

## Complaint Outcome Summary

Name of Service:	Graham Anderson House
Complaint Case Number:	<b>CAS-01147-G3J6Q</b>

### 1. Complaint Overview

The complaint areas we investigated were:

1. The service's governance and process for medicines management was inadequate.
2. The service did not sufficiently document and act on feedback from family.
3. The service's management of the patient and medication post error identification was inadequate.
4. The service did not communicate effectively with patient and family in line with its own procedure.
5. The service did not follow its own investigation procedure.