maintains their duty of care to patients until safely discharged from the service

*Health and Social care Standards: My support, My life. I am fully involved in all decisions about my care and support 4.13*

**Recommendation b**
The service should ensure that their complaint policy is visible and easily accessible to patients and that it outlines all possible outcomes following a complaint investigations. A full complaint investigation should be carried out involving the patient if they wish. The provider should ensure that staff are trained recognise a potential complaint when patients express any dissatisfaction with their care.

*Health and Social care Standards: My support, My life. I have confidence in the organisation providing my care and support 4.20*

**Recommendation c**
The service should ensure patients are able to raise a concern or complaint without negative consequences for their care.

*Health and Social care Standards: My support, My life. I am fully involved in all decisions about my care and support 4.21*

**Recommendation d**
The service should develop a social media policy to guide staff as how to manage content posted by patients on social media. They should also develop written information for patients regarding the service’s expectations in relation to the use of social media.

*Health and Social care Standards: My support, My life. I have confidence in the organisation providing my care and support 4.8*