

20 February 2019

## **Investigation into the care and treatment of patient in Armagh nursing home**

The Ombudsman received a complaint from a man who claimed that his father had suffered poor care and treatment while a resident of Ard Mhacha Nursing Home, Armagh.

The investigation looked at the assessments carried out for the resident when he was admitted to the Home. It also looked at his pain management programme, his treatment for constipation, and allegations that he had suffered severe weight loss during his time there.

The Ombudsman examined all relevant notes and records from the Home, as well as advice from a specialist independent advisor. She also looked at documents from the Southern Health and Social Care Trust, which had carried out its own investigation into the complaint.

She concluded that the Home's assessments and care plans were largely adequate. However, she also found that it had underestimated the resident's risk of a fall, and that it was inconsistent in its assessment of his mental state.

The Ombudsman found that following a fall, the resident's pain management was also not properly managed. Although he was found not to have suffered a fracture, he had spent 4 days without pain relief before going to hospital for an x-ray.

In relation to the concerns about the resident's weight loss, the findings of the Trust's investigation and the professional advisor's comments were both considered. These stated that the total weight loss was less than that which warranted a referral to a dietician. This part of the complaint was not upheld.

The Ombudsman recommended that the Home apologise to the complainant for the failures in care identified in the report. She also made recommendations about the Home's pain management and falls management procedures. These recommendations were accepted.