

The care of a patient in the Ulster Hospital, Dundonald

The Ombudsman has upheld elements of a complaint made about the care given by the Ulster Hospital, Dundonald, to a patient with type 2 diabetes.

The Ombudsman's investigation involved input from a number of independent medical advisors and a consideration of the relevant medical records.

It was found that there were failures in relation to the patient not receiving her medication at the correct time, not having her blood glucose levels checked after it was administered, and not having her stump wound assessed every day.

A complaint that the patient should have been kept in hospital for further treatment, rather than being returned to her care home, was not upheld. The Ombudsman concluded that the decision by the medical staff was made in good faith and taken in the patient's best interest.

The South Eastern Health and Social Care Trust was asked to make an apology to the complainants for the failures identified.